



Volunteer training

While volunteer work contributes the most valuable asset, time, to the Expo, Expoagua Zaragoza 2008 designs and structures quality training, adapted to the possibilities, capabilities and preferences of each volunteer (language, availability, format, location etc.)

Training of the Expo 2008 volunteers is a right and a duty reflected in current state and regional law, and included in the "Rights and Duties Letter".

The training process starts with the class (face-to-face/on-line) on general volunteer training. Once this has been taken, if they so wish they may sign the joining commitment of the Company Volunteers and enter availability and personal details into the form. In this form they will express their preferences which, if necessary, will be accompanied by specific training in the form of practical experience.

General Training

General Training is compulsory for all those wishing to become Expo 2008 Volunteers. It offers an overview of the contents and allows volunteers to understand the objectives of the event. Depending on each person's availability, this training can be given online or face to face. Training has been designed, organised and given by the team of professionals from the Participation and Volunteer Department.

General Training deals with issues of common interest to all volunteers. The subjects covered are:

1. International Exhibitions (origin, history). Expo Zaragoza 2008.
2. The subject "Water and Sustainable Development". Concepts in environmental education.
3. Zaragoza: relevant information.
4. Participation and Volunteers

There are two ways of taking General Training:

Face to face:

- For individuals: Given in the CAI "Joaquín Roncal" Training Centre, located at C/ San Braulio, N° 5-7, Zaragoza. Sessions are held from Monday to Friday in the morning or afternoon, including two Saturdays a month. Training is given in three-hour sessions. The schedule for the next sessions can be seen in the attached file.
- Organisations, groups or collectives can get information from the "Joaquín Roncal" Centre or request a talk in your own premises, in which case you must first contact the Participation and Volunteer Department.

On line:

Expoagua has signed a collaboration agreement with the Aragon Government aimed at allowing people who so wish to take General Training on line through the Aula Aragon electronic platform if they prefer. People having an e-mail address and wishing to take on-line training will receive an e-mail with the password to access it.



Specific training

The aim of Specific Training is to prepare volunteers to perform the volunteer activities assigned to them before or during Expo 2008. We have started specific training in environment, protocol, tourism, language workshops etc.

When a person completes documentation to sign up to the Expo 2008 Volunteer Programme, they are asked to indicate, in order of preference, the three areas they wish to participate in. In total there are over twenty voluntary activities, all of them very different, which range from serving the public to first aid, protocol, group coordinators etc.

This training has also been organised and designed by a team of Department professionals, who are responsible for providing it in collaboration with Expoagua staff and external professionals in the relevant field, which guarantees an extraordinary level of quality.

Those people that have undergone General Training and are now Expo 2008 Volunteers will progressively undergo specific Training (according to their preferences) as the Expo 2008 start date approaches.

To date, the following talks have been given:

- Environment: Expo Zaragoza 2008 Environmental Resources Agency.
- Protocol: Expo 2008 and Zaragoza Council Participants Area
- Tourism: Zaragoza Council.
- Language Workshops: Expo Zaragoza 2008 Participation and Volunteer Department.

Languages are one of the keystones in this specific training. Classes are not given in the usual face to face way, but take the form of informal discussion groups during which those languages spoken during the Exhibition will preferably be used, and during which the issues related to the exhibition (site, contents, importance of water and sustainable development etc.) will be debated. This is essentially practical training that aims to enable the volunteers to converse fluently in the chosen languages.

Another point to highlight is the training of the trainers: This training consists involves some of the Expo 2008 Volunteers passing on the training they have received to other volunteers, always with the advice, help and supervision of Department professionals. The training method allows us to speed up training and guarantee that it is given to all the expected 15,000 or more volunteers.

Training in schools centres

Although age is the only requirement to become a expo 2008 volunteer, an international exhibition with the slogan "Water and Sustainable Development" should reach future generations.

That is why the expo 2008 Participation and Volunteer Department, in collaboration with different areas of the company, has introduced an educational programme for schools which is carried out in the Expo Visitors Centre. This programme involves giving talks as a complement to the visit to the centre, responding to the visits organised by different schools.



Talks have been designed by the professionals from the Participation and Volunteer Department and are adapted to all educational levels. The two subjects discussed are how to become an Expo 2008 volunteer and essential concepts about Water and Sustainable Development. In addition, if the school so requests, the talk can be given in other languages with the aim of promoting the volunteer work internationally, taking advantage of any cultural exchanges that the schools may carry out.

Those schools that want to participate in this activity should call 976 70 20 08, where they will be given an appointment at the visitors' centre for the additional talk.

International Training

The only requirement for becoming an expo 2008 volunteer is to be 16 years old before 7 September 2008. That is why our volunteers come not only from the local and national area, but from all over the world, as can be seen in the following graph with details from January 2007.

To reach all of them quickly and efficiently, general training can be taken on line and in both English and French to improve communication. Interested parties can contact the Department in those languages and have any questions about training answered through voluntariado@expo2008.es

Formation outside Zaragoza

As mentioned before, expo 2008 volunteers come from all corners of the globe, but especially the rest of Spain and Aragon.

The expo 2008 face-to-face general training for volunteers is not only carried out in Zaragoza, the capital, but is also supplemented by training talks given in other towns to coincide with acts or events the company holds there. Thus, to date training chats have been given in Huesca, Teruel, Barcelona, Madrid, Seville, Valencia, Ejea de los Caballeros, Erla, Almodévar etc. to name just some of the most important ones.

Practical experience

In the table summarising the expo 2008 volunteer training you can see that practical experience is the final link in the training process. Conceived as actions carried out before the Exhibition, they act as a test in which both the staff of the Participation and Volunteer Department and the volunteers themselves put into practice the knowledge and skills they have acquired.

- Before each voluntary activity, an informative talk is organised in which an explanation is given of the instructions to follow at every moment (as included in the Rights and Duties Letter) and in which any doubts that might come up are clarified. When required, any material necessary for the activity will be handed out.
- The performance of this activity covers many different fields, from recruitment and promotion of the expo 2008 volunteer scheme to raising public awareness of the event. Although the next section, devoted to voluntary activities, will give you more information, we would like to point out some of the most important actions, such as raising awareness and



promoting expo 2008 volunteer work in the Pilar festival on Saint George's day, our presence in local, national and international fairs, guided visits of works, detailed explanations of the model of the site and giving training and information to other volunteers.