

## Standards for organisations of domestic volunteer services (incl. incoming)

### Scope:

- The standards apply to volunteers from within Germany as well as to the volunteers that come from abroad (incoming volunteers) in all volunteer service programmes. Separate areas of application, e.g. for the weltwärts programme, are marked, i.e. organisations offering a weltwärts-South-North volunteer service must comply with the weltwärts-standards and indicators in addition to the standards. Standards that only apply to volunteers from within Germany or incoming volunteers are also indicated.
- The organisation is responsible for complying with the standard and providing evidence of this. If individual aspects are implemented by partner organisations, particularly in the case of incoming volunteers, this must be described by the organisation and, if need be, evidence of the actors involved can be enclosed. For example, the partner organisation (PO) may be responsible for the selection procedure, public relations, etc.

The standards are formulated as openly as possible and as **minimum standards** in order to cover this. In well-justified exceptional cases, there may be alternatives. They must be justified by the organisation.

**Requirements for the documents provided as evidence:** The required evidence must be submitted. In some standards, a non-exhaustive selection of possible supporting documents is listed as a suggestion ("Supported, for example, by means of X").

**Partner organisations:** They are **organisations abroad** that act as sending organisations for incoming volunteers.

**Placement sites:** Placement sites are institutions in Germany where volunteers work. A placement site is an organisational unit; there can be **several placements** in a placement site that are occupied by different volunteers.

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## 1. Policy and strategy

### Goals

The written principles of the organisation's policy and strategy explain the importance of the use of volunteers and the goals pursued on behalf of the volunteers and the organisation. A mission statement and other written principles have a binding character. They describe the self-image of the organisation that those involved can refer to.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation
Domestic and incoming	<b>1.1 Written principles</b> The organisation has set down basic principles in writing. The written principles contain statements on the importance of volunteer services for the organisation. The written principles are available to those interested in volunteer services.	<ul style="list-style-type: none"><li>• The mission statement/other policy documents of the organisation contain statements on the importance of offering volunteer services for the organisation and</li><li>• statements are made about the goals of the volunteer service and</li><li>• statements are made on the impact the placement sites and volunteers should have.</li></ul>	Required evidence: <ul style="list-style-type: none"><li>• the submission of the mission statement or other policy documents; and</li><li>• explanations and written evidence for informing interested parties.</li></ul>

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Incoming		<p><b>1.1ww</b> <b>additional indicators to be verified</b></p> <p>Included are statements about:</p> <ul style="list-style-type: none"> <li>• global learning, sustainable development<sup>1</sup> or global responsibility in accordance with the SDGs and</li> <li>• weltwärts as a service for learning about development policy and</li> <li>• respect for the diversity of people and the diversity of human lifestyles and beliefs.</li> </ul>	
Domestic and incoming	<p><b>1.2 Status of volunteers</b></p> <p>Guidelines for the status of volunteers are available.</p>	<p>For organisations that offer legally regulated volunteer services (FSJ/FÖJ/BFD), binding status requirements for volunteers are already specified (cf. Section 2 Act to Promote Youth Volunteer Services and Sections 2, 3 and 4 Federal Volunteer Service Act).</p> <p>In the case of volunteer services under private law and incoming volunteer services, attention must be paid to their additionality, mentoring and education, the lack of any exploitation for day-to-day business, and labour market neutrality.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the submission of recognition as a provider of legally regulated volunteer services or corresponding documents in the event of services provided under private law.</li> </ul>

<sup>1</sup> Cf. the terms global learning and development policy: [Begriffsverstaendnisse im weltwaerts-Programm.pdf](#)

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Domestic and incoming	<p><b>1.3 Cooperation</b></p> <p>The organisation is networked with other organisations that offer volunteer services and with umbrella organisations.</p>	<p>The funding 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 or</li> <li>• the use of mailing lists to distribute information or</li> <li>• participation in events (e.g. meetings of the umbrella association, meetings involving funding bodies, conferences)/ contact with other organisations.</li> </ul>	<p>Supported, for example, by:</p> <ul style="list-style-type: none"> <li>• indication of memberships in umbrella organisations, working groups or</li> <li>• experience exchange meetings or</li> <li>• access to information or</li> <li>• taking part in meetings of the umbrella associations/events of the funding bodies or</li> <li>• contact with other organisations.</li> </ul>
Incoming	<p><b>1.4 ww Addressing diversity<sup>2</sup></b></p> <p>Within the context of the weltwärts programme, the organisation deals with diversity, global power structures and racism in volunteer services.</p>	<p>The takes place in the form of:</p> <ul style="list-style-type: none"> <li>• staff attendance at events or training courses about these topics or</li> <li>• reflection on these topics within the organisation or</li> <li>• external facilitation or consultations.</li> </ul>	<p>Supported, for example, by:</p> <ul style="list-style-type: none"> <li>• certificates of attendance or</li> <li>• concepts about organisational development or</li> <li>• documentation (e.g. interview notes, minutes)</li> </ul>

<sup>2</sup> Cf. the understanding of the term diversity in the weltwärts programme.

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## 2. Information and public relations

### Goals

Interested persons and potential placement sites are informed as fully and realistically as possible about the placement of volunteers before the start of the volunteer service. Interested persons and potential placement sites are informed in advance of the service about the objectives and understanding of volunteer services as well as about the concrete contents of the work.

By ensuring transparent information and communication, interested parties have a basis which they can use to make decisions.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation and explanatory notes
Domestic and incoming	<b>2.1 Public relations</b> The organisation carries out target-group-specific public relations (PR) work for the volunteer services it offers	The following points are considered: <ul style="list-style-type: none"><li>• goals for PR work have been formulated and</li><li>• the target groups are identified and</li><li>• the PR materials take into account the goals formulated, e.g. by providing information in foreign languages or in easy language.</li><li>• the organisation supports the PR work of its host organisations on the topic of volunteer services. <i>(Optional criterion)</i></li></ul>	Required evidence: <ul style="list-style-type: none"><li>• the submission of a document containing statements on the form and content of the PR work; and</li><li>• samples of the existing PR materials.</li></ul>

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Incoming	<p><b>2.1 ww Public relations</b></p> <p>As part of its PR work, the organisation presents the weltwärts funding programme.</p>	<p>The PR materials communicate the following aspects:</p> <ul style="list-style-type: none"> <li>• the objectives of the development policy and</li> <li>• the learning and information-sharing nature of the volunteer services and</li> <li>• the intended effects of the volunteer service.</li> </ul> <p>The organisation makes statements about portraying people with dignity and without perpetuating stereotypes.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• documents/PR materials (e.g. screenshots from websites or social networks/forums, FAQs, flyers, brochures, press kits and articles)</li> </ul>
Domestic and incoming	<p><b>2.2 Initial information</b></p> <p>The organisation provides potential volunteers with initial information on the volunteer service.</p>	<p>The PR material communicates the following aspects to potential volunteers to provide them with initial information:</p> <ul style="list-style-type: none"> <li>• details on the organisation, its goals and understanding of volunteer services and</li> <li>• fields of activity and placement sites (If the placement sites are not explicitly mentioned in the information provided by the organisation, the fields of activity and placement sites should at least be briefly described) and</li> <li>• the duration of the placement and</li> <li>• the general terms conditions of the placement, e.g. any payment, insurance and other important factors of the work and, if applicable, the volunteers' own contributions.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the submission of the information (e.g. handouts, screenshots of the website, e-mail package)</li> </ul>

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Incoming		<p><b>2.2 ww (incoming)</b></p> <p><b>Additional indicators to be verified</b></p> <p>The PR material communicates the following aspects to potential volunteers to provide them with initial information:</p> <ul style="list-style-type: none"> <li>• details on the sources of funding and support programmes.</li> </ul>	
Domestic and incoming	<p><b>2.3 Initial information for placement sites</b></p> <p>The organisation provides initial information and advice to potential host organisations.</p>	<p>The initial information corresponds to the initial information for potential volunteers.</p> <p>The following points are also taken into account:</p> <ul style="list-style-type: none"> <li>• the information contains target-group-specific notes, e.g. about cost sharing, requirements for support/specialist staff, possibly about an increased need for care.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the submission of the information (e.g. handouts, screenshots of the website, e-mail package) and</li> <li>• explanations and supporting documents relating to the advisory measures.</li> </ul>

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## 3. Cooperation with placement sites and partner organisations abroad<sup>3</sup>

### Goals

Cooperation with the placement sites and – if available – partner organisations abroad is a central task of the organisation. The organisation selects suitable placement sites, maintains regular contact with them and is also responsible for qualifying the placement sites.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation and explanatory notes
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<sup>3</sup> As a rule, organisations work together with places of assignment. If an organisation in the incoming programme also works with partner organisation(s) abroad, the standards must also be demonstrated for this cooperation.



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Domestic and incoming	<p><b>3.1 Fundamentals of cooperation</b></p> <p>The organisation agrees on the values and principles of their cooperation with the placement site and – if available – partner organisations abroad.</p>	<ul style="list-style-type: none"> <li>• The written principles of the organisation and the importance of the volunteer services are known to the placement sites or partner organisations abroad, and</li> <li>• possible learning objectives in relation to the volunteer are clarified and</li> <li>• the profile of the placement site/partner organisation abroad is known and</li> <li>• the placement sites/partner organisations abroad are informed about the legal provisions as well as the criteria and framework conditions for cooperation and</li> <li>• the placement sites are informed about the regulations for recognition as a placement site, and</li> <li>• the placement sites/partner organisations abroad are informed about the consequences of not complying with the Quifd standards.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the description of the procedure for coordinating with placement sites and – if available – partner organisations and</li> <li>• written evidence of communication.</li> </ul>
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Domestic and incoming	<p><b>3.2 Selection of the placement sites</b></p> <p>The organisation has a binding procedure and binding criteria for selecting and cooperating with placement sites.</p>	<p>The description of the procedure shall specify the manner, processes and responsibilities regarding the following items:</p> <p>Establishing contact with potential placement sites:</p> <ul style="list-style-type: none"> <li>○ required documents and</li> <li>○ an initial personal visit to the placement site</li> </ul> <p>Decision:</p> <ul style="list-style-type: none"> <li>○ recording and taking into account the ideas of the placement sites (fields of activity, framework conditions, etc.) and</li> <li>○ a suitability check based on the organisation’s selection criteria and</li> <li>○ feedback on the decision regarding the placement sites and</li> <li>○ the ensuring of the suitability of the placement sites in the long term.</li> </ul> <p>The following criteria are taken into account when selecting placement sites and ensuring suitability:</p> <ul style="list-style-type: none"> <li>○ the placement site is suitable for a learning service and</li> <li>○ professional guidance is guaranteed and</li> <li>○ the use of volunteers does not displace anyone in gainful employment.</li> </ul>	<p>Required evidence :</p> <ul style="list-style-type: none"> <li>• the description of the process for selecting and ensuring suitability (e.g. process descriptions, flow charts, updating of the assignment description) and</li> <li>• the submission of a catalogue of criteria.</li> </ul>
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Incoming		<p><b>3.2 ww</b> <b>additional indicators to be verified</b></p> <p>The following criteria are taken into account when selecting placement sites:</p> <ul style="list-style-type: none"><li>• The placement site is a suitable service for learning about development policy if it is active in the cultural, social, educational field or in the field of sport, ecological sustainability or in development policy education work and</li><li>• the placement site as well as the volunteers' activities are oriented towards the common good and</li><li>• the alignment of the volunteer's activity in the placement site does not serve to instruct a particular world view.</li></ul>	
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Domestic and incoming	<p><b>3.3 Agreement between organisation and placement site and partner organisation abroad</b></p> <p>Regulations and task distribution are agreed upon between the organisation and the placement site and – if available – the partner organisation abroad and set out in writing in an agreement between the parties involved.</p>	<p>The agreements of the organisation with the placement site/partner organisation abroad can be laid down in a triangular contract (i.e. a contract between the volunteer, organisation and placement site/partner organisation abroad) or in a framework contract. It includes:</p> <ul style="list-style-type: none"> <li>• the rights and obligations of the parties involved; and</li> <li>• arrangements of financial obligations and insurance policies; and</li> <li>• regulations on working hours and holidays; and</li> <li>• regulations on the professional support of volunteers and</li> <li>• arrangements for personal support of the volunteers and</li> <li>• arrangements for exchange and communication between the organisations.</li> </ul> <p><b>Additionally for incoming:</b></p> <p>The agreement is written in a language that the cooperating partners understand.</p> <p>It includes:</p> <ul style="list-style-type: none"> <li>• a common understanding of the role of volunteers and</li> <li>• arrangements for volunteer accommodation, if need be support for the volunteers in finding accommodation</li> </ul>	<p>Required evidence :</p> <ul style="list-style-type: none"> <li>• the submission of the cooperation agreement and</li> <li>• for each volunteer service programme implemented by the organisation, a sample of a signed cooperation agreement with the placement site and – if available – partner organisation must be submitted.</li> </ul>
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Domestic and incoming	<p><b>3.4 Description of the placement site</b></p> <p>A job description with a task profile is available for each placement site.</p> <p>The organisation shall involve the placement site in drawing up the description of the placement site.</p>	<p>The description of the placement site contains statements on:</p> <ul style="list-style-type: none"> <li>• the structure of requirements/target groups and</li> <li>• volunteer requirements and</li> <li>• areas of activity and</li> <li>• opportunities for participation and design, and</li> <li>• specific framework conditions of the placement site (e.g. details relevant to occupational health and safety, special health requirements, geographical location, infrastructure).</li> </ul>	<p>Required evidence :</p> <ul style="list-style-type: none"> <li>• the submission of three sample work-place descriptions and</li> <li>• proof of communication regarding the involvement of the placement site.</li> </ul>
Domestic and incoming	<p><b>3.5 Regular contacts</b></p> <p>The organisation stays in regular contact with the placement sites and ensures that the placement sites are qualified.</p>	<p>During the course of the volunteer service, the organisation will exchange information with the placement site on:</p> <ul style="list-style-type: none"> <li>• the course of the volunteer service and</li> <li>• special incidents, if any; and</li> <li>• changes in legal provisions as well as in the criteria and framework conditions of cooperation; and</li> <li>• checking that the job description is up to date,</li> <li>• a common understanding of the role of volunteers.</li> </ul>	<p>Required evidence :</p> <ul style="list-style-type: none"> <li>• the description of the procedure (e.g. visits to the placement site, placement site conferences, meetings).</li> </ul>

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Incoming		<p><b>3.5 ww</b>  <b>additional indicators to be verified</b></p> <p>The organisation shall ensure that the placement site</p> <ul style="list-style-type: none"> <li>• is prepared for the work with volunteers within the weltwärts programme and</li> <li>• receives support should challenges arise in the management of the volunteers.</li> </ul>	<p>Supported, for example, by:</p> <ul style="list-style-type: none"> <li>• guidelines or</li> <li>• working aids</li> <li>• for the placement sites.</li> </ul>
Incoming	<p><b>3.6 Cooperative partnership</b></p> <p>The organisation works in cooperation with the partner organisations abroad.</p>	<p>The organisation is in dialogue with partner organisations abroad on:</p> <ul style="list-style-type: none"> <li>• the structure of the volunteer service and</li> <li>• special incidents and</li> <li>• a common understanding of the role of volunteers.</li> </ul>	<p>Supported, for example, by:</p> <ul style="list-style-type: none"> <li>• agreements,</li> <li>• invitations,</li> <li>• minutes of meetings, training courses,</li> <li>• proof of communication.</li> </ul>

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## 4. Selection of volunteers

### Goals:

The organisation develops concrete ideas on the criteria it will use to select the volunteers. This is required in order to make a quick and well-founded decision, e.g. if there are several applications.

In the selection process itself, what is checked is whether the potential volunteers are suitable for volunteer service and which placement suits the applicant. A structured guideline containing the important points of such a procedure ensures that all essential aspects of volunteering have been addressed so as to provide comprehensive information to the potential volunteers.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation and explanatory notes
Domestic and incoming	<p><b>4.1 Selection criteria</b></p> <p>The organisation has set criteria for selecting volunteers in writing.</p>	<p>The criteria provide information on the extent to which applicants</p> <ul style="list-style-type: none"> <li>• are suitable for the learning service and</li> <li>• are suitable for the respective placement site.</li> </ul> <p>The following aspects, among others, can be used for this purpose:</p> <ul style="list-style-type: none"> <li>• socio-demographic characteristics (e.g. age, gender)</li> <li>• interests/motivation</li> <li>• interest in special target groups (e.g. disadvantaged youth)</li> <li>• social and intercultural skills</li> <li>• qualifications (e.g. language skills)</li> <li>• whether they are fit enough to do the work</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the submission of the selection criteria and,</li> <li>• where applicable, job-specific criteria; and</li> </ul> <p>Incoming: evidence/explanation of any communication with the partner organisations abroad) regarding the criteria.</p>

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	<p><b>Incoming:</b> The criteria are agreed with the partner organisation abroad.</p>	<ul style="list-style-type: none"> <li>• skills and resilience</li> <li>• the volunteer's idea of the duration of the placement</li> <li>• previous volunteer work</li> <li>• fulfilment of special requirements specified by the placement sites for the volunteers.</li> </ul> <p>If need be, the organisation supplements its selection criteria with criteria of the placement sites for the volunteer positions.</p> <p><b>Additionally for incoming:</b> If the selection process is the responsibility of the partner organisation abroad, then the organisation shall ensure that the catalogue of criteria is known to the partner organisation.</p>	
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Incoming</p>		<p><b>4.1 ww</b> <b>additional indicators to be verified:</b></p> <p>The criteria provide information on the extent to which applicants are prepared to commit themselves after the volunteer service.</p>	



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Domestic and incoming	<p><b>4.2 Selection procedure for volunteers</b></p> <p>The organisation selects volunteers according to a written procedure.</p>	<p>The description of the procedure identifies the manner, processes and responsibilities regarding the following points to ensure that potential volunteers are informed about all essential aspects of the volunteer service.</p> <ul style="list-style-type: none"> <li>• Contact:             <ul style="list-style-type: none"> <li>○ the course of the application process,</li> <li>○ the required application documents (e.g. references, health certificate, extended Police Clearance Certificate),</li> <li>○ feedback to the applicants on the receipt of the application documents,</li> </ul> </li> <li>• Decision:             <ul style="list-style-type: none"> <li>○ The recording and taking into account of the applicants' wishes (e.g. fields of activity) and any restrictions,</li> <li>○ assessment of applicants' suitability for volunteer service against the selection criteria (Standard 4.1),</li> <li>○ allocation of the applicants to the placement site,</li> <li>○ coordination with the placement site and – if available – partner organisation abroad on the final selection.</li> </ul> </li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the submission of a procedure description and information to the applicants,</li> <li>• Incoming: proof of the coordination process with the partner organisation abroad or the cooperation agreement.</li> </ul>
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		<ul style="list-style-type: none"><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 the volunteer, the host organisation, the placement site and – if available – the partner organisation,</li><li>○ financial aspects</li><li>○ working conditions,</li><li>○ possibilities for shaping the volunteer work (e.g. implementation of own projects),</li><li>○ support and training opportunities,</li><li>○ accommodation,</li><li>○ occupational health and safety regulations in the project, if applicable,</li><li>○ depending on the type of activity, further essential framework conditions and</li><li>○ specifics of the volunteer service programmes offered.</li></ul></li></ul>	
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Domestic and incoming	<p><b>4.3 Orientation process for volunteers</b></p> <p>The organisation supports the orientation of the volunteers.</p>	<p>During the selection process, the organisation gives applicants the chance to explain their motivation and suitability for the desired volunteer activity.</p> <p>As part of the orientation process, the applicants visit their intended placement site, where a personal interview also takes place.</p> <p>In addition, a day of observation can be offered before the applicants make their final decision. (Optional criterion)</p> <p><b>Incoming:</b> If a visit with a personal interview is not possible (e.g. if volunteers from abroad are to be deployed), then the host organisation must provide a suitable procedure for the orientation of volunteers.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>Description of the procedure.</li> </ul>
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## 5. Organisation of the volunteer service

### Goals

The volunteer service is professionally organised. This includes the necessary safeguards, the implementation of agreed services, the clarification of legal issues and binding written agreements with the volunteers and the placement sites. A functioning crisis and conflict management system for emergencies is in place.

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Domestic and incoming	<p><b>5.1 Agreement with the volunteers</b></p> <p>The organisation concludes a written agreement with the volunteers.</p>	<p>The agreement contains all the important regulations for the cooperation between the organisation, the volunteer and the placement site, even if the agreement is only concluded between the organisation and the volunteer. They include:</p> <ul style="list-style-type: none"> <li>• the start and end of the volunteer service and</li> <li>• the place and field of activity and</li> <li>• the extent of the weekly working hours and holiday periods; and</li> <li>• health, accident and liability and other insurance; and</li> <li>• other services and</li> <li>• the contact person in the organisation and</li> <li>• the type and amount of allowance (e.g. allowance) and</li> <li>• the guidance, support, educational and encounter measures and</li> <li>• rules on data protection and</li> <li>• the termination of the agreement and</li> <li>• the arrangements for a certificate or attestation after completion of the volunteer service</li> <li>• other rights and obligations, if applicable.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• model contracts (usually triangular contracts) for each volunteer service programme implemented; and</li> <li>• an example of a signed agreement must be submitted for each volunteer service programme implemented by the organisation.</li> </ul>
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Incoming		<p><b>5.1 ww</b> <b>additional indicators to be verified</b></p> <p>The agreement guarantees the volunteer at least 20 days' holiday for a full-time activity with a 5-day week (based on an assignment duration of 12 months) or at least 24 days' holiday for a 6-day week (based on an assignment duration of 12 months). If the period of service differs, the days must be calculated proportionately.</p>	
Incoming	<p><b>5.2 Support</b></p> <p>The organisation ensures that the volunteers are informed about the legal and organisational framework. The organisation supports the volunteers in the process.</p>	<p>These include:</p> <ul style="list-style-type: none"> <li>• obtaining a visa, residence permit, work permit and</li> <li>• required vaccinations and preventive examinations; and</li> <li>• the taking out of the necessary insurance cover (usually health, accident and liability insurance).</li> </ul> <p>The organisation supports the volunteers in dealing with the above-mentioned points.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• documentation regarding information or sources of information (e.g. checklists for the volunteer, reference to sources of information).</li> <li>• description/communication of the procedure to the volunteers for processing.</li> </ul>
Incoming	<p><b>5.3 Emergency contacts</b></p> <p>The organisation provides the volunteers with a list of important contact details for the host country or the place where the volunteer service takes place.</p>	<p>The list contains details on:</p> <ul style="list-style-type: none"> <li>• medical contacts and</li> <li>• contacts relevant to the police and rescue services, and</li> <li>• emergency contacts.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the list of contact details that volunteers receive.</li> </ul>

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Domestic and incoming	<p><b>5.4 General availability</b></p> <p>The organisation guarantees its will respond to queries within four calendar days.</p>	<p>This refers to the basic availability of the organisation, regardless of crises.</p> <p>The volunteers and the placement sites or partner organisations are aware of the contact options.</p>	<p>Supported, for example, by</p> <ul style="list-style-type: none"> <li>the list of contacts at the organisation/indication of the respective contact options and</li> <li>the regulations on responsibilities, substitutions and leave of absence.</li> </ul>
Domestic and incoming	<p><b>5.5 Dealing with crises</b></p> <p>Regulations/responsibilities regarding crisis intervention are in place.</p>	<p>When an intervention takes place, the following are regulated:</p> <ul style="list-style-type: none"> <li>responsibilities and</li> <li>the measures to be taken; and</li> <li>the procedures to be followed and</li> <li>instructions on how to behave.</li> </ul> <p>Volunteers, host organisations and partner organisations are informed about the procedures to be followed in crises and emergencies.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>agreements between the sponsor, the placement site and the partner organisation,</li> <li>information given to the volunteers about procedures and responsibilities</li> </ul>

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Domestic and incoming	<b>5.6 Alternative placement site</b> The organisation offers an alternative placement site if necessary. <i>(Optional standard)</i>	The organisation has defined conditions/cases and a procedure for changing the placement site.	Evidence required <ul style="list-style-type: none"><li>the description of the conditions and the procedure</li></ul>
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## 6. Finances and funding

### Goals

The organisation handles the financial resources responsibly and professionally. It is essential for the volunteers that the costs associated with their service are covered.

Contractual partners, cooperating institutions and any deployed volunteers receive the agreed services on time.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation and explanatory notes
Domestic and incoming	<b>6.1 Ensuring that costs are covered</b> The organisation has a cost schedule and financing plan for the volunteer service.	A budget plan for the volunteer services (statement of revenue and expenditure) is available.	Required evidence: <ul style="list-style-type: none"><li>• budget plan and,</li><li>• if applicable, grant notifications and</li><li>• reports from auditors or tax advisors, if applicable.</li></ul>



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Domestic and incoming	<p><b>6.2 Transfer payments</b></p> <p>The organisation ensures that any necessary and agreed transfer payments are made on time.</p>	<p>These include:</p> <ul style="list-style-type: none"> <li>the payment of an allowance to the volunteers and</li> <li>the payment of the required and agreed insurance amounts, and</li> </ul> <p><b>additionally for incoming:</b> financial benefits to partner organisations abroad (if any).</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>an example of payments to the volunteers (e.g. allowance) and</li> <li>payment of the required and agreed insurance amounts (e.g. by means of an audit report of the German Pension Insurance) and</li> <li>if applicable, an example of payments of financial benefits to partner organisations abroad (if available).</li> </ul>
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## 7. Guidance and support at the placement site

### Goals

Volunteers need to have a permanent contact person at the placement site. This person has the know-how to carry out the induction and, if need be, transfer any professional skills. They must be easy for the volunteers to contact and must take the necessary time to guide and support the volunteers.

Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation and explanatory notes
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Domestic and incoming	<p><b>7.1 Professional guidance</b></p> <p>The organisation ensures that the local placement site guarantees that the volunteers receive professional guidance.</p>	<ul style="list-style-type: none"> <li>• Professional guidance is directly integrated into the work processes of the placement site.</li> <li>• Professional guidance is provided by:             <ul style="list-style-type: none"> <li>○ the organisational and content-related induction and</li> <li>○ continuous professional guidance for the duration of the volunteer service</li> </ul> </li> <li>• Professional guidance is available to the volunteers in their day-to-day work.</li> <li>• Time off for the persons who take over the professional guidance is guaranteed.</li> <li>• The professional guidance is suitable for guiding the volunteers and has been sufficiently incorporated into the placement site.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• an agreement between the organisation and the placement site</li> <li>• examples of documents for people providing guidance, e.g. handouts, guidelines and leaflets on working with volunteers, contact lists for volunteers.</li> </ul>
Domestic and incoming	<p><b>7.2 Profile of the people giving guidance</b></p> <p>The organisation has a profile of requirements for people giving guidance.</p>	<ul style="list-style-type: none"> <li>• The profile specifies the requirements for the qualifications and skills of the people giving guidance (e.g. training, experience in directing young people; experience in the field of deployment, in directing foreign volunteers, knowledge of foreign languages, intercultural skills).</li> <li>• The requirements profile is known to all placement sites.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the submission of a requirements profile or a comparable document and</li> <li>• a description of how the placement sites are informed about the requirement profiles.</li> </ul>

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Domestic and incoming	<p><b>7.3 Reflection talks</b></p> <p>Reflection talks are held with the volunteers in the placement sites.</p>	<p>The talks take place at the beginning, halfway through and at the end of the period of volunteer service.</p> <p>Possible topics include:</p> <ul style="list-style-type: none"> <li>• reflection on the volunteer service,</li> <li>• professional contents of the volunteers' activities,</li> <li>• social or socio-political issues,</li> <li>• reflection on personal development,</li> <li>• reflect on the volunteer's own role as a volunteer.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• binding regulations between the organisation and the placement sites and</li> <li>• discussion guidelines and</li> <li>• the description of the procedure for ensuring that the talks are conducted.</li> </ul>
Domestic and incoming	<p><b>7.4 Induction programmes</b></p> <p>Induction programmes are carried out at the start of the placement.</p>	<p>The induction period is regulated between the organisation and the placement site.</p> <p>Possible contents include:</p> <ul style="list-style-type: none"> <li>• professional introduction</li> <li>• organisational introduction</li> <li>• personal introduction (relevant persons/colleagues).</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the description of the arrangements between the organisation and the placement sites.</li> </ul>

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## 8. Personal support provided by the organisation

### Goals

Volunteer services often place high personal demands on the volunteers. Volunteers have contact persons at the host organisation that are easy to contact, i.e. outside their placement. These people support the volunteers in their personal development and in the event of crises and conflicts. In the legally regulated services, this task is usually taken on by professionally qualified staff of the organisation. In addition, volunteer mentors may be employed or host families may take on this function for incoming volunteers.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation and explanatory notes
Domestic and incoming	<p><b>8.1 Personal support</b> Staff members of the organisation support the volunteers independently of the placement site.</p>	<p>The personal support person</p> <ul style="list-style-type: none"> <li>• can be approached in the event of crises and emergencies and</li> <li>• holds a placement site interview once a year and</li> <li>• is involved in the reflection processes with the volunteers and</li> <li>• supports the personal development of the volunteers and</li> <li>• mediates in conflict situations between volunteers and the placement site.</li> </ul> <p><b>Additional information for incoming:</b> For incoming volunteers, personal support also includes assistance with everyday issues and social integration in Germany.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• a description of how the personal support by the organisation is organised.</li> </ul>

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Domestic and incoming	<p><b>8.2 Additional personal support</b></p> <p>There are binding agreements with the persons who provide personal support.</p> <p><i>(Optional Standard)</i></p>	<p>If personal support is provided by other people besides the educational staff at the organisation, the organisation must conclude an agreement with the person providing support specifying:</p> <ul style="list-style-type: none"><li>• the content,</li><li>• the scope/duration of the care given</li><li>• and the services of the organisation (coordination, qualifications, reflection and evaluation).</li></ul>	<p>Required evidence:</p> <ul style="list-style-type: none"><li>• an agreement or arrangements with the person(s) responsible for the support.</li></ul>
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## 9. Education, meeting and preparation for volunteer service

### Goals

The combination of working and learning is an essential feature of volunteer services. There are accompanying educational opportunities for volunteers to acquire social skills and practical qualifications. Dialogue with other volunteers is also indispensable. Education and encounters also allow the volunteers to reflect on their volunteer service and enable them to view their commitment within the context of society as a whole.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation and explanatory notes
Domestic and incoming	<p><b>9.1 Concept</b></p> <p>The organisation has a written educational concept for the induction and support of volunteers.</p>	<p>The educational concept contains statements on:</p> <ul style="list-style-type: none"> <li>• the objectives and framework conditions/formats of educational support and</li> <li>• the allocation of tasks and roles of all actors involved in the educational support and</li> <li>• opportunities for volunteers to participate (e.g. involvement in decision-making processes, autonomously carrying out projects).</li> </ul> <p><b>Additional information for incoming:</b> The concept particularly takes into account the international context of the volunteer service.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the submission of one or more concepts, if applicable with the specifics of the volunteer service programmes carried out.</li> </ul>

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Incoming		<p><b>9.1 ww</b>  <b>additional indicators to be verified</b></p> <p>The educational concept includes the following points:</p> <ul style="list-style-type: none"> <li>• global learning and addressing SDGs, global interdependencies, (post-/neo-colonial) power structures, racism in volunteer services and</li> <li>• raising awareness of non-stereotypical reporting; and</li> <li>• self-reflection on one’s own role as a volunteer and</li> <li>• practical information for the volunteer service and</li> <li>• the principles of healthcare and safety, including the prevention of and intervention in sexualised violence; and</li> <li>• volunteering in the development sector after the volunteer service ends and</li> <li>• ensuring that volunteers have the chance to take part in the seminars; and</li> <li>• involving former volunteers in the educational work (e.g. as co-teamers, mentors, use of testimonials).</li> <li>• A follow-up with the volunteers takes place (if need be, in the sending country).</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the submission of the educational weltwärts concept or by means of corresponding additions to the educational concept for the volunteer services.</li> </ul>
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Incoming	<p><b>9.2 Preparing the volunteers</b></p> <p>The organisation ensures that the volunteers are prepared for the volunteer work.</p>	<p>The format and contents of the preparation work correspond to the educational concept.</p> <p>The preparation can take place, for example, in the form of departure seminars in the home country, as an induction/ orientation seminar in Germany or in introductory talks.</p> <p>Possible topics for preparation include:</p> <ul style="list-style-type: none"> <li>• understanding of what volunteering in Germany means,</li> <li>• aim of the placement,</li> <li>• working and living conditions at the placement site,</li> <li>• regional aspects,</li> <li>• legal status and material conditions,</li> <li>• specific insurance conditions,</li> <li>• safety regulations at the placement site,</li> <li>• aspects relating to health, hygiene and medical care,</li> <li>• the prevention of and how to handle (sexualised) violence,</li> <li>• the role of the volunteers,</li> <li>• dealing with personal crises,</li> <li>• information on professional and personal support.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• written evidence of how the volunteers were prepared (e.g. interview documentation, document dispatch, examples of seminar programmes/documentation).</li> </ul>
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Incoming		<p><b>9.2 ww</b>  <b>additional indicators to be verified</b>                      Part of the preparation takes place in the sending country.</p>	<p>Required evidence</p> <ul style="list-style-type: none"> <li>written evidence demonstrating how the volunteer was prepared in the sending country</li> </ul>
Incoming	<p><b>9.3 Language acquisition</b>                      The organisation ensures that the volunteers receive support in learning the language before they start their volunteer service or during their volunteer service in Germany.</p>	<p>Language acquisition enables volunteers to communicate in everyday life in Germany. It is supported by a language course if possible.                      Support in language acquisition or in the expansion of foreign language skills can only be waived if the host organisation exclusively accepts volunteers who already speak German. If this is the case, this must be proven by the catalogue of criteria during the selection process (see 4.1) or must be evident from the project description in the initial information provided (see 2.2).</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>the description of the procedure and submission of relevant documents (e.g. worksheets, course plans or agreements with the volunteers on language acquisition).</li> </ul>

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Domestic and incoming	<p><b>9.4 Courses offered</b></p> <p>The organisation provides education programmes, either independently or through other providers, which correspond to the target group in terms of content and method.</p> <p>The organisation ensures that volunteers can take up such educational opportunities.</p>	<ul style="list-style-type: none"> <li>• The target group-specific formats and contents of the courses offered correspond to the educational concept.</li> <li>• The courses offered enable volunteers to exchange details of their experiences with other volunteers.</li> <li>• Volunteers are released from work to participate in educational opportunities.</li> </ul> <p>Possible topics include:</p> <ul style="list-style-type: none"> <li>• reflection on the volunteer service,</li> <li>• the professional content of the volunteers' activities,</li> <li>• social or socio-political issues,</li> <li>• reflection on personal development,</li> </ul> <p>The courses offered can also be supplemented by the placement sites.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the educational concept and</li> <li>• invitations, programmes, lists of participants, or documentation of the courses offered.</li> </ul>
Domestic and incoming	<p><b>9.5 Active participation</b></p> <p>Volunteers can take advantage of educational and meeting opportunities that meet their needs.</p>	<p>This concerns the selection and participation options of the volunteers.</p> <ul style="list-style-type: none"> <li>• Volunteers can choose the educational offer that suits them and/or have a say in the educational offer</li> <li>• Volunteers are involved in designing the educational programmes.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the description of the procedure.</li> </ul>

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Domestic and incoming	<p><b>9.6 Qualifications</b></p> <p>The courses offered are given by qualified staff.</p>	<ul style="list-style-type: none"> <li>• The teaching staff members have a teaching qualification or</li> <li>• have been prepared for the work by the organisation.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• the requirement profiles of the teaching staff or</li> <li>• examples of proof of qualifications</li> </ul>
Domestic and incoming	<p><b>9.7 Continuing education</b></p> <p>The organisation offers further training opportunities for teaching staff, professional instructors and personal support staff.</p> <p><i>(Optional standard)</i></p>		<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• a description of the organisation's own procedure,</li> <li>• examples of written evidence.</li> </ul>
Incoming	<p><b>9.8 ww Feedback from the volunteers</b></p> <p>The organisation works to ensure that volunteers provide feedback during their volunteer service.</p>	<p>The organisation</p> <ul style="list-style-type: none"> <li>• provides the volunteers with suggestions on possible topics (e.g. self-reflection) and</li> <li>• specifies feedback deadlines and</li> <li>• the people the feedback should be addressed to</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• a description of the procedure and</li> <li>• the submission of examples (e.g. volunteer service contract, reporting grid, instructions for written, oral or audio-visual feedback).</li> </ul>

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## 10. Appreciation and recognition

### Goals

The commitment of volunteers needs to be recognised. This is experienced through a culture of appreciation in the placement site and the organisation placing the volunteer. Furthermore, the volunteers' commitment should be documented and reflected in a certificate that the volunteer receives at the end of his or her period of volunteer service. However, such a certificate is not a job reference and should, therefore, also differ in form.

	Quifd quality standards	Indicators and explanatory notes	Evidence provided by the organisation and explanatory notes
Domestic and incoming	<p><b>10.1 Recognition</b></p> <p>Together with the placement sites and partner organisations, the organisation ensures that volunteers are treated in a respectful and appreciative manner.</p>	<p>The recognition and appreciation include:</p> <ul style="list-style-type: none"> <li>• the welcome &amp; farewell</li> <li>• opportunities for the volunteers to have their say in shaping the programme (beyond the design of the educational programmes, e.g. regarding their tasks at the placement site).</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• a description of the process of how recognition &amp; appreciation is ensured.</li> </ul>

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Domestic and incoming	<p><b>10.2 Certificate</b></p> <p>The organisation ensures that volunteers receive a certificate after their volunteer service ends.</p>	<p>The following contents are included:</p> <ul style="list-style-type: none"> <li>• the name and focus of the work of the institution where the placement took place and</li> <li>• the name and date of birth of the volunteer and</li> <li>• the name of the programme and</li> <li>• the time frame of the placement with its start and end dates and</li> <li>• areas of work and description of the volunteer’s activities, and</li> <li>• the aims and educational content of the volunteer service of the organisation.</li> </ul> <p>Other possible contents include:</p> <ul style="list-style-type: none"> <li>• the skills and abilities required to carry out the work and/or those that the volunteer acquired during their placement.</li> <li>• a brief assessment of the volunteer’s motivation, creativity, teamwork skills and specific skills,</li> <li>• the name and function of the programme facilitator,</li> <li>• any special achievements of the volunteer.</li> </ul> <p>The certificate is issued by the organisation, the partner organisation abroad or the placement site.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• a description of the procedure and</li> <li>• the submission of an anonymised copy and sample certificates.</li> </ul>
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## 11. Follow-up of the volunteer service

### Goals

In the follow-up, the organisation ensures successes, learns from mistakes and explores the problems as well as the strengths of the cooperation with placement sites and – if available – the partner organisations.

	Quifd quality standards	Indicators and explanatory notes	Evidence by executing agency and explanatory notes
Domestic and incoming	<p><b>11.1 Evaluation with the placement sites or partner organisations</b></p> <p>The organisation carries out a regular evaluation of the volunteer services and their cooperation with the placement sites and – If available – any partner organisations abroad.</p>	<ul style="list-style-type: none"> <li>• The organisation has formulated goals for the evaluation with the placement sites and partner organisations.</li> <li>• The organisation has selected methods for the evaluation (e.g. questionnaires, regular dialogue with placement sites and partner organisations abroad, placement site visits, expert days, placement site conferences).</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• a description of the procedure and written evidence of implementation, e.g. documentation, programmes.</li> </ul>

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Domestic and incoming	<p><b>11.2 Evaluation with the volunteers</b> The organisation carries out an evaluation of the volunteer service with the volunteers.</p>	<ul style="list-style-type: none"> <li>• The organisation has formulated goals for the evaluation with the volunteers and</li> <li>• The organisation has selected methods for the evaluation (e.g. questionnaires, observation of participants in workshops, interviews, analysis of feedback during the year).</li> </ul> <p>Possible contents include:</p> <ul style="list-style-type: none"> <li>• achievement of the objectives of the volunteer service</li> <li>• the quality of the volunteer’s own activity</li> <li>• the development of the volunteer’s own skills</li> <li>• the achievement of their interests and motivations</li> <li>• the climate in the workplace</li> <li>• the benefit for the placement site</li> <li>• the leadership quality of the guidance</li> <li>• particularly positive and negative experiences</li> <li>• options for improving the support of volunteers</li> <li>• further opportunities for volunteering</li> <li>• satisfaction with the professional guidance and with the personal support</li> <li>• satisfaction with the support provided by the organisation and the placement site</li> <li>• the evaluation can be carried out by the organisation, the placement site or the partner organisation abroad.</li> </ul>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• a description of the procedure and written evidence of its implementation.</li> </ul>
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Incoming		<p><b>11.2 ww</b>  <b>additional indicators to be verified</b></p> <p>The organisation ensures that all volunteers are offered a chance to reflect on their learning experiences in the form of seminar days.</p> <p>The organisation works to ensure that the volunteers take part.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• a description of the procedure and</li> <li>• written evidence of its implementation (e.g. seminar invitations, documentation, lists of participants).</li> </ul>
Domestic and incoming	<p><b>11.3 Further development</b></p> <p>The results of the evaluation with the placement sites and the volunteers are used to further develop the quality (self-evaluation).</p>	<p>The organisation has defined a procedure as to how the results can be used further.</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• a description of the procedure in which the further use of the results is explained (e.g. self-evaluation concept) and</li> <li>• the submission of the evaluation results.</li> </ul>



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Domestic and incoming	<b>11.4 Alumni work</b> The organisation carries out active alumni work. <i>(Optional standard)</i>	The experiences of the alumni are used to design further volunteer services.  Possible formats for alumni work include: <ul style="list-style-type: none"><li>• pointing volunteers to networking opportunities, inter-agency volunteer associations or training opportunities,</li><li>• organising networking and exchange meetings or further training measures or sending out information about alumni work activities,</li><li>• involving former volunteers in the design of the volunteer service or promoting the formation of co-determination structures.</li></ul>	Required evidence: <ul style="list-style-type: none"><li>• a description of the organisation's own procedure and</li><li>• samples of written evidence.</li></ul>
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Standards and indicators to be fulfilled only for the weltwärts funding programme

Status: 11 May 2022

Domestic and incoming	<p><b>11.5 Volunteer survey</b></p> <p>The organisation carries out a survey of the volunteers once during the certification period (during or at the end of the volunteer service) and evaluates the results to improve the quality of outcomes of the service.</p> <p><i>(Optional standard)</i></p>	<p>The quality of 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>• the ability to take action and perform,</li> <li>• professional expertise and linguistic skills,</li> <li>• career orientation,</li> <li>• willingness to engage,</li> <li>• overall satisfaction</li> </ul> <p>Their development can be measured on the basis of their own self-evaluation.</p> <p>The survey provides information on which volunteer service processes and structures can be attributed to changes in the volunteers. The evaluation can be carried out using various methods, e.g. qualitative interviews or the ex-ante and ex-post questionnaires developed by Quifd on the quality of results (to completed during or after the volunteer service).</p>	<p>Required evidence:</p> <ul style="list-style-type: none"> <li>• a description of the procedure, explaining both the evaluation and the further use of the results, and</li> <li>• the submission of the evaluation results.</li> </ul>
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