



Europass Curriculum Vitae	
Personal information	
First name(s) / Surname(s)	Snežana BAČLIJA KNOCH
Address(es)	
Telephone(s)	Mobile: <input type="text"/>
E-mail	
Nationality	
Date of birth	
Occupational field	
International Trainer and Facilitator	
Work experience	
Dates	March 2016 – present
Occupation or position held	External expert
Main activities and responsibilities	Content development for 'app4learning', Android and iOS app for supporting learning within Erasmus+: Youth in Action context and beyond; Facilitation of wider consultations in the European youth work field regarding the 'app4learning'.
Name and address of employer	SALTO Training & Cooperation Resource Centre, Godesberger Allee 142-148, D-53175 Bonn, Germany, https://www.salto-youth.net/rc/training-and-cooperation/
Type of business or sector	European support structure to the Erasmus+ programme
Dates	May 2014 – present
Occupation or position held	External Expert – Trainer for European Union, Youth Community Action Programme
Main activities and responsibilities	Preparation of the training programme in the framework of EVS (European Voluntary Service) action of Erasmus+ Youth in Action Programme of the European Union; Implementation of on-arrival, midterm and annual EVS for international groups of EVS volunteers; Reporting of the training programmes; Developing training concepts for other actions of Erasmus+ Youth in Action Programme of the European Union.
Name and address of employer	Croatian National Agency for Mobility and EU Programmes, Frankopanska 26, HR-10 000 Zagreb, Croatia, http://www.mobilnost.hr/
Type of business or sector	National Youth Agency
Dates	January 2013 - present

Occupation or position held	External Expert – Trainer for European Union, Youth Community Action Programme
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Main activities and responsibilities	<p>Preparation of the training programme in the framework of EVS (European Voluntary Service) action of Erasmus+ Youth in Action Programme of the European Union; Implementation of on-arrival, midterm and annual EVS for international groups of EVS volunteers; Reporting of the training programmes. Preparation of the training programmes for 4 international training courses "Cherry on the Cake – Youth Exchange in the Context of a Long-term Work with Groups of Young People"; Implementation and reporting.</p> <p>External expert for the development of the e-tool (Moodle e-learning course, smart phone activity via Actionbound and website content) for Youthful Europe training programme.</p> <p>One of the author of the publication: "Cherry on the cake" – Advice for Quality Planning of Youth Exchanges, English edition, Nacionalna agencija programa ERASMUS+, 2015 and currently one of the two authors of the new edition of the publication that is to be finalised in the first half of 2018.</p>
Name and address of employer	SALTO-YOUTH South East Europe Resource Centre, Dunajska cesta 5, SI - 1000 Ljubljana, Slovenia, http://www.salto-youth.net/rc/see/
Type of business or sector	European support structure to the Erasmus+ programme
Dates	April 2007 – present
Occupation or position held	Founder, Programme Director (presently) and Educator (presently)
Main activities and responsibilities	Developing and coordinating educational strategy of the organisation; Creating and implementing educational programmes and training agendas; Facilitating international meetings, seminars and conferences; Project management.
Name and address of employer	The Youth Dialogue Programme, Mileve Marić 30, Novi Sad, Serbia, http://www.ydprogramme.org/
Type of business or sector	Non-profit youth NGO
Dates	October 2004 – present
Occupation or position held	Freelance Trainer, Facilitator and Author
Main activities and responsibilities	<p>Creating educational programmes and training agendas; Delivering trainings for interested NGOs, institutions and agencies; Facilitating meetings, seminars, forums and conferences; Evaluating educational programmes; Reporting about processes and results of the trainings;</p> <p>Conducting research and writing reports, publications and articles; Developing (digital) tools for learning.</p> <p>Trainer/Facilitator/Author in following areas: Intercultural Dialogue and Intercultural Learning; Conflict Transformation; Human and Minority Rights; Youth Mobility Projects; Social Inclusion; Leadership, Communication and Teamwork Skills; Facilitation Skills (including facilitation of E-learning); Training of Trainers/Facilitators/Multipliers; Digital Tools for Learning.</p> <p>The programmes have included various target groups: youth, students, community leaders, NGO activists, young politicians, unemployed youth, minority groups, youth at risk, youth from conflict areas, immigrants and refugees.</p>
Name and address of employer	<ul style="list-style-type: none"> ▪ SALTO-YOUTH South East Europe Resource Centre, http://www.salto-youth.net/rc/see/ ▪ SALTO Training and Cooperation, https://www.salto-youth.net/rc/training-and-cooperation/ ▪ Council of Europe European Union Youth Partnership, http://pjp-eu.coe.int/en/web/youth-partnership ▪ The Youth Department of the Council of Europe, https://www.coe.int/en/web/youth ▪ Croatian National Agency for Mobility and EU Programmes, http://www.mobilnost.hr/ ▪ Slovenian ERASMUS+ National agency, YOUTH FIELD, http://www.mva.si/ ▪ Bulgarian National Agency for Youth in Action Programme, http://www.youthbg.info/ ▪ Italian National Agency (Agenzia nazionale per i giovani), http://www.agenziagiovani.it/ ▪ Eurodesk HU (Hungarian National Agency for Youth in Action Programme): http://www.eurodesk.hu ▪ The Foundation Tempus, http://erasmusplus.rs/category/youth/ ▪ The Delegation of the European Union to the Republic of Serbia, http://europa.rs/?lang=en

- Council of Europe, Office in Belgrade: <http://www.coe.org.rs/>
- American Councils, <http://www.ac-see.org/index.htm>;
- SEEYN (South Eastern European Youth Network): <http://www.seeyn.org/>
- NAPOR, National Association of Youth Workers in Serbia: <http://www.napor.net>
- City of Novi Sad, Department for Sports and Youth, <http://sio.novisad.rs/lap-novi-sad-2>
- SKCNS - Student Cultural Centre of Novi Sad, <http://www.skcns.org/>
- ICYE International Office (International Cultural Youth Exchange), <http://www.icye.org/>

Type of business or sector	Education and training
Dates	May 2001 - onwards
Occupation or position held	President, Coordinator of Educational Programs, Member of the Advisory Board (presently)
Main activities and responsibilities	Programme manager, group leader and trainer/facilitator on trainings and youth exchanges in the framework of the European Commission's YOUTH, Youth in Action and Erasmus+ programmes; Developing educational programmes and training agendas for local, national and international projects; Leading training teams in local, national and international educational programmes; Developing and managing online learning platform: www.facilitating.in ; Cooperating with partner organisations and networking and contact-making on the international level.
Name and address of employer	BalkanIDEA Novi Sad, Šafarikova 29/2, Novi Sad, Serbia, http://www.balkanideans.org/
Type of business or sector	Non-profit Youth NGO
Dates	2005 to 2010
Occupation or position held	Educational Advisor and Facilitator
Main activities and responsibilities	Developing educational strategy for the Encompass programmes; Creating programme agenda, facilitating and evaluating Nine Encompass Journeys of Understanding (International programmes gathering young people from Indonesia, Israel, Palestine, UK and the USA); Four Encompass Diversity programmes (Diversity in London, Diversity in the UK, Diversity in Scotland); Encompass Voyage of Understanding, International Tall Ship Voyage.
Name and address of employer	Encompass, the Daniel Braden Reconciliation Trust, 48-51 Old Gloucester Street, London, WC1N 3AE, United Kingdom, http://www.encompasstrust.org/
Type of business or sector	Trust
Education and training	
Dates	October 2006 – June 2008
Title of qualification awarded	Master in Applied Conflict Transformation Studies
Principal subjects/occupational skills covered	Theories of conflict; Conflict transformation skills; Conflict, power and change: Engaging with actors, systems, structure and policies; Designing and facilitating conflict transformation processes; Action research methodology. <i>Master thesis: The Role of Nonformal Education Based on Challenging Activities in the Process of Rehumanisation (Action Research)</i>
Name and type of organisation providing education and training	University of Novi Sad, Association of Centres for Interdisciplinary and Multidisciplinary Studies and Research (in cooperation with Responding to Conflict UK and Nansen Dialogue Network)
Dates	October – December 2012
Title of qualification awarded	Certified facilitator for cultural exchange programmes
Principal subjects/occupational skills covered	Advanced Facilitation and Conflict Resolution skills; Video Production; Social Media; Community Outreach & Engagement
Name and type of organisation providing education and training	Soliya, International non-profit organisation, New York United Nations Alliance of Civilizations
Dates	March – June 2009
Title of qualification awarded	Certified trainer for the Human Rights Education
Principal subjects/occupational skills covered	Human rights principles, associated values, history and philosophy of HR; Different instruments for the protection and promotion of human rights; Educational approaches in HR Education.

Name and type of organisation providing education and training	Council of Europe, Directorate of Youth and Sport, European Youth Centre Budapest
Dates	November 2002
Title of qualification awarded	Certified trainer for intercultural projects in South East Europe

Principal subjects/occupational skills covered	Learning, identifying learning objectives, assessing learning results; Group development and group dynamics; Intercultural learning; Trainer's competence and personal development; Planning, running and evaluating training activities										
Name and type of organisation providing education and training	Council of Europe, Directorate of Youth and Sport, European Youth Centre Budapest										
Personal skills and competences											
Mother tongue(s)	Serbian										
Other language(s)											
Self-assessment	Understanding				Speaking				Writing		
<i>European level (*)</i>	Listening		Reading		Spoken interaction		Spoken production				
English	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	C1	Proficient user	
Portuguese	B1	Independent user	B1	Basic user	A2	Basic user	A2	Basic user	A1	Basic user	
	(*) Common European Framework of Reference for Languages										
Social skills and competences	Intercultural sensitivity (training for trainers in intercultural learning; working in different countries and with various multicultural groups); Ability to handle conflicts on different levels (MA in conflict transformation, working with different vulnerable groups); Ability to work in a team (working in and leading different multicultural teams); Ability to work with great variety of target groups (working with great number of different groups); Communication skills (trained to work as a trainer and years of work as a trainer, facilitator and presenter)										
Organisational skills and competences	Ability to lead teams and projects (experience in project and team management); Ability to work under pressure (experience in meeting tight deadlines and in managing long-term projects); Crisis management (experience in working on projects)										
Computer skills and competences	Proficient in using Microsoft Office™ tools (Word™, Excel™ and PowerPoint™) and Internet applications; Experience in managing Moodle e-learning platforms ; Experience in developing content for Android and iOS apps ; Diverse experience in managing social media platforms										
Driving licence	Category B										
Additional information	<p>Reports, Publications and Articles</p> <ul style="list-style-type: none"> ▪ Member of the Coyote No.24, "Learning Mobility: Opportunities for All?" Editorial Team, Youth Partnership, 2016 ▪ Publication: "Cherry on the cake" – Advice for Quality Planning of Youth Exchanges, English edition, Nacionalna agencija programa ERASMUS+, 2015 ▪ Article: "Having a group within the group, or a thousand and one questions", Applied Conflict Transformation Studies, Collection of Research, Responding to Conflict, 2009 										
	<p>Member of following pools of trainers:</p> <p>From 2016: Trainers Pool of the Foundation Tempus, http://erasmusplus.rs/category/youth/ From 2014: Trainers Pool of the Youth Department of the Council of Europe, http://www.coe.int/t/dg4/youth/training/quality_nfe/tp_presentation_EN.asp</p> <p>From 2014: Croatian National Agency for Mobility and EU Programmes, http://www.mobilnost.hr/ From 2013: SALTO SEE Pool of trainers, http://www.salto-youth.net/rc/see/</p> <p>From 2011: Pool of Trainers, SEEYN (South Eastern European Youth Network): http://www.seeyn.org/ From 2009 to 2016: Trainers Pool, Erasmus+ Programme Serbia, http://www.mladiuakciji.rs/profilu_trenera.php</p>										

Reference Persons:

Maija Lehto, SALTO-YOUTH South East Europe Resource Centre Programme Officer, Dunajska cesta 5, SI - 1000 Ljubljana, Slovenia; Maija.Lehto@mva.si, 0038614304747

Josh Cass, FODIP (The Forum for Discussion of Israel and Palestine) Director, 38 Rosemary Avenue, London N3 2QN, United Kingdom, js_cass@yahoo.co.uk, 00447947325448

Mark E. Taylor, Freelance Trainer and Consultant, 3 rue de l'Épine, F-67000 Strasbourg, France, brazav@yahoo.com, 0033762481958