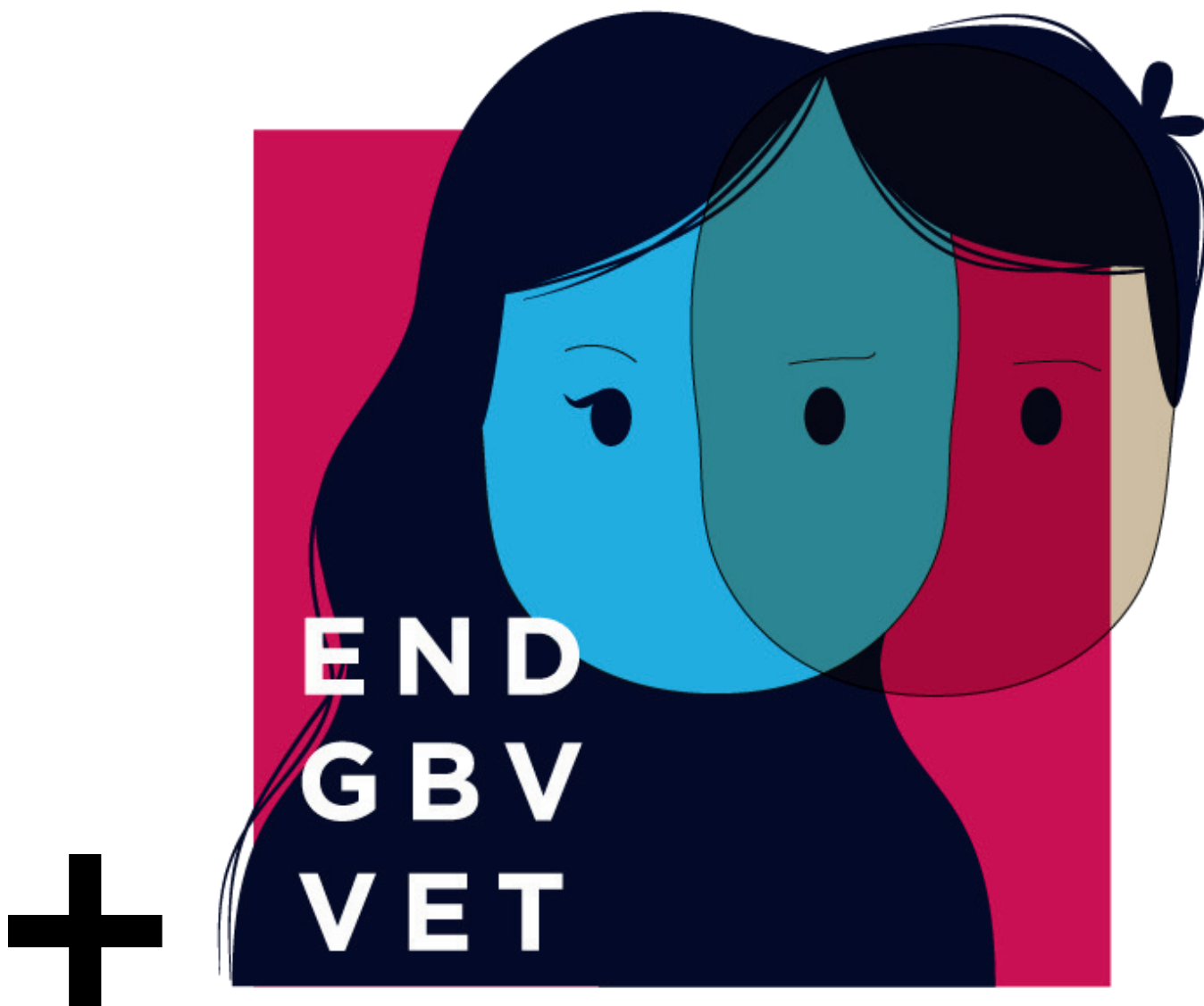


STUDENT GUIDE

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A Guide to Identify, Recognise & Address GBV in VET



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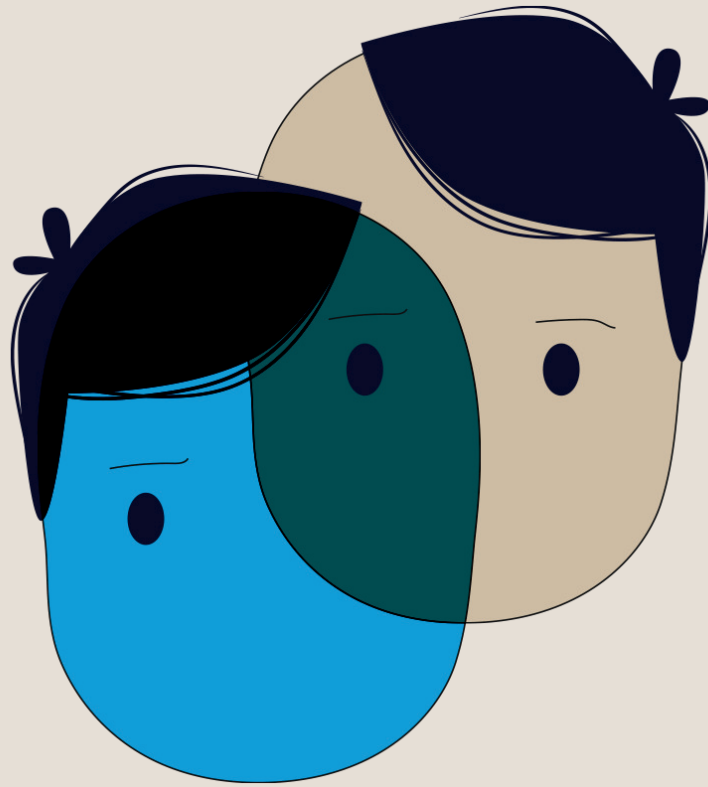


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INTRODUCTION

This publication serves as a comprehensive tool designed specifically for Student Ambassadors involved in the crucial mission of identifying, recognizing, and addressing Gender-Based Violence (GBV) within Vocational Education and Training (VET) settings. Crafted with the intent to empower Student Ambassadors through education and practical guidance, this guide outlines a structured approach to effectively support peers facing GBV, emphasizing the importance of empathy, confidentiality, and the appropriate referral to professional services.

Structured into key chapters, the guide commences with an understanding of GBV, including its forms and the societal and personal impacts it harbors. Following chapters delve into identifying signs of GBV, providing initial support, and understanding when and how to engage professional help, all while maintaining the confidentiality and dignity of those affected. Each chapter is equipped with practical boxes that offer focused insights on active listening, recognizing the need for professional intervention, and a list of support services across various European countries, ensuring ambassadors are well-prepared to act effectively.



It is imperative to note that an initial training on the GBV training material is a prerequisite for the utilization of this guide. This foundational training equips ambassadors with the necessary background knowledge and understanding, enabling them to make the most out of the guide's resources and advice. The guide is designed for ease of use, with clear instructions and actionable steps for Student Ambassadors to follow, ensuring they can offer meaningful support while recognizing the limits of their role as non-professionals.

By adhering to the structured guidance and principles outlined within this guide, Student Ambassadors will be better positioned to contribute to a safer, more inclusive VET environment where every individual is empowered to thrive free from the shadows of GBV.

IMPORTANT NOTE

Ambassadors Are Not Professionals!

It's important to remember that, as student ambassadors, your training equips you to identify GBV, provide initial support, and guide peers toward resources. However, you're not trained to give professional advice, counseling, or intervention in GBV cases. Misunderstanding your role can lead to unintended consequences, potentially exacerbating the situation.

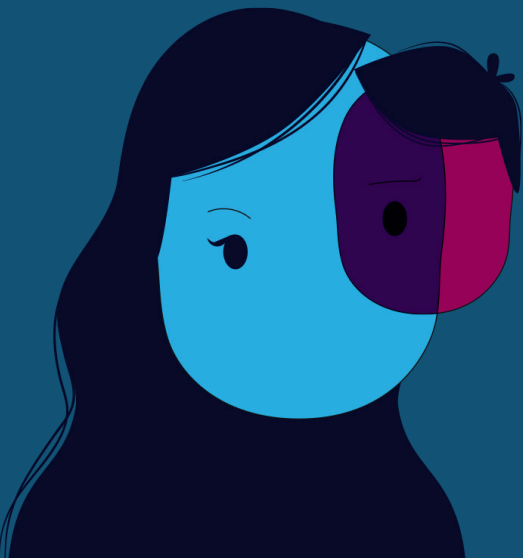
CHAPTER 1

UNDERSTANDING GBV IN VET



What is Gender Based Violence?

Gender-Based Violence (GBV) is any form of violence directed at an individual based on their gender or that disproportionately affects individuals of a particular gender. It encompasses a wide range of physical, sexual, psychological, or economic acts of violence that occur in public or private life. GBV is rooted in gender inequality, power imbalances, and societal norms that perpetuate discrimination against certain genders.



Box 1

What different forms can GBV take?



Physical Violence:

Acts causing bodily harm, such as hitting or pushing.



Verbal Violence & Hate Speech

Using words to threaten, insult, and deeply hurt someone systematically.



Psychological Violence:

Emotional abuse, intimidation, and other behaviors causing mental harm.



Sexual Violence:

Non-consensual acts of a sexual nature, including harassment and assault.



Socio- Economic Violence:

Actions leading to financial harm or restricting financial autonomy.



Cyberbullying:

Online harassment and abuse targeting individuals based on gender.

Who can be affected by GBV?

GBV can affect anyone, regardless of their gender. While women and girls are often the most reported victims, men, boys, and members of the LGBTQI+ community can also experience GBV. Intersectionality highlights that individuals may experience discrimination as a result of multiple vulnerabilities or adversities coming from their identities such as race, socioeconomic status, sexuality, or disability.

Why is GBV a concern in VET settings?

GBV is a significant concern in VET settings because it undermines the safety, dignity, and well-being of students and educators, impacting the learning environment and educational outcomes. GBV in VET can lead to decreased participation, lower academic performance, and even dropout, affecting the victims' future opportunities and perpetuating cycles of violence and inequality.

Box 2

Intersectionality and GBV

Intersectionality is vital for understanding Gender Based Violence. It acknowledges that GBV is not just a gender issue but is also influenced by other factors such as race, class, sexuality, or disability. Women of color face unique challenges due to the intersection of race and gender. For instance, Roma women may experience discrimination both as women and as Black individuals.

Studies show that intersectional identities contribute to inequalities especially in STEM education and employment. Examples of groups that might be more vulnerable to discrimination are the following:

- **People with Disabilities**
- **Migrants and Ethnic Minorities (Roma, Linguistic Minority Groups etc.)**
- **People with Low-Income**
- **Young people from rural areas or disadvantaged city neighborhoods**
- **LGBTQI+ Youth**
- **Young People with Lower Socioeconomic Backgrounds or/and Academic Attainment.**



How does GBV affect learning and well-being?

GBV adversely affects learning and well-being by creating an environment of fear and distress that hinders academic engagement and performance. Victims of GBV may experience psychological trauma, including anxiety, depression, and post-traumatic stress disorder, affecting their concentration, attendance, and overall participation in educational activities. The impact extends beyond the individual, affecting the broader educational community by diminishing the sense of safety and respect essential for effective learning.

Box 3 Maria's Story

Maria, a 23-year-old student, was enrolled in a vocational education and training program focused on Information Technology, a field she was passionate about but which was predominantly male-dominated. Her journey in VET was marred by a series of unsettling experiences that exemplified the pervasive issue of gender-based violence (GBV) within such settings.

Initially, Maria was thrilled at the opportunity to pursue her dream career. However, she soon encountered a hostile environment. She was subjected to derogatory comments from some male classmates who doubted her abilities purely based on her gender. These comments ranged from seemingly harmless jokes to outright sexual innuendos, creating a constant state of discomfort and undermining her confidence. Maria's situation worsened when her project partner, also a male student, began to exhibit control over their joint assignments, dismissing her ideas and contributions and claiming superiority in decision-making due to his gender. This dynamic left Maria feeling marginalized and powerless, impacting her participation and enthusiasm for the course.

The ongoing harassment and belittlement took a toll on Maria's mental health. She experienced anxiety before attending classes and group meetings, leading to sleepless nights and a significant drop in her academic performance. The once vibrant and enthusiastic learner found herself withdrawing from class discussions and group activities, fearing further ridicule or harassment.

(Fictional story based on true incidents)



CHAPTER 2

IDENTIFYING & RECOGNISING GBV

What are the physical and emotional signs that may indicate a person is experiencing GBV?

Experiencing GBV can affect people in many different ways, not just emotionally but physically too. Here are some signs you might notice in yourself or others that could indicate GBV is happening:

- **Changes in Behavior or Mood:** Someone who is usually outgoing might become quiet and withdrawn. Or, if they're typically calm, they might start to seem anxious or easily upset.

- **Unexplained Physical Injuries:** Bruises, cuts, or other injuries that don't have a clear explanation, or if the explanations keep changing, could be signs of physical violence.

- **Avoidance of Certain People or Places:** If a person seems to be avoiding someone they used to spend time with, or doesn't want to go to certain places anymore, it might be because they feel unsafe.

- **Changes in Academic Performance:** A sudden drop in grades or loss of interest in schoolwork can sometimes be a sign that something is wrong.

- **Physical Symptoms Related to Stress:** Headaches, stomachaches, or often feeling sick can be physical signs of the stress and anxiety caused by GBV.

- **Sleep Problems:**

Trouble sleeping, having nightmares, or sleeping too much might also be signs of emotional distress.

- **Low Self-esteem:**

If someone starts to speak negatively about themselves more than usual, it could be a sign they are being emotionally hurt by someone else.

Remember, these signs can have other causes too, and not everyone who experiences GBV will show these signs. The most important thing is to **be supportive and listen** if someone trusts you enough to talk about their experiences. If you or someone you know is showing these signs and you're worried, it's okay to ask for help from a trusted adult or professional.

What are the less obvious signs of GBV that you should be aware of?

- **Sudden Changes in Participation:**

A student who used to participate actively in class or workshops becoming noticeably quieter or less engaged without a clear reason.

- **Isolation from Peers:**

A student who starts to isolate themselves from their friends or has difficulty making or keeping friends, which could indicate they're being excluded or ostracized as a form of bullying or harassment.

- **Excessive Absences or Tardiness:**

Frequent unexplained absences or consistently arriving late could be a sign that a student is trying to avoid a perpetrator or feeling unsafe in certain environments.

- **Overreaction to Certain Topics:**

A strong emotional response to discussions or materials related to violence, relationships, or gender could reflect personal experiences with GBV.

- **Changes in Dress or Appearance:**

Suddenly wearing clothes that are very different from what they usually wear, like significantly more concealing or, conversely, more revealing clothes, without a clear reason, can sometimes indicate an attempt to cope with or respond to violence.

- **Withdrawal from Extracurricular Activities:**

Dropping out of clubs, sports, or other activities they used to enjoy could be a sign of a student trying to make themselves less visible or to avoid someone.

- **Decline in Quality of Work:**

A noticeable drop in the quality of assi-

assignments or projects, especially if the student previously demonstrated consistent performance.

- **Increased Anxiety around Electronics:**

Showing anxiety when receiving text messages, emails, or during phone calls could indicate cyberbullying or online harassment.

These signs can be subtle and might not necessarily mean a student is experiencing GBV, but they can be indicators that something is wrong. Educators and staff should approach these situations with sensitivity and support, offering to listen and guide students to appropriate help without making assumptions about their experiences.



Box 4 Alex's Story

Alex is a 19-year-old student enrolled in a program specializing in culinary arts. Known among instructors and peers for his creativity and passion for cooking, Alex's participation in class and extracurricular activities has always been exemplary. However, over the past semester, noticeable changes in Alex's behavior and academic performance have raised concerns among the school staff.

Observations:

- **Withdrawal from Participation:** *Previously, Alex would eagerly volunteer for cooking demonstrations and actively engage in class discussions. Recently, he has become increasingly withdrawn, rarely participating unless directly called upon.*
- **Isolation from Peers:** *Alex, once at the center of his social group, now spends breaks and free periods alone. Attempts by peers to engage him in activities outside of class are met with excuses or declined outright.*
- **Changes in Appearance:** *Staff have noted that Alex, known for his meticulous grooming and dress, has begun wearing long-sleeved shirts regardless of the weather, which is uncharacteristic given the kitchen's warm environment.*
- **Decline in Academic Performance:** *Alex's assignments, once showcasing meticulous attention to detail and creativity, have shown a marked decline in quality. Projects are now often submitted late, if at all, and the vibrant flair once present in his work has dimmed.*
- **Increased Absences:** *Alex's attendance has become sporadic, with him missing several classes in a row without explanation. On days he is present, he appears distracted and anxious.*

Intervention:

Concerned by these signs, a culinary instructor, who had built a rapport with Alex, decided to check in with him after class. The instructor gently expressed concern for Alex's well-being, ensuring him that the conversation was private and that the goal was to support, not to pry.

After initial hesitation, Alex confided that he had been experiencing harassment outside of school, which had begun to spill into his online interactions with classmates. The harassment centered around his gender expression and had escalated to threatening messages, leading to a constant state of anxiety and fear that affected his focus, participation, and sense of safety in and out of school.

Outcome:

With Alex's consent, the instructor connected him with the school's counseling services, which offered a supportive space to discuss his experiences and explore coping strategies. The VET institution also took steps to address cyberbullying and harassment, conducting workshops on respect and diversity and strengthening policies to create a safer, more inclusive environment for all students.

Additionally, Alex was provided with resources and information on external support services, offering legal advice and emotional support tailored to his situation. Over time, with continued support from the VET staff and his peers, Alex began to regain his confidence, re-engage with his passion for culinary arts, and rebuild his academic standing.

Reflection:

Alex's story underscores the importance of recognizing the less obvious signs of GBV and the impact they can have on a student's engagement, performance, and well-being. It highlights the critical role educators and staff play in providing a supportive environment where students feel safe to express their concerns and seek help.

(Fictional story based on true incidents)

In what ways does the hidden or private nature of certain GBV forms pose challenges to its identification?

The hidden or private nature of certain forms of GBV poses significant challenges to its identification, especially within Vocational Education and Training (VET) settings. Here's how these challenges manifest:

- **Lack of Visible Evidence:** Many forms of GBV, especially psychological abuse and cyberbully-

-ing, leave no physical marks, making it difficult for educators and peers to recognize when someone is being harmed.

- **Privacy of Digital Spaces:**

Cyberbullying and online harassment often occur in private digital spaces, such as social media or messaging apps, where they are not immediately observable to others, including those who could offer support.

- **Cultural and Social Stigmas:**

The stigma surrounding GBV can lead victims to keep their experiences private, fearing judgment, blame, or further harm. This stigma can be especially pronounced in environments where discussing personal issues or challenges is not encouraged.

- **Fear of Retaliation:**

Victims may fear that speaking out will lead to retaliation from the perpetrator, especially if the perpetrator is in a position of power or influence within the VET community.

- **Normalization of Harmful Behaviors:**

Certain harmful behaviors may be normalized or dismissed as "just joking" or part of the culture within a VET setting, making it hard for victims to recognize their experiences as GBV and for peers and educators to identify these behaviors as harmful.

Box 5

Breaking the Silence: Overcoming Stigma Surrounding GBV Disclosure

*Especially in severe cases like sexual abuse, the **stigma** faced by victims significantly muddies the waters of recognition and response. Victims often grapple with deep-seated fears that speaking out might lead to further isolation, not only from their peers but also within the broader community. They worry that their experiences will be dismissed, or worse, that they'll be blamed for the abuse, a harrowing thought that can make silence seem like the lesser of two evils. This fear is compounded by societal norms that, at times, question the credibility of victims or suggest that their actions somehow invited the abuse. Such misconceptions can lead to a profound sense of shame, discouraging victims from coming forward. The stigma surrounding GBV creates a daunting barrier, where victims fear the repercussions of disclosure more than the torment of enduring violence in silence. Breaking this cycle requires a fundamental shift towards empathy, understanding, and unconditional support, fostering an environment where victims are believed and supported, and where the stigma is challenged at every turn.*

Box 6

“Just Joking” The Thin Line Between Humor and Harm

What may start as a joke can sometimes cross into the realm of disrespect or violation, blurring the boundaries between humor and harm:

- *Teasing someone about their appearance or clothing in a way that makes them uncomfortable.*
- *Making suggestive comments under the guise of humor.*
- *Mocking someone's gender expression or sexual orientation as a "joke."*
- *Spreading rumors or sharing private information as a form of "playful" gossip.*
- *Mimicking or exaggerating someone's accent or language skills for laughs.*
- *"Playfully" touching someone without their consent, claiming it's just for fun.*

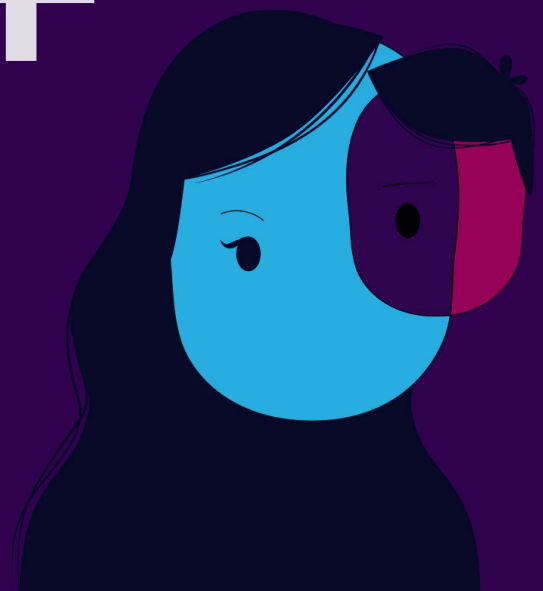
- **Emotional Bond with the Perpetrator:**

In cases where the perpetrator is a close peer, friend, or even a romantic partner, the victim may struggle with acknowledging the abuse due to their emotional connection, complicating the identification and reporting process.

- **Lack of Awareness:**

A general lack of awareness and understanding about what constitutes GBV, including its less visible forms, can lead to underreporting and underrecognition of these behaviors as serious issues that warrant intervention.

Addressing these challenges requires comprehensive education and awareness efforts within VET institutions to foster an environment where GBV is recognized, and victims feel safe and supported in coming forward.



CHAPTER 3

ADDRESSING GBV IN VET

What are the first steps a student ambassador should take upon witnessing GBV in a VET setting?

When student ambassadors witness or become aware of Gender-Based Violence (GBV) in a VET setting, their role as trained peers equips them with unique responsibilities. Here's what a student ambassador can do:

- **Listen and Offer Support:**

If someone confides in you about experiencing GBV, listen without judgment. Offer your support and assure them they're not alone. It's crucial to maintain confidentiality and respect the individual's privacy.

- **Provide Information:**

As a student ambassador, you should be familiar with the institution's policies on GBV, as well as the available support services. Guide the individual on their options for reporting the incident and accessing professional support, but remember, the choice to take further action must be theirs.

- **Encourage Safety Planning:**

Help the individual consider immediate safety needs. This might involve discussing strategies to avoid the perpetrator or suggesting they stay with a trusted friend.

- **Assist with Documentation:**

When the individual decides to report the incident, offer to help them document the details. This can include writing down what happened, when, and any witnesses. Stress that this information will be helpful if they choose to report the GBV to authorities or institutional staff.



Box 7

Mastering Active Listening and Empathy

Creating a safe and open environment for individuals to speak about their experiences with Gender-Based Violence (GBV) is crucial. As a student ambassador, mastering the skills of active listening and empathy allows you to offer meaningful support. Here's how you can apply these skills:

Active Listening: This involves fully concentrating on what is being said rather than passively hearing the message of the speaker. It's about understanding, engaging, and validating the speaker's feelings and messages.

- **Make Eye Contact:** Demonstrates your focus and interest.
- **Nod and Use Verbal Affirmations:** Simple responses like "I see," "I understand," or "That sounds really difficult."
- **Avoid Interrupting:** Let them share their story at their own pace.
- **Summarize and Reflect:** Paraphrase what has been said to ensure understanding, e.g., "It sounds like you're saying... Is that right?"

Empathy: This is the ability to understand and share the feelings of another. It's about putting yourself in their shoes and recognizing their emotional state.

- **Express Understanding:** Let them know their feelings are valid, e.g., "It makes sense you'd feel that way."
- **Avoid Judgment:** Ensure your language and reactions are non-judgmental and open.
- **Be Patient:** Recognize that opening up about GBV can be difficult, and they may need time to articulate their thoughts and feelings.

Prompts to Use:

- "Would you like to talk about what happened? I'm here to listen."
- "It's okay to feel upset/angry/scared about what you're going through."
- "You're not alone in this. How can I support you right now?"
- "Take all the time you need. I'm here for you."
- "What you're sharing with me is important, and your feelings are valid."



By incorporating active listening and empathy into your interactions, you not only provide immediate support but also contribute to a culture of care and understanding within the VET setting. This approach empowers individuals affected by GBV to share their experiences without fear, knowing they are supported and believed.

- **Connect with Professional Support:**

Encourage and, if they wish, accompany them to seek professional support. This could be the institution's counseling services, a GBV helpline, or other local support services. Your role here is to facilitate access to these resources, not to provide counseling yourself.

- **Follow Up:**

Check in with the individual after some time to see how they're doing and if they need further assistance. Continuing support can make a significant difference in their recovery process.

- **Report the Incident:**

If the situation involves immediate danger or you have concerns about the individual's safety, it may be necessary to report the incident to the appropriate authorities within the institution. Always discuss this with the individual first, unless doing so could compromise their safety.

Student ambassadors play a vital role in bridging the gap between students experiencing GBV and the professional support available, ensuring that their peers do not navigate these challenges alone.



What can I do to ensure the confidentiality and safety of GBV victims during the reporting process?

- **Use Private Spaces:**

Always choose a private, secure location for conversations to ensure privacy.

- **Avoid Public Discussions:**

Never discuss GBV cases in public or with peers who are not involved.

- **Secure Communication:**

Employ encrypted channels (only the END GBV platform chat) or private settings (school's designated office) for discussions related to GBV to safeguard sensitive information.

- **Respect Privacy:**

Only share information with professionals explicitly authorized by the victim.

- **Encourage Professional Help:**

Guide victims to professional support services without revealing details to others.

Box 8

Recognizing the Need for Professional Help

As a student ambassador, your role in supporting peers facing Gender-Based Violence (GBV) is vital, yet it's crucial to recognize the boundaries of this support. While you offer a listening ear and guidance on available resources, there are situations where professional help is necessary. Understanding when to refer an incident for further professional support ensures that individuals receive the appropriate care and assistance.

Cases for Monitoring:

- **Verbal Disputes:** Minor arguments where both parties are seeking resolution, and no one feels threatened.
- **Requests for Information:** Peers asking about resources or support options for GBV without indicating they're currently experiencing it.
- **Low-level Harassment:** Instances of inappropriate comments where the affected individual feels capable of managing the situation but seeks support in doing so.

Cases for Immediate Referral:

- **Disclosure of Physical Abuse:** Any report of physical violence, including hitting, slapping, or other forms of physical harm, should be referred to professionals immediately.
- **Signs of Severe Emotional Distress:** If an individual exhibits signs of depression, anxiety, or mentions self-harm or suicidal thoughts, they need professional intervention.
- **Sexual Assault or Harassment:** Any form of non-consensual sexual contact or severe sexual harassment warrants immediate professional support.
- **Fear for Personal Safety:** If someone expresses fear for their safety due to stalking, threats, or intimidation, this situation requires immediate attention from professional services.
- **Repeated Incidents:** Ongoing harassment or bullying, even if initially considered minor, should be escalated if it persists, as it indicates a pattern that could escalate.

When referring a peer for professional help, explain why you believe professional support is the best course of action, and reassure them that seeking help is a sign of strength. Offer to accompany them to support services if they're nervous about taking that step alone.

Remember, your role as a student ambassador is invaluable in creating a supportive community within the VET setting. Recognizing when to step back and refer for professional help not only safeguards the well-being of your peers but also ensures they receive the comprehensive support they deserve.



What role do counseling and professional support services play in the recovery process for victims of GBV?

Counseling and support services play a critical role in the recovery process for victims of Gender-Based Violence (GBV), offering a pathway to healing and empowerment. These services provide:

- **Emotional Support:**

Victims receive empathy and understanding, helping them process their emotions and experiences in a safe environment.

- **Coping Strategies:**

Professionals guide victims through strategies to manage stress, anxiety, and other emotional impacts of GBV.

- **Resource Navigation:**

Counselors can inform victims about their options and resources for legal, medical, and additional support.

- **Empowerment:**

Support services empower victims by helping them regain control over their lives and make informed decisions about their futures.

- **Legal Guidance:**

Counselors can provide information on legal rights and options, potentially connecting victims with legal services for protection orders, legal representation, and navigating the justice system.

- **Confidentiality:**

Ensuring privacy helps victims feel secure in sharing their experiences and seeking help.

Box 9

Common misconceptions on reporting GBV cases

"It's not serious enough to report":

Many believe that only physical violence warrants reporting, overlooking emotional or verbal abuse.

"GBV only happens to women":

This misconception can prevent men and non-binary individuals from recognizing and reporting their experiences.

"If it happens online, it's not real abuse":

Cyberbullying and online harassment are often minimized, despite their serious impact.

"Reporting will make things worse":

Fear of retaliation or not being believed can deter individuals from coming forward.

"I should be able to handle it on my own":

The belief that seeking help is a sign of weakness, rather than a step towards safety and recovery.

CHAPTER 4

SUPPORT SERVICES

Accessing support services is a fundamental step for victims of Gender-Based Violence (GBV), offering crucial aid across psychosocial, legal, medical, and housing needs. Recognizing the importance of these resources, the European Commission highlights them as a key priority. For individuals in Austria, Greece, Italy, Luxembourg, Slovakia and Spain, a variety of support services are available, tailored to meet the diverse needs of GBV victims. This section provides an overview of the support options in these countries, detailing the types of services offered, the organizations behind them, the specific groups they cater to, and how to get in touch, including online reporting tools and platforms for assistance. The aim is to ensure that anyone affected by GBV knows where and how they can seek help, reinforcing the network of support across these nations.



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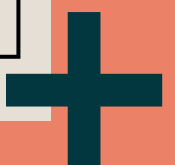
Support Service (Type)	provider	Target Group	Contact info
Women's protection centres: psychosocial and legal support centers for victims of violence	Federal states	Women victims of GBV, domestic violence and stalking	Website: www.gewaltschutzzentrum.at
Women's shelters: counselling and temporary shelter to women and their children in acute emergency situations	Federal states	Women victims of domestic violence, and their children	Tel.: 0732/606700, Website: www.frauenhaus-linz.at
Women's Helpline: 24/7 counselling to women victims of violence, crisis intervention & referrals	Association of Autonomous Austrian Women's Shelters	Women & girls victims of violence	Tel.: 0800/222 555, Website: www.haltdergewalt.at

Support Service (Type)	provider	Target Group	Contact info
Autonomous Women's Centre	AFZ	Women	www.frauenzentrum.at
Women's emergency hotline	Frauenberatung bei sexueller Gewalt	Women	Tel.: 523 22 22
Intervention Centre for Trafficked Women (IBF): counselling for victims of trafficking	LEFÖ	Victims of trafficking	E-mail: ibf@lefoe.at
Contact point for people affected by forced marriage and genital mutilation	Women's Health Center FEM Süd, Austrian Red Cross, Women's Health Centers Linz & Salzburg, Men's Health Center MEN.	people affected by forced marriage and genital mutilation	Website: http://fgm-koordinationsstelle.at
Weisser Ring: Helpline for victims of crime	Ministry of Justice	victims of crime	Tel.: 0800 112 112, Website: www.opfer-notruf.at
Reporting and counselling centres	Federal Ministry	Citizens	Website: www.oesterreich.gv.at
Child and youth ombudspersons' offices: free psychological and legal counselling, and prevention of violence	Child and youth ombudsman	Children and youth	Website: www.kija.at
Rat auf Draht: Counselling in crisis situations for children, adolescents and their caregivers	SOS Kinderdorf	Children and youth in crisis	Website: https://www.rataufdraht.at/
Internet Ombudsman	Internet Ombudsman	Internet users	Website: www.ombudsmann.at
Child Protection Centre	Kinderschutzzentrum Salzburg	Children and youth	Website: www.kinderschutzzentrum.at



GREECE

Support Service (Type)	provider	Target Group	Contact info
<p>Services of the Hellenic Police for GBV and relevant agencies: Reporting of incidents of GBV & domestic violence</p>	<p>Hellenic Police - Department of Combating Domestic Violence</p>	<p>General public & Victims of domestic violence</p>	<p>Tel: 100 (emergency line) Websites: www.astynomia.gr (general) https://www.astynomia.gr/odigos-tou-politi/chrisimes-symvoules/endooikogeneiaki-via/ypiresies-ellinikis-astynomias-kai-synarmodioi-foreis/ (for GBV)</p>
<p>SOS Help line: A national helpline for women who are victims of violence providing immediate assistance. The helpline is available 24/7, all days of the year.</p>	<p>General Secretariat for Demographic and Family Policy and Gender Equality, under the Auspices of the Ministry of Labour and Social Affairs</p>	<p>Women victims of violence</p>	<p>Tel.: 15900 Website: www.womensos.gr E-mail: sos15900@isotita.gr</p>
<p>Counseling centers and women's shelters: Centers offering information, psychosocial and legal support, employment support and referrals to victims of GBV.</p>	<p>General Secretariat for Demographic and Family Policy and Gender Equality, under the Auspices of the Ministry of Labour and Social Affairs</p>	<p>General public-women and women victims of violence</p>	<p>Website: https://womensos.gr/symvouleutika_kentra_ota-2/</p>



Support Service (Type)	provider	Target Group	Contact info.
<p>Greek Ombudsman: Mediation between public administration and citizens, in cases when illegal action or lack of action by the public administration has infringed a right or a legal interest of individuals.</p>	<p>Greek Ombudsman (Independent Authority)</p>	<p>General public</p>	<p>Website: www.synigoros.gr Online reporting form: https://www.synigoros.gr/el/anafora/ipovoli-anaforas</p>
<p>Metogreece.gr: State website that collects information and emergency telephone numbers on issues of sexual harassment, abuse and authoritarian violence and actions to combat them.</p>	<p>Ministry of Labour and Social Affairs</p>	<p>Victims of sexual harassment, abuse, violence, domestic violence and authoritarian violence, and general public.</p>	<p>Website: https://metogreece.gr</p>



ITALY

Support Service (Type)	provider	Target Group	Contact info
<p>National Helpline: Helpline offering a first response and providing information and guidance to relevant services to victims of gender-based violence and stalking. Runs on 24/7 basis and operators answer in multiple languages.</p>	<p>Presidency of the Council of Ministers,</p>	<p>Victims of gender-based violence and stalking.</p>	<p>Website: https://www.1522.eu/ Phone app: https://apps.apple.com/it/app/1522-anti-violenza-e-stalking/id1278252704</p>

Support Service (Type)	provider	Target Group	Contact info
YouPol: Phone application that allows the user to report crimes, to the Police by directly	National Police Services	General public	Website: https://play.google.com/store/apps/details?id=it.poliziadistato.youpol&hl=en&gl=US&pli=1
Donne in Rete contro la violenza – D.i.Re. (Women against violence): Mapping and phone numbers of anti-violence centres in Italy. Anti-violence centers offer psychological and legal support to women victims of violence, along with refuge houses in cases of emergency for women and their underage children.	The National Anti-violence Network run by women's organizations	Women victims of violence	Website: https://www.direcontrolavioenza.it/d-i-re-tutti-i-numeri-telefonici-dei-centri-antiviolenza/



LUXEMBOURG

Support Service (Type)	provider	Target Group	Contact info
Police Grand-Ducale	State Police	Victims of violence	Tel.: 113, Website: https://police.puublic.lu/fr.html



Support Service (Type)	provider	Target Group	Contact info
Police Grand-Ducale	State Police	Victims of violence	Tel.: 113, Website: https://police.public.lu/fr.html
Helpline «Häuslech Gewalt – Violence domestique – Domestic violence»	<ul style="list-style-type: none"> Ministry of Equality between Women and Men. Foundation Maison de la Porte Ouverte Pro Familia Foundation 	Victims of domestic violence of all genders	Tel. 2060 1060, E-mail: info@helpline-violence.lu , Website: www.helpline-violence.lu
Violence.lu: Online service referring to specialised support services for victims of violence	Ministry of Equality between Men and Women	Victims of violence	Website: www.violence.lu
Info Viol: Support service for victims of rape and sexual assault		Victims of sexual assault	Tel.: 48 59 76 58
Mobbing ASBL: Service offering support in the area of bullying & harassment at work.	Mobbing a.s.b.l.	Victims of bullying / harassment, perpetrators, third parties	Tel.: 28 37 12 12, Website: www.mobbingasbl.lu
The Public Prosecutor's Office in Luxembourg and Diekirch: Office handling gender-based violence cases	Public Prosecutor's Office in Luxembourg and Diekirch	Victims of GBV	Website: https://guichet.public.lu/en/organismes/organismes_citoyens/parquet-general.html
Counseling centers: Offering psychological support and advice to women victims of bullying, sexual harassment, domestic violence or psychological abuse	<ul style="list-style-type: none"> Conseil National des Femmes Luxembourgeoises Femmes en détresse A.S.B.L. Fondation Pro-Familia Fondation Maison de la Porte Ouverte 	Women victims of bullying, sexual harassment, domestic violence or psychological abuse	Websites: https://www.profamilia.lu/Femmes/SERVIC+E+DE+CONSULTATION+POUR+FEMMES.html

Support Service (Type)	provider	Target Group	Contact info
<p>Shelters: Available to women, girls and mothers</p>	<ul style="list-style-type: none"> • Fondation de la Porte Ouverte • Femmes en détresse A.S.B.L. • Fondation de la Porte Ouverte • Conseil National des Femmes 	Women & girls	<p>Websites: https://www.cnfl.lu/activites/foyer-d-accueil/ Foyer Sichem</p>



SLOVAKIA

Support Service (Type)	provider	Target Group	Contact info
<p>Protected shelters / social facilities: shelters to the victims of violence “Stop Violence” (Zastavme násilie) publishes a regularly updated list of all such facilities.</p>	Ministry of Labour, Social Affairs and family	Victims of violence	<p>Website: https://www.zastavmenasilie.gov.sk/adresar/</p>
<p>National hotline for women experiencing violence: 24/7 helpline for women offering counselling, crisis assistance and referrals</p>	Centre for Gender-Based and Domestic Violence	Women victims of violence	Tel.: 0800 212 212



Support Service (Type)	provider	Target Group	Contact info
Initiative "Stop Violence": Counselling and information for people with experience of sexual violence	Ministry of Labour, Social Affairs and family	Victims and witnesses of sexual violence	Website: http://www.zastavmenasilie.gov.sk/poradna/
Centre of legal support: legal advice for people experiencing discrimination	Ministry of Justice	Victims of discrimination	http://www.centrumpravnejpomoci.sk/potrebujem-pravnu-pomoc
"This is equality": Online anonymous counselling services	Institute for research of Labour and Family	Victims of discrimination	https://www.tojerovnost.eu/en/
Slovak national center for Human rights: Legal services and assistance to victims of discrimination, sexual harassment and expressions of intolerance	Slovak national center for Human rights	victims of discrimination, sexual harassment and expressions of intolerance	http://www.snslp.sk/
Initiative Citizen, Democracy and Responsibility: Consultations and products for public and private administrations in the field of anti-discrimination, gender equality and women's human rights	Citizen, Democracy and Accountability NGO	Women and victims of Gender discrimination	www.odz.sk

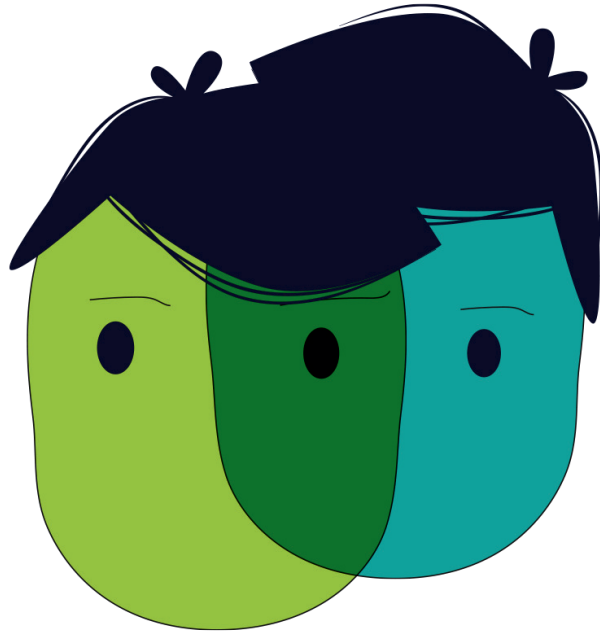




SPAIN

Support Service (Type)	provider	Target Group	Contact info
<p>Crime Victim Support Offices: Public offices providing support and information to victims of GBV, domestic violence and other types of violence.</p>	Ministry of Justice	Victims of violent crimes	<p>Website: https://www.mjusticia.gob.es/es/Ciudadano/Victimas/Documents/Oficinas%20de%20Asistencia%20a%20las%20V%C3%ADctimas%20del%20Delito%20%28Englsh%29.pdf</p>
<p>016 Telephone Service for Information and Legal Advice concerning Gender-Based Violence: Telephone Service for information, legal advice and immediate psychosocial care by specialized personnel to all forms of violence against women</p>	Ministry of Equality	Victims of GBV	<p>Tel.: 016 Email: 016-online@igualdad.gob.es, Website: https://violenciagenero.igualdad.gob.es/</p>
<p>ANAR Hotline for Aid for Children and Adolescents: Hotline offering psychological to underage people, including children and youth who are victims of various forms of violence.</p>	ANAR Foundation (NGO)	Children and teenagers at risk	<p>Tel.: 900 20 20 10, Website: https://www.anar.org/en/</p>





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CONCLUSIONS

This guide has provided a comprehensive roadmap for Student Ambassadors, equipping you with the knowledge and tools needed to identify, recognize, and address Gender-Based Violence (GBV) within Vocational Education and Training (VET) settings. From understanding the nuanced nature of GBV to learning the signs that may indicate someone is in distress, and navigating the appropriate channels for professional support, this guide aims to foster a supportive and informed community of Student Ambassadors ready to make a difference.

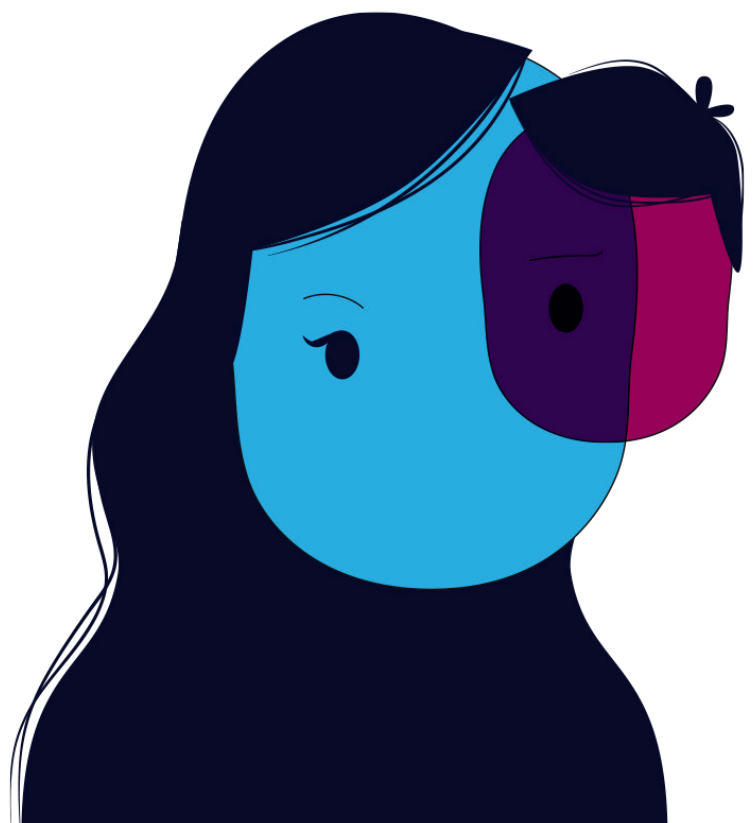
Special Tips for Student Ambassadors:

- **Prioritize Self-Care:** Engaging with GBV cases can be emotionally taxing. Remember, taking care of your own mental and emotional well-being is crucial. Regularly check in with yourself, and don't hesitate to seek support when needed.
- **Continuous Learning:** The landscape of GBV and the resources available to combat it are ever-evolving. Stay informed through ongoing education and training to enhance your effectiveness as an ambassador.
- **Foster a Supportive Peer Network:** Collaboration among Student Ambassadors can create a stronger, more resilient support system for those affected by GBV. Share experiences, strategies, and insights with your peers to collectively improve your advocacy efforts.

In embracing these roles and responsibilities, you, as Student Ambassadors, stand on the frontline of change within your educational communities. Your actions and dedication can significantly impact the lives of those around you, creating a safer, more inclusive environment for all students. Remember, your role is not just about identifying and supporting GBV cases to seek professional help but also about advocating for a culture of respect, empathy, and understanding that transcends the boundaries of VET settings.

Let this guide serve not only as a resource but as a catalyst for empowerment. Your involvement signals a beacon of hope and support for those who might feel isolated in their struggles. Through your commitment to identifying, recognizing, and addressing GBV, you are contributing to a broader movement towards equality and safety in educational environments across Europe.

In closing, let's remember: *Empowerment through action ignites change.* **As Student Ambassadors, you possess the power to effect meaningful transformation within your communities.** Armed with knowledge, empathy, and a steadfast commitment to justice, you are not just ambassadors of change; you are guardians of a future where GBV finds no shelter. Together, let's build this future, one where every student can learn and grow in an environment free from violence and fear...





PRACTICAL DECALOGUE

Do's and Don'ts to Confront
and Combat GBV in VET

Do Listen and Believe:

Always take claims of GBV seriously. Listen without judgment, to the person disclosing the incident.

Do Respect Privacy:

Keep information confidential. Share details only with those who need to know to take action or provide support.

Do Educate Yourself and Others:

Stay informed about GBV, its signs, and its effects. Promote awareness and education within your institution.

Do Support the Victim:

Provide emotional support and guide them towards professional help if needed. Ensure they know they are not alone.

Do Report:

Follow your institution's protocols for reporting GBV incidents. If unsure, seek advice from a designated GBV officer or counselor.

Do Promote an Inclusive Environment:

Work towards creating a culture that respects diversity and equality, where all members feel safe and valued.

Do Encourage Open Dialogue:

Foster an environment where discussions about GBV are encouraged, not stigmatized.

Do Participate in Training:

Engage in training sessions on GBV prevention, recognition, and response.

Do Implement Preventive Measures:

Work on measures that prevent GBV, such as awareness campaigns, workshops, and creating clear policies.

Do Advocate for Change:

Be an active voice in advocating for institutional, local, and national changes that support GBV prevention and response.

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Don't Ignore:

Ignoring GBV allows it to continue. Take all signs and reports seriously.

Don't Blame the Victim:

Never blame the victim for the violence they've experienced. Focus on support and prevention.

Don't Overstep:

Respect the autonomy and wishes of the GBV survivor in deciding how to proceed.

Don't Spread Information Unnecessarily:

Avoid gossip or spreading unverified information that could harm the individuals involved.

Don't Confront the Alleged Perpetrator:

Leave investigations and confrontations to professionals trained to handle such situations.

Don't Make Assumptions:

GBV can affect anyone, regardless of gender, age, or background. Avoid assumptions about who can be a victim or perpetrator.

Don't Dismiss Small Incidents:

What may seem minor could be part of a larger pattern of abuse. Pay attention to all signs.

Don't Rely Solely on Formal Education:

Engage in informal discussions and activities that promote gender equality and respect.

Don't Forget Self-Care:

Dealing with GBV can be emotionally taxing. Ensure you and your colleagues have access to support as well.

Don't Stop Learning:

GBV prevention and response strategies evolve. Stay informed about best practices and legal changes.



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