

# Standards for German sending and hosting organisations involved in the weltwärts international volunteer programme

## Key to colours used:

Standards and indicators that only need to be fulfilled for the weltwärts funding programme

Updated: 27 April 2021

## 1. Public relations and how the organisation sees itself

### Goals

The organisation has developed an understanding of volunteer services including their significance and objectives.

Interested members of the public are provided with comprehensive and realistic information about the volunteer services, as well as the related terms and conditions.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation
Outgoing and incoming	<b>1.1 Written principles</b> The organisation has recorded its principles and objectives in writing. This information is available to the public.	The principles include statements about: <ul style="list-style-type: none"><li>• The organisation's understanding of volunteer services and their significance,</li><li>• the goals of the volunteer services and</li><li>• what impact the volunteers should make.</li></ul>	Required evidence: <ul style="list-style-type: none"><li>• Written principles (e.g. mission statement) and</li><li>• proof that the written principles are publicly available (e.g. website screenshot).</li></ul>

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Outgoing and incoming		<p><b>1.1 ww</b></p> <p><b>additional indicators that must be proven</b></p> <p>The principles include statements about:</p> <ul style="list-style-type: none"> <li>• Global learning and sustainable development / global responsibility in accordance with the SDGs,</li> <li>• weltwärts as service for learning about international development and</li> <li>• respect for human diversity including the diversity of lifestyles and beliefs.</li> </ul>	
Outgoing and incoming	<p><b>1.2 Networking</b></p> <p>The organisation networks with other organisations that offer international volunteer services.</p>	<p>The organisation is connected to other organisations through:</p> <ul style="list-style-type: none"> <li>• Membership or participation in associations, working groups or committees related to volunteer services,</li> <li>• the use of mailing lists for distributing information and</li> <li>• participation in events (e.g. meetings with umbrella associations, conferences involving funding bodies, specialist conferences) / contact with other organisations.</li> </ul>	<p>Options for providing evidence:</p> <ul style="list-style-type: none"> <li>• confirmation of memberships</li> <li>• proof of participation</li> <li>• certificates</li> <li>• invoices</li> <li>• emails</li> <li>• documentation (e.g. minutes, meeting notes)</li> </ul>
Outgoing and incoming	<p><b>1.3 ww engaging with diversity</b></p> <p>The organisation engages with the issues of diversity, global power structures and racism in volunteer services within the context of the weltwärts programme.</p>	<p>This engagement can take the following forms:</p> <ul style="list-style-type: none"> <li>• Staff attendance at events or training about these topics,</li> <li>• reflection on these topics within the organisation or</li> <li>• external facilitation or consultations.</li> </ul>	<p>Options for providing evidence:</p> <ul style="list-style-type: none"> <li>• proof of participation</li> <li>• concepts about organisational development</li> <li>• documentation (e.g. minutes, meeting notes)</li> </ul>

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Outgoing and incoming	<p><b>1.4. Public relations (PR)</b> The organisation carries out public relations activities related to its volunteer services.</p>	<p>The organisation has specified the goals and target groups of its PR activities. The organisation makes statements about portraying people with dignity and without perpetuating stereotypes.</p> <p>All of the following aspects are communicated in the PR materials to provide initial information for potential volunteers:</p> <ul style="list-style-type: none"> <li>• Aim and description of the volunteer services</li> <li>• Target groups who benefit from the volunteer services</li> <li>• General conditions of the volunteer services</li> <li>• Locations and scope</li> <li>• Duration</li> <li>• Benefits volunteers will receive (e.g. allowance, meals, travel expenses, insurance)</li> <li>• Rules regarding donations / charitable societies (if required), personal contributions to be made by volunteers (if applicable)</li> <li>• Details regarding the sources of funding and funding programmes</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Document containing the goals and principles of the PR activities (e.g. concept) and</li> <li>• PR materials for the volunteer services offered (e.g. screenshots of websites or social network pages / forums, FAQs, flyers, brochures, press kits and articles).</li> </ul>
Outgoing and incoming	<p><b>1.4 ww public relations (PR)</b> The organisation publicly presents the weltwärts funding programme.</p>	<p>All of the following aspects are communicated in the PR materials:</p> <ul style="list-style-type: none"> <li>• The objectives of the international development activities</li> <li>• The learning and information sharing aspects of the volunteer services</li> <li>• The desired effects of the volunteer services</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• PR materials (e.g. screenshots of websites or social network pages / forums, FAQs, flyers, brochures, press kits and articles).</li> </ul>

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## 2. Selection of the placement sites

### Goals

The organisation has written a list of the criteria and procedures for the selection of the placement sites in order to ensure that the sites are suitable for hosting volunteers and that the conditions at the sites are compatible with the objectives of the voluntary service.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation
Outgoing and incoming	<p><b>2.1 Procedure for selecting placement sites</b></p> <p>The organisation selects the placement sites according to a written procedure and regularly checks the suitability of the placement sites.</p>	<p>The written procedure specifies when, how and by whom the following points are carried out:</p> <ul style="list-style-type: none"> <li>• Contacting potential placement sites               <ul style="list-style-type: none"> <li>○ Required documents</li> </ul> </li> <li>• Exchanging information               <ul style="list-style-type: none"> <li>○ Possibilities for collaboration</li> <li>○ Significance/meaning of the volunteer service for the organisation</li> <li>○ Criteria and conditions for collaboration</li> </ul> </li> <li>• Making decisions               <ul style="list-style-type: none"> <li>○ Assessing the ideas proposed by the placement sites (fields of activity, conditions, etc.)</li> <li>○ Assessing the site's suitability based on the organisation's selection criteria</li> <li>○ Informing the placement sites about the decision</li> <li>○ Ensuring the ongoing suitability of the placement sites, including the consideration of safety information</li> </ul> </li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Description of the procedure for selecting placement sites and ensuring their suitability (e.g. descriptions and diagrams of the processes) and</li> <li>• documents demonstrating that the procedure was implemented for the placement sites selected by Quifd (e.g. emails, checklists, meeting notes, minutes, final reports written by volunteers, an updated version of the site description).</li> </ul>

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Outgoing and incoming	<p><b>2.2 Selection criteria for placement sites</b></p> <p>The organisation selects the placement sites according to a set of written criteria.</p>	<p>The following criteria must be taken into account when selecting the placement sites:</p> <ul style="list-style-type: none"> <li>• The placement site is suitable as a place where volunteers can learn and grow</li> <li>• Professional guidance is provided</li> <li>• The use of volunteers does not replace or eliminate any paid positions of employment</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• A catalogue of the selection criteria and</li> <li>• documents that demonstrate compliance with the criteria at the placement sites selected by Quifd.</li> </ul>
Outgoing		<p><b>2.2 ww (outgoing) additional indicators that must be proven</b></p> <p>The following criteria must be taken into account when selecting the placement sites:</p> <ul style="list-style-type: none"> <li>• The placement site is a suitable place for learning about international development if it works with marginalised target groups or in the fields of environmental sustainability, development policy or SDG-related topics</li> <li>• The placement site and the activities of the volunteers serve the common good</li> <li>• The volunteers' work at the placement site does not serve the purpose of imparting a particular world view</li> </ul>	

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Incoming		<p><b>2.2 ww (incoming)</b>  <b>additional indicators that must be proven</b></p> <p>The following criteria must be taken into account when selecting the placement sites:</p> <ul style="list-style-type: none"> <li>• The placement site is a suitable place for learning about international development if it is involved in the cultural, social or educational sectors or in the areas of sport, environmental sustainability or education related to international development</li> <li>• The placement site and the activities of the volunteers serve the common good</li> <li>• The volunteers' work at the placement site does not serve the purpose of imparting a particular world view</li> </ul>	
Outgoing and incoming	<p><b>2.3 Description of the placement sites</b></p> <p>The organisation has a description of each placement site. The content is agreed upon in collaboration with the partner organisation or placement site.</p>	<p>The placement site descriptions contain information about:</p> <ul style="list-style-type: none"> <li>• The areas of activity and target groups</li> <li>• The requirements to be met by the volunteers</li> <li>• The options available to the volunteers for shaping their own work</li> <li>• Specific conditions at the placement site (e.g. information relevant to safety, special health requirements, geographical location, infrastructure)</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• An example of a placement site description for a site selected by Quifd,</li> <li>• description of the procedure for writing the description in collaboration with the partner organisation / placement site and</li> <li>• examples of documents that demonstrate collaboration with the partner organisation / placement site</li> </ul>

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			for placement sites selected by Quifd (e.g. emails, meeting notes, minutes).
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### 3. Collaboration between organisations and partner organisations / placement sites<sup>1</sup>

**Goals**

The framework for the deployment of the volunteers, as well as the rights and obligations of the organisation and the partner organisation or placement site, are agreed upon and recorded in writing. The organisation and the partner organisation or placement site jointly ensure that the volunteers receive personal and professional support and recognition. They maintain good working relationships with each other.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation
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<sup>1</sup> As a general rule, the sending organisation and the foreign partner organisation enter into an agreement; for incoming volunteers an agreement is also made between the sending organisation and the placement site in Germany. Other contractual arrangements (e.g. between the sending organisation and the foreign placement site) are possible and must be explained and documented.

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Outgoing and incoming	<p><b>3.1 Agreements between organisations and partner organisations or placement sites</b></p> <p>The rules and allocation of tasks are agreed upon between the organisation and the partner organisation or placement site and recorded in a written agreement between the parties involved.</p>	<p>The agreement is written in a language that the partners understand. It can be a three-way agreement between the organisation, the partner organisation or placement site and the volunteers. It includes all the following points:</p> <ul style="list-style-type: none"> <li>• A common understanding regarding the role of the volunteers</li> <li>• Rules on how the volunteers are selected</li> <li>• Rules on insurance and financial obligations</li> <li>• Rules on the volunteers' accommodation and, if applicable, assisting volunteers to find housing</li> <li>• Rules on the working hours and holidays as well as time off for educational and social events</li> <li>• Rules on safety guidelines</li> <li>• Rules on professional guidance for the volunteers</li> <li>• Rules on personal guidance for the volunteers</li> <li>• Rules on communication and the exchange of information between the organisations</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• An agreement template (e.g. cooperation agreement, three-way agreement or agreement with the person responsible for supporting the volunteers) for every volunteer service programme offered and</li> <li>• examples of actual agreements for the placement sites selected by Quifd and</li> <li>• other documents that supplement the agreement template, if applicable.</li> </ul>
Outgoing and incoming	<p><b>3.2 Collaboration</b></p> <p>The organisation works with the partner organisation or placement site in a fair and collaborative way.</p>	<p>The organisation and the partner organisation or placement site communicate with one another in relation to the following topics:</p> <ul style="list-style-type: none"> <li>• The structure of the volunteer service,</li> <li>• special events / incidents and</li> <li>• their shared understanding about the role of volunteers.</li> </ul> <p>The organisation:</p> <ul style="list-style-type: none"> <li>• involves the partner organisation or placement site in the selection process.</li> </ul>	<p>Options for providing evidence:</p> <ul style="list-style-type: none"> <li>• agreements</li> <li>• invitations</li> <li>• minutes or reports from meetings, placement site conferences, training events</li> <li>• evidence of correspondence</li> </ul> <p>for the placement sites selected by Quifd</p>



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Outgoing and incoming	<p><b>3.2 ww</b>  <b>additional indicators that must be proven</b></p> <p>The organisation ensures that the placement site</p> <ul style="list-style-type: none"> <li>• is prepared for its work with volunteers within the framework of the weltwärts programme and</li> <li>• receives support in relation to challenges arising from the management of the volunteers.</li> </ul>	<p>Options for providing evidence:</p> <ul style="list-style-type: none"> <li>• manuals / guidelines</li> <li>• other tools</li> </ul> <p>for the placement sites selected by Quifd</p>
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Outgoing and incoming	<p><b>3.3 Personal support for volunteers in the host country</b></p> <p>The organisation ensures that the volunteers have a personal contact person in the host country who they can easily reach.</p>	<p>This full-time or volunteer contact person should not work directly in the volunteer's field of work.</p> <p>Their role is to provide guidance and answer questions related to everyday life as well as provide support in crises and emergency situations.</p> <p>The partner organisation / placement site or the organisation must be informed about the person responsible for providing personal support, if they did not assign this person themselves.</p>	<p>Options for providing evidence:</p> <ul style="list-style-type: none"> <li>• cooperation agreement</li> <li>• written or informal agreements with the person responsible for supporting the volunteers, e.g. mentors, members of host families, former volunteers from the host country, employees from the partner organisation (for outgoing) or the organisations for the placement sites selected by Quifd (for incoming)</li> <li>• examples of related documents, e.g. contact lists for the volunteers</li> </ul>
Outgoing and incoming	<p><b>3.4 Professional support for volunteers at the placement site</b></p> <p>The organisation ensures that the placement site provides the volunteers with professional guidance.</p>	<p>The placement site provides ongoing professional guidance on site. This is carried out by one or more people who are directly involved in the site's operational procedures. They are responsible for:</p> <ul style="list-style-type: none"> <li>• Onboarding new volunteers</li> <li>• Providing ongoing professional guidance</li> <li>• Carrying out regular one-on-one meetings with volunteers (at least one introductory meeting and one final meeting)</li> </ul> <p>The person(s) responsible for providing professional guidance can be approached by the volunteers during their day-to-day work.</p>	<p>Options for providing evidence:</p> <ul style="list-style-type: none"> <li>• cooperation agreement</li> <li>• the agreement for the placement sites selected by Quifd</li> <li>• if applicable, further documents that demonstrate the provision of professional guidance, e.g. handouts, manuals and leaflets about the work carried out with the volunteers, contact lists for the volunteers, etc.</li> </ul>

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## 4. Information and selection of the volunteers

### Goals

The organisation has recorded the selection criteria and procedures in writing. The organisation checks the suitability of the applicants for service abroad or in Germany and determines the most suitable placement sites. Volunteers are given the opportunity to evaluate their own motivations and suitability for the volunteer work during an orientation process.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation
Outgoing and incoming	<p><b>4.1 Process for selecting volunteers</b></p> <p>The organisation selects volunteers according to a written procedure. The responsibilities specified in the procedure are developed in collaboration with the partner organisation or placement site.</p>	<p>The written procedure specifies when, how and by whom the following points are carried out:</p> <ul style="list-style-type: none"> <li>• Contact: <ul style="list-style-type: none"> <li>○ The application process</li> <li>○ Required application documents (e.g. references, health certificate, extended police clearance certificate)</li> <li>○ Correspondence with applicants confirming the receipt of their application documents</li> </ul> </li> <li>• Decisions: <ul style="list-style-type: none"> <li>○ Recording and taking into consideration the applicants' wishes (e.g. areas of activity, countries, etc.) and any limitations</li> <li>○ Evaluation of the applicants' suitability for voluntary service on the basis of the selection criteria (Standard 4.2)</li> <li>○ Assignment of the applicants to a partner organisation or placement site</li> </ul> </li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• The information provided to the applicants and a description of the application process,</li> <li>• documents that demonstrate the implementation of this process for the placement sites selected by Quifd (e.g. programmes from selection events, proof of communication with the partners / applicants, and</li> <li>• examples of documents that demonstrate how the applicants were evaluated according to the selection criteria for the placement sites selected by Quifd (e.g. application</li> </ul>

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		<ul style="list-style-type: none"> <li>○ Coordination of the final selection together with the partner organisation or placement site</li> <li>● Information (How are applicants informed about the following points?):             <ul style="list-style-type: none"> <li>○ Personal requirements</li> <li>○ Rights and obligations of volunteers, the organisation and the partner organisation / placement site</li> <li>○ Working conditions</li> <li>○ Opportunities for shaping their volunteer activities (e.g. volunteers carrying out their own projects)</li> <li>○ Support and training opportunities on site</li> <li>○ Accommodation</li> <li>○ Specific features of the country</li> <li>○ Hazards and safety regulations in the host country / project</li> <li>○ Other important basic conditions (depending on the type of volunteer activity)</li> <li>○ Specifics of the volunteer service programmes offered</li> </ul> </li> </ul>	questionnaires, minutes, forms for evaluating the interviews).
Outgoing and	<p><b>4.2 Criteria for selecting volunteers</b></p> <p>The organisation has recorded the selection criteria in writing. The criteria were developed in collaboration with the partner organisation or placement site.</p>	<p>The criteria provide information about the extent to which applicants:</p> <ul style="list-style-type: none"> <li>● are suitable for a volunteering role designed to encourage learning and personal growth, and</li> <li>● are suitable for the respective placement site.</li> </ul> <p>The following aspects can be taken into account (among others):</p> <ul style="list-style-type: none"> <li>● Socio-demographic characteristics (in particular age, sex, etc.)</li> <li>● Interests/motivation</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>● Provision of the selection criteria and any criteria that relates specifically to the placement site and</li> <li>● evidence of / explanation about the communication with the placement</li> </ul>

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		<ul style="list-style-type: none"> <li>• Social skills</li> <li>• Qualifications (e.g. foreign language skills)</li> <li>• Suitability with regard to their health</li> <li>• Abilities and resilience</li> <li>• The applicant's wishes regarding the duration of the placement</li> <li>• Previous volunteer work</li> <li>• Interest in particular target groups (e.g. disadvantaged youth)</li> <li>• Fulfilment of special requirements specified by the placement sites</li> <li>• Willingness to be involved in other volunteer activities after their volunteer service ends</li> </ul>	<p>sites / partner organisations regarding the criteria.</p>
Outgoing and incoming	<p><b>4.3 Orientation process for volunteers</b></p> <p>The organisation supports the orientation of the volunteers. During the selection process, the organisation gives potential volunteers the opportunity to clarify their motivations and suitability for the volunteer service.</p>	<p>During the selection process, the organisation gives applicants the opportunity to clarify their motivations and suitability for their desired volunteer activity.</p> <p>Possible topics for helping applicants to clarify their motivations:</p> <ul style="list-style-type: none"> <li>• Personal motivations for wanting to volunteer</li> <li>• Willingness to learn the host country's language</li> <li>• Awareness of their rights and duties</li> <li>• Recognition of the opportunities and limitations of the volunteer service</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Description of how this is done as part of the selection process.</li> </ul>
Outgoing	<p><b>4.4 Agreements with volunteers</b></p>	<p>The agreement specifies the rights and duties of the contractual partners. It is clear to the volunteers which tasks the partner organisation or placement site is responsible for.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• An agreement template for each volunteer programme and</li> </ul>

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	<p>The organisation enters into a written agreement with the volunteers before they travel to the host country.</p>	<p>The following aspects are specified in the agreement:</p> <ul style="list-style-type: none"> <li>• Location and area of activity</li> <li>• Number of working hours per week</li> <li>• Health, accident and liability insurance, other insurance policies</li> <li>• Holidays</li> <li>• Start and end dates of the volunteer service at the partner organisation or placement site</li> <li>• Contact person (or point of contact) within the organisation</li> <li>• Type and amount of allowance as well as information about the provision of meals and accommodation</li> <li>• Guidance, support, training and measures designed to foster the volunteers' social network</li> <li>• Provisions regarding foreign language acquisition (if applicable)</li> <li>• Provisions regarding data protection</li> <li>• Reasons and conditions for the termination of the agreement and provisions regarding the steps to be taken if the volunteer service is terminated</li> <li>• Provisions regarding the issuing of certificates after the completion of the volunteer service</li> </ul>	<ul style="list-style-type: none"> <li>• examples of signed agreements for the placement sites selected by Quifd.</li> </ul>
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Outgoing and incoming		<p><b>4.4 ww</b> <b>additional indicators that must be proven</b></p> <p>Outgoing: The agreement guarantees the volunteer on a full-time work base (5 days a week, based on an assignment duration of 12 months) at least 20 days of holiday.</p> <p>Incoming: In the case of a 6-day week, the minimum holiday entitlement during a 12-month period of service is 24 working days. If the length of service differs, the days must be calculated proportionately.</p>	
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## 5. Financing and funding

### Goals

Financial resources are handled responsibly throughout the implementation of the volunteer service.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation
Outgoing and incoming	<b>5.1 Ensuring all costs are covered</b> <sup>2</sup> The organisation has a plan regarding the costs and financing of the volunteer services.	There is a budget for the volunteer services (overview of income and expenses).	Required evidence: <ul style="list-style-type: none"><li>• Budget plan and</li><li>• notifications regarding funding (if applicable) and/or</li><li>• reports prepared by auditors or tax accountants (if applicable).</li></ul>

<sup>2</sup> Assessments regarding the appropriate use of funds is the responsibility of the funding body.



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Outgoing and incoming	<p><b>5.2 Financial payments</b></p> <p>The organisation ensures that the payments specified in the agreement with the volunteers and/or in the cooperation agreement are made on time.</p>	<p>These include:</p> <ul style="list-style-type: none"> <li>• Payments to the volunteers (e.g. allowance)</li> <li>• Insurance premiums</li> <li>• Payments to/from partner organisations or placement sites</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Written evidence for the placement sites selected by Quifd regarding: <ul style="list-style-type: none"> <li>○ Payments to the volunteers (e.g. allowance)</li> <li>○ Payment of the specified insurance premiums</li> <li>○ Payments to/from partner organisations or placement sites</li> </ul> </li> </ul>
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## 6. Organisation of international volunteer services

### Goals

All the necessary travel and visa formalities are arranged on time. While the volunteers are abroad, there are procedures in place for dealing with crises and for the communication between the organisation and the partner organisation or placement site and the volunteers, especially in the case of emergencies.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation
Outgoing and	<p><b>6.1 Legal and organisational framework</b></p> <p>The organisation informs the volunteers about the legal and organisational framework and</p>	<p>The organisation informs the volunteers about the current organisational requirements regarding travel, visas and registration (if required for the host country):</p> <ul style="list-style-type: none"> <li>• Issues related to travel and specific countries (e.g. travel warnings issued by the Federal Foreign Office, information from embassies, etc.)</li> <li>• Information about how to obtain a visa, residence permit, work permit</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Documentation of information or sources of information (e.g. country-specific information packs, contact lists and checklists for the volunteers, lists with sources of information).</li> </ul>

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	assists them with the related processes.	<ul style="list-style-type: none"> <li>• Registration on the ELEFAND list (outgoing), registration at the local residents' registration office (incoming)</li> <li>• Vaccination requirements</li> <li>• Health protection</li> <li>• Insurance coverage</li> </ul> <p>The organisation helps the volunteers with the above-mentioned points.</p>	
Outgoing and	<p><b>6.2 Insurance coverage</b></p> <p>The organisation makes sure the volunteers have sufficient insurance coverage.</p>	The organisation takes out the necessary insurance policies (health insurance, accident insurance, liability insurance).	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Documents about the insurance coverage (e.g. policies for health insurance, accident insurance and liability insurance).</li> </ul>
Outgoing and incoming	<p><b>6.3 Availability of the organisation</b></p> <p>The organisation guarantees it will respond to queries within four calendar days.</p>	The volunteers and partner organisations or placement sites know the ways in which they can contact the organisation.	<p>Options for providing evidence:</p> <ul style="list-style-type: none"> <li>• List of contact persons at the organisation and details regarding the ways in which the organisation can be contacted.</li> </ul>
Outgo	<p><b>6.4 Emergency plan</b></p>	<p>The emergency plan contains information regarding:</p> <ul style="list-style-type: none"> <li>• Different types of emergencies</li> </ul>	Required evidence:

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	<p>The organisation has an emergency plan with clear instructions about who is responsible for what in the case of emergencies. All involved parties know the procedure for emergencies.</p>	<ul style="list-style-type: none"> <li>• Which measures should be taken in each case</li> <li>• Who is responsible for what</li> <li>• Procedures that must be adhered to</li> <li>• Instructions on how to behave</li> </ul> <p>The volunteers and partner organisations or placement sites have been informed about the procedures for crises and emergencies.</p>	<ul style="list-style-type: none"> <li>• Written emergency plan approved by the organisation and the partner organisation or placement site, and</li> <li>• proof of communication with the volunteers (e.g. training programme with a seminar about the emergency plan).</li> </ul>
Outgoing and incoming	<p><b>6.5 Emergency contacts</b></p> <p>The organisation provides the volunteers with a list containing important contact details for the host country or the location where the volunteer service will take place.</p>	<p>This list contains:</p> <ul style="list-style-type: none"> <li>• Medical services</li> <li>• Police and rescue services</li> <li>• Emergency contacts</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• List of contact details for the placement sites selected by Quifd.</li> </ul>

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## 7. Educational concept

### Goals

The volunteer service provides volunteers with an opportunity for learning and education. The organisation and the partner organisation or placement site support the volunteers in their personal and professional development. A detailed educational concept serves as a guideline for the provision of this support during the volunteers' placement, e.g. through seminars.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation
Outgoing and incoming	<p><b>7.1 Concept</b></p> <p>The organisation has a written educational concept for preparing the volunteers for their work, supporting them and following up with them after their placement ends.</p>	<p>The educational concept contains information about:</p> <ul style="list-style-type: none"> <li>• The goals and conditions / formats of the educational offerings</li> <li>• How the tasks and roles are distributed among the people involved in the provision of education</li> <li>• The ways in which volunteers can help to shape the educational offerings (e.g. involvement in decision-making processes, carrying out projects independently)</li> </ul> <p>The educational concept also specifically incorporates the international context of the volunteer service.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• One or more educational concepts (with special features of the volunteer programmes if applicable).</li> </ul>

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Outgoing and incoming		<p><b>7.1 ww</b>  <b>additional indicators that must be proven</b></p> <p>The educational concept includes the following points:</p> <ul style="list-style-type: none"> <li>• Global learning and an examination of the Sustainable Development Goals (SDGs), global interdependencies, (postcolonial / neocolonial) power structures, racism in volunteer services</li> <li>• Guidance on how to avoid reporting that relies on stereotypes</li> <li>• Self-reflection on one's own role as a volunteer</li> <li>• Practical tools and information for the volunteer service</li> <li>• Basic principles of health care and safety, including the prevention of sexualised violence and intervention in such cases</li> <li>• Volunteering in the development sector after the volunteer service ends</li> <li>• Opportunities for volunteers to help shape the seminars</li> <li>• The involvement of former volunteers in the educational offerings (e.g. as guest teachers, mentors, the use of testimonials).</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• A weltwärts educational concept or relevant additions to the educational concept for the volunteer services.</li> </ul>
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Outgoing and incoming	<p><b>7.2 Seminar teachers</b></p> <p>Seminars will be taught by people who are suitable for the provision of education.</p> <p>There must be an appropriate ratio of seminar participants to educational staff.</p>	<p>People are suitable seminar teachers if</p> <ul style="list-style-type: none"> <li>• they have practical experience or qualifications in the education of young people and</li> <li>• knowledge about the educational concept and its implementation.</li> </ul> <p>For every 15 participants, there must be at least one qualified staff member (ratio 15:1).</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Job profiles of the educational staff or evidence of their qualifications (teacher training, seminar teaching qualifications gained through the organisation, relevant further education, e.g. Juleica, foreign language teaching),</li> <li>• evidence that they have received information about the educational concept and</li> <li>• documentation of the staff-to-participants ratio.</li> </ul>
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## 8. Preparing the volunteers

### Goals

The quality of the volunteer service is greatly influenced by the quality of the associated preparations. Orientation programmes help volunteers to quickly familiarise themselves with the host country and settle in well at the placement site. The organisation ensures that such orientation programmes are designed according to the needs of the volunteers.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation
Outgoing and incoming	<p><b>8.1 Preparation</b></p> <p>The organisation starts to prepare the volunteers before they have travelled to the host country.</p>	<p>The format and content of these preparations correspond to the educational concept.</p> <p>Possible topics for the preparation of the volunteers:</p> <ul style="list-style-type: none"> <li>• Understanding what volunteering means in the host country</li> <li>• Objectives of the volunteer service</li> <li>• Working and living conditions at the volunteering location</li> <li>• Geographical and cultural aspects</li> <li>• Legal and material conditions</li> <li>• Specific insurance conditions</li> <li>• Safety regulations at the volunteering location</li> <li>• Particular aspects related to health, hygiene and medical care</li> <li>• Prevention of and how to deal with (sexualised) violence</li> <li>• The role of volunteers</li> <li>• Dealing with personal emergencies</li> <li>• Information about the professional and personal support available</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Written evidence of the preparation of the volunteers for the placement sites selected by Quifd (e.g. meeting notes, documents issued, examples of seminar programmes / documentation).</li> </ul>

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Outgoing and incoming		<p><b>8.1 ww</b>  <b>additional indicators that must be proven</b>            Part of the preparation takes place before the volunteer has travelled to the host country.</p> <p><b>Outgoing:</b> The preparation takes place in the form of preparatory / introductory seminars.</p>	<p>Options for providing evidence:</p> <ul style="list-style-type: none"> <li>• invitations</li> <li>• seminar programmes</li> <li>• seminar documentation</li> </ul>
Outgoing and incoming	<p><b>8.2 Language acquisition</b>            The organisation indicates opportunities for language acquisition.</p>	<p>The organisation informs the volunteers about opportunities for language acquisition that will enable them to communicate with locals in the host country.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Information provided to volunteers about language acquisition opportunities (e.g. information about language courses, online preparatory courses, language tandems).</li> </ul>



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## 9. Support, training and opportunities for meeting people

### Goals

Volunteers learn and gain practical experience by performing the duties of their volunteer service. Beyond this, volunteers must be provided with specific training opportunities through which they can obtain social skills and practical qualifications. It is also essential that they have the opportunity to share their ideas and experiences with other volunteers. If possible, this interpersonal aspect should be incorporated into the training programmes. Training and interpersonal exchange encourage the volunteers to reflect on their work and view it within the context of society as a whole.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation
Outgoing and incoming	<p><b>9.1 Training opportunities</b></p> <p>During the volunteers' period of service, the organisation provides them with training opportunities – either independently or through the partner organisation or other providers. The organisation makes sure that the volunteers can take advantage of the training opportunities.</p>	<p>The format and content of the training opportunities correspond to the educational concept.</p> <p>The training opportunities enable the volunteers to share their experiences with other volunteers.</p> <p>The volunteers are given time off to participate in training opportunities.</p> <p>Possible topics include:</p> <ul style="list-style-type: none"> <li>• Reflection on the volunteer service</li> <li>• Functional / technical aspects of the volunteers' duties</li> <li>• Social or socio-political issues</li> <li>• Reflection on their personal development</li> <li>• Reflection on their role as volunteers</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Agreement with the volunteers for the placement sites selected by Quifd and</li> <li>• invitations, programmes or documentation of the training opportunities (e.g. seminars, meet-ups, excursions, participant lists).</li> </ul>

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Outgoing		<b>9.1 ww (outgoing)</b> <b>additional indicators that must be proven</b> An interim seminar is held.	
Outgoing and incoming	<b>9.2 ww feedback from the volunteers</b> The organisation encourages volunteers to provide feedback during their service.	The organisation <ul style="list-style-type: none"> <li>• Provides the volunteers with suggestions for possible topics (e.g. self-reflection)</li> <li>• Specifies deadlines for feedback</li> <li>• Specifies who the feedback should be given to</li> </ul>	Required evidence: Description of the feedback procedure and examples (e.g. volunteer service contract, reporting template, instructions on how to provide written, verbal or audiovisual feedback).

## 10. Processing the volunteer service experience

### Goals

The organisation marks the end of the volunteer service, helps volunteers to reflect on what they have learned and confirms the completion of their service.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation
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Outgoing and incoming	<p><b>10.1 Reflection</b></p> <p>The organisation ensures that the volunteers reflect on what they have learned.</p>	<p>This reflection corresponds to the educational concept.</p> <p>Possible topics include:</p> <ul style="list-style-type: none"> <li>• The development of the volunteer's skills</li> <li>• The development of their interests and motivations</li> <li>• The successes and challenges of their volunteer service</li> <li>• Involvement in other volunteer activities after the conclusion of their volunteer service</li> <li>• Guidance for the period following the volunteer service</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Description of the reflection process and</li> <li>• examples of documents for the placement sites selected by Quifd (e.g. seminar plan or documentation of a follow-up seminar, documentation of a verbal performance review).</li> </ul>
Outgoing and incoming		<p><b>10.1 ww</b></p> <p><b>additional indicators that must be proven</b></p> <p>The organisation ensures that all volunteers are offered an opportunity for reflection in the form of a follow-up seminar (outgoing) or multi-day seminar (incoming).</p> <p>The organisation encourages the volunteers to take part in the follow-up seminar.</p>	<p>Options for providing evidence:</p> <ul style="list-style-type: none"> <li>• invitations</li> <li>• seminar programmes</li> <li>• seminar documentation</li> </ul>
Outgoing and	<p><b>10.2 Farewelling the volunteers</b></p> <p>The organisation makes sure the volunteers receive a dignified farewell.</p>	<p>The organisation or partner organisation / placement site farewells the volunteers. Sufficient time and space must be provided for a dignified recognition of the volunteers' valuable contributions.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Description of the process and</li> <li>• documentation (e.g. photos, letters of appreciation, invitations, programmes) of events such as a farewell event, a party, a board meeting or a final seminar.</li> </ul>

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Outgoing and incoming	<p><b>10.3 Certificate</b></p> <p>The organisation ensures that the volunteers receive a certificate after their volunteer service.</p>	<p>Certificates must contain the following information:</p> <ul style="list-style-type: none"> <li>• Name and core activities of the institution in which the service took place</li> <li>• Volunteer's name and date of birth</li> <li>• Title of the volunteer service programme</li> <li>• Duration of the service with start and end dates</li> <li>• Description of the volunteer's tasks and areas of work</li> <li>• Aims and educational content of the organisation's international volunteer service</li> </ul> <p>Optional information:</p> <ul style="list-style-type: none"> <li>• Skills and abilities that were necessary for carrying out the tasks, and/or skills and abilities that were acquired by the volunteer during their service</li> <li>• A brief assessment of the volunteer's motivation, creativity, teamwork skills and special skills</li> <li>• Name and position of the programme facilitator / trainer</li> <li>• The volunteer's special achievements</li> </ul> <p>The certificates are produced by the organisation or the partner organisation / placement site.</p> <p>The volunteers must receive their certificates no later than two months after the follow-up seminar.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Description of the procedure or documents that define how certificates are to be issued (e.g. cooperation agreement) and</li> <li>• examples of the certificates issued to volunteers at the placement sites selected by Quifd.</li> </ul>
Outgo	<p><b>10.4 Work with former volunteers (outgoing)</b></p>	<p>The organisation informs the volunteers about other volunteer opportunities (e.g. volunteer associations that encompass multiple</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Description of the process and</li> </ul>

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	<p>The organisation helps the volunteers to get involved in other volunteer activities after the conclusion of their volunteer service.</p>	<p>organisations, networking opportunities on the internet, further education opportunities for volunteers, the organisation's alumni activities).</p> <p>The organisation works with former volunteers in one of the following ways:</p> <ul style="list-style-type: none"> <li>• Organises networking opportunities and meet-ups</li> <li>• Offers further training measures</li> <li>• Involves former volunteers in the design of the volunteer service (e.g. passes on the contact details of former volunteers, makes use of former volunteers' reports about their experiences, includes former volunteers in the selection and orientation process, mentoring programmes)</li> <li>• Offers participatory structures (e.g. establishment of a volunteers commission or a system of representatives)</li> </ul>	<ul style="list-style-type: none"> <li>• corresponding paperwork e.g. the concept for the involvement of former volunteers, invitations to meet-ups and reunions, mailing lists, newsletters that provide information about the work of former volunteers and agreements regarding collaborations with former volunteers.</li> </ul>
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# Standards for German sending and hosting organisations involved in the weltwärts international volunteer programme

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## 11. Self-evaluation and quality development

### Goals

The organisation evaluates the implementation of the volunteer service and explores its strengths and weaknesses. The aim is to ensure and further develop the quality of the service over the long term by continuously reviewing its objectives in the form of self-evaluation. This makes it possible to determine whether and how the intended goals are achieved for all participants and where there is a need for change or further development.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation
Outgoing and incoming	<p><b>11.1 Evaluation with the volunteers</b></p> <p>The organisation carries out an evaluation of the volunteer service together with the volunteers, analyses the results and uses them to improve the quality of the organisation.</p>	<ul style="list-style-type: none"> <li>• The organisation has formulated objectives for the evaluation with the volunteers.</li> <li>• The organisation has selected methods for the evaluation (e.g. questionnaires, analysis of final reports, observation of participants in workshops, interviews, analysis of feedback throughout the year).</li> <li>• The organisation has a procedure for evaluating and using the results.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Description of the procedure, including an explanation of how the analysis is carried out and how the results are used (e.g. self-evaluation concept) and</li> <li>• the results of the evaluation.</li> </ul>
Outgoing and incoming	<p><b>11.2 Evaluation with the partner organisations or placement sites</b></p> <p>The organisation carries out an evaluation of the volunteer service with the partner organisations or placement sites, analyses the results and uses them to improve the quality of the organisation.</p>	<ul style="list-style-type: none"> <li>• The organisation has formulated objectives for the evaluation with the partner organisations or placement sites.</li> <li>• The organisation has selected methods for the evaluation (e.g. questionnaires, analysis of feedback, observation of participants in workshops, interviews, regular meetings with partner organisations or placement sites).</li> <li>• The organisation has a procedure for evaluating and using the results.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Description of the procedure, including an explanation of how the analysis is carried out and how the results are used (e.g. self-evaluation concept) and</li> <li>• the results of the evaluation.</li> </ul>

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Outgoing and incoming	<p><b>11.3 Volunteer survey</b></p> <p>The organisation carries out a survey of the volunteers at least once during the certification period (during or at the end of the volunteer service) and evaluates the results in order to improve the quality of the outcomes of the service.</p> <p><i>(optional standard)</i></p>	<p>The quality of the outcomes can be measured by analysing how much the volunteers developed in areas such as:</p> <ul style="list-style-type: none"> <li>• interpersonal skills / identity formation</li> <li>• social and communication skills</li> <li>• ability to take action and perform</li> <li>• professional expertise and language skills</li> <li>• career orientation</li> <li>• willingness to do further volunteer work</li> <li>• overall satisfaction</li> </ul> <p>Their development can be assessed on the basis of their own self-evaluation.</p> <p>The survey provides an indication of which processes and structures in the volunteer service aided the volunteers' development. This evaluation can be carried out using various methods, e.g. qualitative interviews or the ex-ante and ex-post surveys produced by Quifd about the quality of the outcomes (to be completed during or at the end of the volunteer service).</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• Description of the procedure, including an explanation of the analysis and how the results are used, and</li> <li>• the results of the evaluation.</li> </ul>
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## Annex

**Scope:** These standards apply to all volunteer service programmes that involve sending volunteers abroad or hosting volunteers in Germany. Areas where additional standards apply are marked, e.g. for the ww programme. This means that organisations that offer a ww volunteer service must comply with the ww standards and indicators in addition to the regular standards.

**Requirements regarding evidence (supporting documents):** The required evidence must be submitted. For some standards, a non-exhaustive list of possible evidence is shown ("Options for providing evidence").

**Partner organisation:** Organisations abroad that act as hosting organisations for incoming volunteers from Germany or as sending organisations for South-North volunteers. In some cases, the partner organisation abroad is also the placement site.

**Placement site:** Institutions abroad or in Germany where volunteers work. A placement site is an organisational unit; there can be **several placements / roles** at a placement site that are occupied by different volunteers.

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