Comhlámh’s Code of Good Practice for Volunteer Sending Organisations

11 principles of good practice in volunteering for global development

2012 edition
1. Have volunteer programmes based on realistic aims and objectives with appropriate and useful volunteer roles.

2. Provide sufficient resources and support to run volunteer programmes in an efficient and sustainable manner.

3. Provide marketing and imagery consistent with good practice, and clear expressions of organisational aims, ethos and values.

4. Provide potential volunteers with free, fair and unbiased information on their organisation and volunteer placements.

5. Use fair, consistent and transparent recruitment procedures.

6. Assist and provide for the varying support needs of volunteers.

7. Ensure that volunteers participate in appropriate preparation, training and induction.

8. Ensure the protection, safety and well being of volunteers and those they work with, as far as possible.

9. Provide debriefing to returned volunteers.


11. Provide recognition for volunteers.
The Comhlámh Code of Good Practice (CoGP) for Volunteer Sending Agencies is a set of standards for organisations involved in facilitating international volunteer placements in developing countries. The focus is to ensure overseas volunteering has a positive impact for the three main stakeholders: the volunteer, the sending agency, and the local project and community. Additionally, it reflects a number of core values. These are: partnership, quality, security, encouraging appropriate volunteer attitudes, valuing volunteering, sustainability, development education, solidarity, and the importance of contributing to development.

Acknowledgements

Comhlámh would like to thank the members of the Volunteering Options Working Groups 2005 – 2012 and the wider group of signatories for their contributions in shaping the CoGP implementation process and the accompanying self-audit tool.

The CoGP self-audit tool is based on the work of George Varnava with the former Forum on Children and Violence, National Children’s Bureau. A similar audit has been adapted by the NSPCC as a tool for child protection. The approach used in the CoGP also draws on the work of the Keeping Children Safe Coalition, as set out in its toolkit Keeping Children Safe: Standards for Child Protection. Comhlámh is grateful to George Varnava and the Keeping Children Safe Coalition for their kind permission to use the tool for this CoGP.

Contents

Comhlámh’s Code of Good Practice:
Introduction and Guidance for Completion ........................................ 3
Further Information and Support ...................................................... 12
Self-Audit Tool ................................................................................ 14
Principle 1 ..................................................................................... 15
Principle 2 ..................................................................................... 18
Principle 3 ..................................................................................... 21
Principle 4 ..................................................................................... 26
Principle 5 ..................................................................................... 30
Principle 6 ..................................................................................... 35
Principle 7 ..................................................................................... 40
Principle 8 ..................................................................................... 46
Principle 9 ..................................................................................... 54
Principle 10 ............................................................................... 57
Principle 11 ............................................................................... 63
PART 1: Introduction and Guidance for Completion
Comhlámh’s Code of Good Practice for Volunteer Sending Organisations 2013 edition

Introduction

The Code of Good Practice (CoGP) has been developed in close consultation with Irish volunteer sending agencies (VSAs), returned volunteers and with a range of partners that host international volunteers. While the number of principles in the 2012 edition of the CoGP remains the same, work has been undertaken to revise and clarify the indicators and evidence required. The introduction of minimum standards in 2012 marks the commitment of the VSAs involved in the CoGP to progress good practice in Ireland.

What is Comhlámh’s history with good practice standards in volunteering abroad?

As the Irish Association of Development Workers and Volunteers, Comhlámh has a long history of working with and supporting volunteers and development workers in Ireland.

Comhlámh’s Options and Issues in Volunteering for Development group undertook significant work from the mid-1990s until 2004. It questioned the changing role of the development worker and volunteer within wider debates on aid and development. The group produced a discussion paper entitled Role of the Development Worker in Relation to the Host Community (1995/6) which culminated in a video We Still Want You But... (1997). A series of training workshops were developed to encourage members of the public to critically reflect on the role of the development worker and volunteer; these workshops have been a platform for ongoing discussion in this area.

The closure in the early 2000s of the Agency for Personal Service Overseas (APSO), the Irish government funded volunteer programme, signaled a shift away from sending large numbers of expatriates to work in developing countries towards placing greater emphasis on working with partners.

Furthermore, with an increase in public interest in volunteering overseas on a short-term basis, the role of the volunteer began to change. This led to the emergence of many new VSAs from 2000, while other more established organisations focused on adapting their programmes to respond to this change in demand. The result was a very diverse sector—including short and long term placement organisations, professional and non-professional, for-profit and not-for profit, lay and religious—focusing on different areas of development.

Comhlámh noted that in such a rapidly changing milieu the basic core issues of development (and the needs of the local community and volunteer) can sometimes be eclipsed by more pressing organisational needs. In what was (and still is in many countries) a largely unregulated sector, Comhlámh recognised the opportunity to focus on these issues. It encouraged Irish volunteer VSAs to work in a collaborative environment to examine current practice and construct a coherent set of principles that would create a shared vision for good practice and accountability in volunteer programming.

Comhlámh’s Volunteering Options Programme was developed to promote responsible, responsive international volunteering and to develop and promote good practice standards in volunteering for global development from Ireland.

Through working collaboratively with Irish VSAs, volunteers and representatives of local projects, Comhlámh developed a Code of Good Practice which is now recognised internationally and has been adapted for use in other countries.

The Code of Good Practice is the gold Standard—there is nothing standing up to this across Europe

Who can use the Code of Good Practice?

The CoGP can be used as a tool by any organisation or group sending volunteers overseas in a development context, whether small or large, for-profit or not-for-profit, faith-based or secular. The CoGP principles and indicators have been designed to accommodate a broad range of programme types including VSAs targeting volunteers participating in short-term non-professional placements, or long-term highly-skilled placements. Signing up to the CoGP and participating in the formal monitoring and validation processes is only open to VSAs that:

- Have an international volunteer programme in place;
- Are legally registered as either a company or charity in Ireland for over a year;
- Have had a volunteer programme operating for a minimum of a year;
- Include a development impact/awareness focus to its programme;
- Commit to working towards the principles outlined in the CoGP;
- Complete and submit the self-audit tool to Comhlámh;
- Fully participate in the ‘peer support’ model of implementation.

How was the Code of Good Practice developed?

The CoGP has been developed in close consultation with Irish VSAs, returned volunteers and through engagement with partners that host international volunteers. The process of jointly developing the principles began in 2005, indicators were formulated through a series of consultative workshops in 2006, and a self-audit tool was developed in 2007. In 2008, external auditing of the CoGP implementation was introduced to enable VSAs to have an independent view of the strengths and weaknesses of their programmes.

Additional supports were established to improve work practices and exchange of information between signatories of the CoGP. This includes a peer support mechanism which was developed to encourage VSAs to share good practice with one another and a Volunteering Options Working Group (VOWG) which convenes annually to guide the development of the CoGP.

In 2012 minimum standards were introduced to ensure that all signatories of the CoGP are able to demonstrate a minimum duty of care to volunteers and the communities they work with. This is a pilot process which will be reviewed in 2013. In the autumn of 2013, during the next self-audit phase, signatories will be expected to have available the evidence that demonstrates their implementation of the minimum standards. In 2014 signatories will be rated according to whether they meet the minimum standards or not. This information will be made publicly available.

The benefits of implementing the Code of Good Practice

- Better experience and quality of programme for volunteers;
- Local partners are actively involved at each stage of the volunteer cycle. This enables volunteer programmes to remain well-informed about local development and improves the overall impact of the programmes on local partners and their communities;
- Greater credibility and legitimacy with funders, potential volunteers and the public;
- Sharing of experiences and accessing support from other sending agencies through the peer support system and other Comhlámh supports;
- Sending agencies refine their work practices, develop effective management styles, learn how to use resources meaningfully and improve their programmes through continuous analysis; this ensures that all participants’ needs are appropriately addressed.
Implementation of Code of Good Practice

Signatories to the Code of Good Practice have agreed to the following steps:

**Step 1:**
**Signing up:** Complete and return the signatory form provided, attaching proof of registration as a company or charity. Submit a completed self-audit which acts as a baseline for engagement with the CoGP. Meet with Comhlámh staff to discuss the process and share information about your organisation’s volunteer programmes.

**Step 2:**
**Annual Self-audits:** Signatory organisations are required to submit a completed self-audit on an annual basis, typically by no later than 7th December. This self-audit should include a point-in-time assessment of the VSAs implementation of the standards and outline areas to strengthen and improve within the coming year. Comhlámh will review the completed self-audits annually, record whether a signatory complies with the minimum standards and will draw a comparison with the previous year’s submission to ensure continuous programme improvements.

**Step 3:**
**Peer Support:** Active participation by VSAs in a peer support network is a key element of implementing the CoGP. Peer support meetings are held at least twice a year to facilitate sharing of information and exchange of ideas. Issue-based meetings are also held on an ad hoc basis enabling participants to have in-depth discussion on a topic that is of particular relevance to their organisation. Signatory organisations are also invited to utilise the ‘Members Area’ of Comhlámh’s Volunteering Options website as a space to share policies and documents, download useful resources and post comments on areas of interest. Additional information is outlined under section ‘Further Information and Supports’.

**Step 4:**
**External audit:** It is strongly recommended that all signatory organisations undertake an external audit of the CoGP implementation once within a three year cycle to enhance learning and programme improvement. The external audit involves the following steps:

- The VSA submits their completed self-audit to Comhlámh;
- The self-audit is reviewed by an independent auditing consultant who formulates questions to review with the VSA. The auditor then visits the VSA and goes through the self-audit, checks sample documentation and verifies processes;
- The auditor drafts a report assessing the VSAs implementation of the CoGP compared with their self-assessment. The report makes recommendations for further programme development and for capacity building support;
- The auditor revisits the VSA to explain the assessment outlined in the report and discuss how the organisation may prioritise the recommendations. It is important that this meeting is attended by key personnel within the organisation, including for example, the Director, a Board Member and the Volunteer Coordinator. The auditor’s report is confidential to Comhlámh, the signatory organisation and a review panel which comprises representatives of Comhlámh, Dtalk and Dóchas;
- The auditor produces an overview report following all of the external audits to capture common capacity gaps and issues for the sector. Small capacity building grants are made available by the review panel to enable audited VSAs to implement some of the recommendations of the audited reports.
How to complete the CoGP self-audit tool

Length of time required to complete the self-audit: The length of time required to complete the self-audit will depend on several key factors: 1) if the document has been submitted in previous years, 2) the number of people inputting into the document, 3) the accessibility of the documents and records, 4) the availability and length of time required to liaise with other staff members and 5) the size of the organisation and its programme(s). Generally speaking, the full completion time of the self-audit could take between 2 – 5 working days. It is advisable that the self-auditors begin the process several weeks in advance of the due date to ensure that the document is submitted on time.

The completion time can be reduced if all relevant staff members participate in the process to ensure full and complete information is available. For future submissions, the process should be quicker if good records are maintained as many of the indictors will remain the same year-on-year.

Submitting the self-audit on an annual basis allows your organisation to monitor growth and assess the implementation of the CoGP.

The self-auditors: Ideally the self-audit should be completed by at least two individuals. The perspective of multiple persons allows for richer feedback, greater understanding of internal processes and procedures, enables discussions to take place, identifies future areas of work to be undertaken, and gleans the perspectives of different individuals within the organisation. One of the self-auditors should be someone responsible for the volunteer programme. Additional contributors (to the document in part or in its entirety) could include a manager, programme director, board member, financial administrator, development education coordinator, communication manager and, if possible, your local partner(s).

Submitting evidence with the self-audit: Currently VSAs are not required to submit evidence linked to the indicators in the CoGP; it is sufficient to simply name the documents, processes and procedures that are in place. With the introduction of the minimum standards in 2012 Comhlárnh strongly advise that VSAs collect the evidence which demonstrates their compliance with these standards. During the self-audit process in autumn 2013 it will be required that VSAs provide this evidence upon request.

Submissions of self-audit tool: Please note self-audits need to be submitted in 2 forms by the deadline:

1) An electronic version of Part 2 (Volunteer Sending Agency Information, Principle and Indicator Tables and the Declaration) must be emailed to volunteering@comhlamh.org;

2) A printed and signed version (by the person responsible for the volunteer programme and Director/Board member) of Part 2 must be sent to Volunteer Quality Project Officer, Comhlárn, 2nd Floor, Ballast House, Aston Quay, Dublin 2.

Layout of the self-audit tool: Part 1 contains the introduction and guidelines for completion. Part 2, the self-audit tool, comprises of three different sections:

1) Volunteer Sending Agency (VSA) Information 2012
2) Code of Good Practice Principles with Indicator Tables
3) Declaration to be signed by the person responsible for the volunteer programme and Director/board member

There is also a checklist at the end of the document for self-auditors to use to ensure they have completed the self-audit.
Volunteer sending agency (VSA) information 2012: This page has been set up to learn more about the profile of each VSA in the submission year. The information provided gives Comhlámh a better understanding of the kind of work undertaken by the organisation and the profile of volunteers. Specific information relating to each VSA will not be shared with third parties. However, once all self-audits have been received from VSAs, the information will be anonymised, aggregated and analysed to generate an overview of the work being carried out by all signatories to the CoGP. This will give a sense of practices of VSAs in the development sector in Ireland which can be used as a useful comparison to the international voluntary sector in other European countries and also around the world. The aggregated statistical information of all VSAs will be shared with the CoGP signatories.

It is very important that all fields of this information sheet be completed. Do not leave any reporting area blank. If the self-auditors are unsure of what kind of information is being requested, please contact the Volunteering Quality Project Officer at 01-478-3490. If the self-auditors do not have access to the kinds of information being requested, please make note of it by writing ‘information unavailable’. If the answer is complex and requires an explanation, please insert a comment as a footnote providing clarification.

Please record the date of completion of the self-audit tool at the bottom of this information page. This will provide a record against which progress can be gauged annually.

Code of Good Practice principles and indicator tables: The CoGP sets out 11 different principles that incorporate all aspects of volunteer programme management, from initial programme design to volunteer debriefing upon return. These principles are stated at the start of each section of the self-audit with a rationale provided for why the principle exists. ‘Resources and Courses’ are also listed under each principle to provide VSAs with supports to strengthen and develop programme areas that directly relate to the principle.

Following the introduction of each principle are the principle and indicator tables. An indicator is a statement which supports the overarching idea behind a principle being met. The number of indicators will vary according to the principle. The purpose of completing the self-audit tables is to allow the individuals completing the self-audit to determine if this indicator is sufficiently being met in their organisation. After completing each table, the self-auditors will clearly be able to see how well policies have been developed within their organisation, and will also be able to identify outstanding areas where further policy development could take place.
Completing the principle and indicator tables involves the following steps:

Step 1:
Read the indicator listed on the first row. Below the stated indicator is a list of **Evidence**. If there is certain evidence required to meet a minimum standard it is shaded in grey and labelled as a minimum standard. **In order to meet the minimum standard, this evidence is mandatory.** If the Evidence is not listed as a minimum standard then the Evidence listed in the table is provided as a suggestion of documents. However, other forms of evidence can be used to show that a VSA is meeting an indicator where a minimum standard is not stipulated (see Step 4).

Step 2:
After reading the indicator and looking at the list of Evidence, the self-auditors can decide ‘Yes’, the organisation has this specific evidence available; the organisation has ‘Partially’ developed evidence, but it is not yet complete; or ‘No’, the organisation does not have this specific evidence available. For evaluation purposes, it is very important that the self-auditors tick the ‘Yes’, ‘Partially’ or ‘No’ box ensuring that no row of Evidence is left blank. The VSA will not be marked down if they do not have the suggested Evidence in place, provided it is not deemed as a minimum standard. This list of Evidence may be used by sending agencies to demonstrate that an indicator is being implemented; it is important to remember that this list is only included as a guideline and is not comprehensive. There is also a section within the table where you can list other evidence to show that the indicator is in place.

Step 3:
After ticking ‘Yes’, ‘Partially’ or ‘No’ for each Evidence, it is important for the self-auditors to state how this evidence is specifically being met under the column entitled ‘Details of Evidence Available’. The evidence listed should be as detailed as possible and should include the specific names of documents used by the organisation; alternatively, the self-auditors could outline the policies and procedures the organisation has in place to indicate why evidence is marked as ‘Yes’, ‘Partially’ or ‘No’. It is important that the self-auditors use complete sentences when completing this column as it makes it easier for Comhlámh and the external auditor to understand what is being communicated, and it eliminates the need to contact the VSA to seek further clarification after the self-audit has been submitted.

Step 4:
As the self-auditors complete the Evidence section of the self-audit table, they may realise that the organisation is fulfilling the indicator with other forms of evidence not articulated under the Evidence section. If this is the case, under the heading ‘Other Evidence Supporting Indicator is in Place’, the self-auditors are given an opportunity to outline organisational processes, name documents and report other types of evidence that they have in place to show compliance with the indicator. It is not mandatory to complete this section but doing so can substantially improve the quality of the VSA’s self-audit submission, particularly if a VSA finds that they have ticked ‘No’ for many of the Evidence suggested but still feel that the indicator is in place.

Step 5
If the VSA is completing the self-audit for the first time, or has made previous submissions, it is obligatory that the section entitled ‘List progress made in this area since 2011’ is completed. This gives Comhlámh and the external auditor an idea of what areas the VSA has worked on and identifies targeted supports that could be provided to the VSA. This section also recognises areas in which the VSA has developed strengths and may therefore be in a position to share their learning with the wider CoGP network.

Step 6
The final step in completing each table is to list the organisation’s targeted activities under the section entitled ‘List action points to be prioritised in 2013.’ This space can be used to record matters to be addressed, identify areas of improvement and prioritise key areas to be worked on in the upcoming year. Implementing these changes can best be made if individuals are identified to carry out certain tasks within a specified time frame.
Declaration Page
This year’s self-audit will be due on **Friday 7th December**. The self-audit submission to Comhlámh must be signed by the person responsible for the volunteer programme and the Director or a Board Member. The Declaration page can be found towards the end of the document.

Example tables
The table on page **17** is an example of an incomplete table and highlights the areas that should be completed by the self-auditors. The table on page **18** illustrates the kinds of details that are expected of the self-auditors to provide.

Relevancy of the Principles and Indicators
The CoGP has been designed to accommodate a wide range of VSAs and all of the principles are therefore considered relevant to each organisation. It is essential that every field in the self-audit tool is completed and that sections are not left blank in order for Comhlámh to assess the overall level of implementation and to see where additional supports may be required.

Do funders encourage the use of the self-audit tool?
The self-audit tool provides a very simple and effective way of showing a funder that you are serious about good practice and that the VSA is putting important systems in place. As one of the main funders in Ireland, Irish Aid is currently requesting that organisations applying for funding who are involved in overseas volunteering must be a signatory to the CoGP. By being an active signatory to the COGP, it indicates the level of commitment that a VSA has to good practice standards.

Troubleshooting:
If the self-auditors are having difficulty completing the self-audit, please contact the Volunteering Quality Project Officer in Comhlámh at 01-478-3490 for a step-by-step guide on how to complete the document or to answer any queries.
### Example of incomplete table:

<table>
<thead>
<tr>
<th>Principle 2, Indicator 2: Programme plans and budgets explicitly note how resources and support are provided to volunteers.</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copies of programme plans and budgets that detail resources and pre-departure supports provided to volunteers (including cost of trainings, materials, facilitators, etc.);</td>
<td>✓</td>
<td></td>
<td></td>
<td>Name specific documents available as evidence (e.g. Education Matters 2012 Sao Paulo Programme Budget). Alternatively, outline how organisation’s policies and processes to illustrate how this evidence is in place.</td>
</tr>
<tr>
<td>Copies of programme plans and budgets that detail resources and in-country supports provided to volunteers;</td>
<td>✓</td>
<td></td>
<td></td>
<td>Please use full and complete sentences when listing how the criteria is fulfilled.</td>
</tr>
<tr>
<td>Copies of programme plans and budgets that detail resources and supports provided to volunteers on return (including costs of debriefing, follow-up, counseling, continuous engagement opportunities, etc.).</td>
<td></td>
<td></td>
<td>One of these boxes (Yes, Partially, No) should be ticked. Do not leave blank.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Not relevant</td>
<td>All indicators are seen a relevant to all organisations</td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**
1. Education Matters pays for volunteers’ security training and medical check-up. Education Matters budget also lists the costs for each of these expenses.
2. Copies of volunteers’ medical check-up receipts kept; Medical reimbursement documentation available.

**List progress made in this area since 2011.**
1. ![It is important that this area is completed as the organisation can see the progress it has made. It also gives Comhlámh and the external auditor an idea of how your work has developed in the past year.](image)
2. ![It is important that this area is completed as the organisation can see the progress it has made. It also gives Comhlámh and the external auditor an idea of how your work has developed in the past year.](image)
3. ![It is important that this area is completed as the organisation can see the progress it has made. It also gives Comhlámh and the external auditor an idea of how your work has developed in the past year.](image)

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1. ![It is important that action points are listed for the following year as it gives the organisation an understanding of the kind of work that needs to take place, identifies who will undertake certain responsibilities, and establishes a timeline for these activities.](image)
2. ![It is important that action points are listed for the following year as it gives the organisation an understanding of the kind of work that needs to take place, identifies who will undertake certain responsibilities, and establishes a timeline for these activities.](image)
3. ![It is important that action points are listed for the following year as it gives the organisation an understanding of the kind of work that needs to take place, identifies who will undertake certain responsibilities, and establishes a timeline for these activities.](image)
Example of completed table:

<table>
<thead>
<tr>
<th>Principle 2, Indicator 2: Programme plans and budgets explicitly note how resources and support are provided to volunteers.</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
</table>
| Copies of programme plans and budgets that detail resources and pre-departure supports provided to volunteers (including cost of trainings, materials, facilitators, etc.); | ✓ | | | • Copy of Education Matters programme budget which allocates €700 to train 30 volunteers is available;  
• Copy of invoice from printers for pre-departure training materials;  
• Copy of invoice for training two staff members in delivering the departure and debriefing sessions to volunteers. |
| Copies of programme plans and budgets that detail resources and in-country supports provided to volunteers; | ✓ | | | • As Education Matters volunteers are teachers, they are provided with an allowance for school supplies (chalk, notebooks, etc.). However, no specific budget line has been allocated nor has a policy been established as to the maximum reimbursement a volunteer can claim.  
• An in-country mentor is available to provide guidance to Education Matters on an ad hoc basis. Cost of such service varies from year to year, but an estimate could be drawn up and worked into future budget plans. |
| Copies of programme plans and budgets that detail resources and supports provided to volunteers on return (including costs of debriefing, follow-up, counseling, continuous engagement opportunities, etc.); | ✓ | | | • Debriefing is done in-house by trained staff member at no cost (therefore, not part of budget);  
• Follow-up calls are placed 2 weeks, 3 months and 6 months after arrival with negligible cost (therefore, not part of budget);  
• Counselling information is sent by email to all returnees at no cost. |

Other evidence to show that indicator is in place:
1. Education Matters pays for volunteers’ security training and medical check-up. Education Matters budget also lists the costs for each of these expenses.
2. Copies of volunteers’ medical check-up receipts kept; Medical reimbursement documentation available.

List progress made in this area since 2011.
1. Education Matters used to bring in external trainers to deliver pre-departure and debriefing sessions to volunteers. The organisation was able to eliminated this cost by sending 2 staff members on pre-departure and debriefing training for trainers
2. No significant progress made in other areas.

List action points to be prioritised in 2013. State who will work on the task and timeline for completion.
1. Estimate and add cost of in-country mentor to budget plans. Programme director to complete task by March 2013.
2. Budget for cost of school supplies. Try to order locally to eliminate need of teachers having to buy supplies themselves. This will also save administrative time in processing reimbursements at a later date. Volunteer Coordinator to complete task by July 2013.
Further information and supports

Courses and Resources Listings: In the self-audit a list of training courses and resources is outlined under each principle. These have been identified as useful tools that will help VSAs obtain high standards of work in areas underpinned by each principle.

Peer Support Meetings: A key element of the CoGP implementation strategy involves the active participation by signatory organisations in a peer support network. This strategy is utilised to capitalise on the vast range of experience that already exists within the sector and the benefits that can be obtained by VSAs sharing capacity building ideas, policies, and tackling issues of common concern together. Each year, at least two peer support meetings are held to bring all signatory organisations together to focus on issues stemming from the CoGP and on topics of sectoral interest.

Volunteering Options Working Group (VOWG): This group has been formed to guide the development of the implementation strategy and to ensure accountability. The group aims to gain a range of perspectives and inputs, and invites representatives from sending agencies, volunteers, a funder, a Comhlámh representative and a supporter organisation. In the future it will develop an accreditation model/quality mark.

Issues-Based Meetings and Workshops: A further forum for peer exchange exists through the issues-based meetings and workshops which can be arranged to tackle any areas of immediate concern to a group of signatory organisations. Typically two or three of these are facilitated annually, with one meeting held in a regional location. Previous workshops have focused on issues such as: responding to in-country crisis; strengthening the link between volunteering and development education; and practical safeguarding.

One-to-one Meetings with Comhlámh: Individual meetings can be arranged to talk through the CoGP implementation process and to learn more about the supports available. These meetings are particularly recommended for new signatory organisations and for new staff members of a signatory organisation.

Volunteering Options Website’s Members Area: Comhlámh has developed a dedicated section of the Volunteering Options website for signatory organisations. The website provides access to useful resources which are categorised by theme. It also enables users to share documents, discuss ideas and challenges, post comments and initiate group discussions on topics of interest in a blog. To access the Member’s Area visit the Volunteering Options website at www.volunteeringoptions.org. To register to use this facility, or for information on how to navigate the information, please email info@volunteeringoptions.org.

Feedback: VSAs that are conducting the self-audit are encouraged to make a note of any issues or difficulties they come across and are asked to pass this information on to Comhlámh. Both the CoGP and self-audit tool are subject to revision, and feedback from VSAs involved in the implementation process will be crucial for this. Email info@volunteeringoptions.org or post a comment in the Member’s Area forum.
## Volunteer Sending Agency Information 2012

<table>
<thead>
<tr>
<th>Organisation Name</th>
<th>Self-Audit Participants (Names and Functions)</th>
<th>Self-Audit Report Prepared by (Name and Function)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### In which countries are your activities based?

<table>
<thead>
<tr>
<th>Number of Volunteers sent in 2012</th>
<th>Female _______</th>
<th>Male _______</th>
<th>Costs incurred by volunteer € _______</th>
<th>Targeted number of volunteers for 2013 _______</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Volunteer age (by percentage; e.g. 12%)

<table>
<thead>
<tr>
<th>Duration of volunteer placements</th>
<th>0 – 2 Weeks</th>
<th>3 – 4 Weeks</th>
<th>2 – 3 Months</th>
<th>4 – 6 Months</th>
<th>7 – 12 Months</th>
<th>1 – 2 Years</th>
<th>2+ Years</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

### Are volunteers recruited for a specific skill set?

<table>
<thead>
<tr>
<th>Are volunteers recruited for a specific skill set?</th>
<th>Yes ☐ No ☐</th>
<th>If ‘Yes’, Please list</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### What kind of professional /non-professional background do your volunteers come from?

### What activities do your volunteers engage in when abroad?

### How many of your volunteers have prior experience working in development overseas?

<table>
<thead>
<tr>
<th>How many of your volunteers have prior experience working in development overseas?</th>
<th>_______%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### How many volunteers participated in some form of pre-departure training?

### How many volunteers participated in some form of debriefing?

<table>
<thead>
<tr>
<th>How many volunteers participated in some form of pre-departure training?</th>
<th>Typically, how many days does this total?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How many volunteers participated in some form of debriefing?</th>
<th>Typically, how many days does this total?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Date self-audit completed:

<table>
<thead>
<tr>
<th>Date self-audit completed:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PART 2: Code of Good Practice Self-audit Tool
1. **Have volunteer programmes based on realistic aims and objectives with appropriate and useful volunteer roles.**

**Rationale:**
In many developed countries, there is a demand from the public for overseas volunteer placements. This principle aims to ensure that volunteer programmes fit with local needs. Volunteers should have useful, rewarding placements that address relevant needs and are made in consultation with local partners.

**Resources and Courses:**
- Carmichael Centre Leadership & Governance training programme. See [www.carmichaelcentre.ie](http://www.carmichaelcentre.ie) for further information.
- Education for Development produced a ‘Volunteer Management Manual’ which includes suggestions for interviewing and recruiting volunteers. It is available to download from the Members’ Area of the Volunteering Options website.
- The Council of Europe produced ‘International Voluntary Service’ a programme planning training kit available to download from the Member’s Area of the Volunteering Options website.
<table>
<thead>
<tr>
<th>Principle 1, Indicator 1: The VSA involves local partners in volunteer recruitment and selection.</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum standard: Feedback from local partners or MOU/ agreement identifying the needs and roles for volunteers in programme plans;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum standard: Examples of key inter-partner communications relating to volunteer recruitment and selection.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other evidence to show that indicator is in place:
1. 
2. 
3. 

List progress made in this area since 2011.
1. 
2. 
3. 

List action points to be prioritised in 2013. State who will work on the task and timeline for completion.
1. 
2. 
3.
**Principle 1, Indicator 2: The VSA ensures that their local partners are involved in programme design, planning and implementation.**

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Record of documentation shared with local partners on the organisation’s planning processes and general operating policies and procedures;</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Feedback from local partners on draft programme plans/designs;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Meeting minutes, emails, letters, and other forms of communication with local partners relating to programme planning.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**
1. 
2. 
3. 

**List progress made in this area since 2011.**
1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1. 
2. 
3.
2. Provide sufficient resources and support to run volunteer programmes in an efficient and sustainable manner.

Rationale:
It is necessary that budgets for programmes are sufficient to ensure that they are well-run and to facilitate local partners’ growth in a sustainable manner. Budgets should cover the training of local partner staff to allow them to provide services to local communities outside their volunteer programmes.

Training and Other Resources:

- Kimmage Capacity Development Services (formerly DTALK) courses: ‘Financial Management, Project Funding and Budget Management’; See www.kimmagedtalk.ie;
- Carmichael Centre Managing Money courses see www.carmichaelcentre.ie;
- Mango is a UK-based agency that works to help aid agencies and NGOs to strengthen their financial management systems; See www.mango.org.uk/ for further information;
### Principle 2, Indicator 1: Programme plans and budgets explicitly note how resources and support are provided to local partners.

<table>
<thead>
<tr>
<th>Minimum standard:</th>
<th>Copies of MOUs/agreements between local partners and sending agencies that detail resources and supports provided to local partners;</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Copies of annual programme plans, reports, tenders, etc. that outline how resources are spent to ensure the project is run efficiently;</td>
</tr>
<tr>
<td></td>
<td>Copies of annual programme plans, reports, etc. that outline how resources are spent to ensure the project becomes more sustainable by supporting the local economy, demonstrates the transfer of skills to locals, uses local talent in the project, etc.;</td>
</tr>
<tr>
<td></td>
<td>Details of training supports required by local partners in annual project plans;</td>
</tr>
<tr>
<td></td>
<td>Copies of programme plans and budgets that detail resources and supports provided to local partners;</td>
</tr>
<tr>
<td></td>
<td>Copies of annual programme plans/reports and budgets that detail resources and supports provided to local partners.</td>
</tr>
</tbody>
</table>

### Other evidence to show that indicator is in place:

1.  
2.  
3.  

### List progress made in this area since 2011.

1.  
2.  
3.  

### List action points to be prioritised in 2013. State who will work on the task and timeline for completion.

1.  
2.  
3.  

### Details of evidence available

- Yes
- No
- Partially
- List progress made in this area since 2011.
- List action points to be prioritised in 2013. State who will work on the task and timeline for completion.
### Principle 2, Indicator 2: Programme plans and budgets explicitly note how resources and support are provided to volunteers.

<table>
<thead>
<tr>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copies of programme plans and budgets that detail resources and pre-departure supports provided to volunteers (including cost of trainings, materials, facilitators, etc.);</td>
</tr>
<tr>
<td>Copies of programme plans and budgets that detail resources and in-country supports provided to volunteers;</td>
</tr>
<tr>
<td>Copies of programme plans and budgets that detail resources and supports provided to volunteers on return (including costs of debriefing, follow-up, counseling, continuous engagement opportunities, etc.).</td>
</tr>
</tbody>
</table>

**EVIDENCE**

**Other evidence to show that indicator is in place:**

1. 
2. 
3. 

**List progress made in this area since 2011.**

1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**

1. 
2. 
3.
3. **Provide marketing and imagery consistent with good practice, and clear expressions of organisational aims, ethos and values.**

**Rationale:**

It is important that VSAs do not make false claims as to the efficacy of their programmes, or the extent to which volunteers can ‘make a difference’ to the lives of the people in the local communities. By being clear about their aims, values and ethos, VSAs will also help volunteers to see whether they are in agreement with them. Additionally, the principle aims to make sure that local partners and communities are portrayed pictorially in a positive and balanced manner.

**Training and Resources:**

- Comhlálmh’s ‘Images and Development’ workshop, designed specifically for VSAs (www.comhlamh.org);
- Dóchas Code of Conduct on Images and Messages (www.dochas.ie);
Principle 3, Indicator 1: The VSA develops and implements guidelines on good practice relating to marketing and imagery which also ensures that the local community is not put at risk or portrayed inaccurately.

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Standard:</td>
<td>Copy of VSA's guidelines regarding external communication which reflects the principles of the Dóchas Code of Conduct on use of Images &amp; Messages;</td>
</tr>
<tr>
<td>Minimum Standard:</td>
<td>Examples of VSA's use of imagery in materials that reflect the Dóchas guidelines;</td>
</tr>
<tr>
<td>Minimum Standard:</td>
<td>Record of staff participation in training on the use of images;</td>
</tr>
<tr>
<td>Minimum Standard:</td>
<td>Documentation that volunteers are made aware of the VSA's imagery policy including use of images on social media (e.g. volunteer training manual, signed copy of VSA's imagery policy);</td>
</tr>
<tr>
<td>Minimum Standard:</td>
<td>Fundraising information given to volunteers include guidance on the use of images and messaging consistent with the VSA's policy;</td>
</tr>
<tr>
<td>Minimum Standard:</td>
<td>Copy of VSA's guidelines on marketing and imagery shared with volunteers and suppliers (e.g., graphic designers);</td>
</tr>
<tr>
<td>Minimum Standard:</td>
<td>Copy of feedback from local partners on the VSA's use of marketing and imagery;</td>
</tr>
</tbody>
</table>

Other evidence to show that indicator is in place:
1. 
2. 
3. 

List progress made in this area since 2011.
1. 
2. 
3. 

List action points to be prioritised in 2013. State who will work on the task and timeline for completion.
1. 
2. 
3.
<table>
<thead>
<tr>
<th>Principle 3, Indicator 2: All promotional and awareness raising material clearly reflects the aims, ethos and values of the VSA, including the organisation’s concern for the protection of the local community.</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EVIDENCE</strong></td>
<td>Copies of messaging used in primary promotional media (e.g., website), additional promotional materials (e.g., flyers, advertisements) and strategy (e.g., strategic plan reflecting vision, mission and strategic objectives) that show consistency of messaging.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other evidence to show that indicator is in place:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List progress made in this area since 2011.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List action points to be prioritised in 2013. State who will work on the task and timeline for completion.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Principle 3, Indicator 3: The volunteer's role description is clearly and simply stated in all promotional materials in a manner that will not raise unrealistic expectations about what the placement can achieve.**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EVIDENCE**

<table>
<thead>
<tr>
<th>Copy of the volunteer's role description;</th>
</tr>
</thead>
</table>

| Copies of promotional materials encouraging realistic volunteer expectations. |

**Other evidence to show that indicator is in place:**

1. 
2. 
3. 

**List progress made in this area since 2011.**

1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**

1. 
2. 
3.
**Principle 3, Indicator 4: Consultation takes place with local partners about promotional materials used by the VSA. Local partners are given an opportunity to review and enhance this material.**

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minutes or other records from meetings with local partners regarding promotional materials;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Examples of the incorporation of this feedback outlining the changes to promotional materials.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**
1. 
2. 
3. 

**List progress made in this area since 2011.**
1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1. 
2. 
3.
4. **Provide potential volunteers with free, fair and unbiased information on their organisation and volunteer placements.**

**Rationale:**
VSAs are encouraged to provide potential volunteers with lists of independent resources on volunteering overseas in order to encourage informed decision-making. For example, access to returned volunteers can assist potential volunteers in their decision making and ideally enable them to learn more about their host country and placement.

**Training and Other Resources to Support Implementation:**
### Principle 4, Indicator 1: The VSA provides fair and balanced information about their own organisation and placements

<table>
<thead>
<tr>
<th>Minimum Standard: Website screenshots detailing key organisational and placement information including an overview of the volunteer role(s), organisational values and aims, organisation status (e.g. charity, company, trust), and whether there is a programme cost;</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy of information pack sent in response to queries about volunteering opportunities.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**

1. 
2. 
3. 

**List progress made in this area since 2011.**

1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**

1. 
2. 
3. 

### Principle 4, Indicator 2: The VSA offers additional information about volunteering.

<table>
<thead>
<tr>
<th>Minimum Standard:</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>A link is provided to Comhlámh's Volunteering Options website on the VSA's website;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Comhlámh Signatory Logo is clearly visible on the VSA's website;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A link is provided to Comhlámh's Volunteer Charter on the VSA's website;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Briefing notes for staff responding to enquiries about volunteering that provides guidance on where to refer volunteers for other information on volunteering;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Links on the VSA's website to other sources of information about volunteering nationally and internationally;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation showing that volunteers are told about Comhlámh's services to volunteers before they go overseas;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation showing that volunteers are told about Comhlámh's services to volunteers after they return from overseas;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of information pack sent in response to queries about volunteering opportunities.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EVIDENCE**

**Other evidence to show that indicator is in place:**
1.  
2.  
3.  

**List progress made in this area since 2011.**
1.  
2.  
3.  

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1.  
2.  
3.  
**Principle 4, Indicator 3: The VSA provides potential volunteers with unmediated access to former volunteers (subject to data protection regulations and content).**

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database of returned volunteers who are willing to talk to potential volunteers;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documented procedures/records for facilitating contact between outgoing volunteers and returned volunteers;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Programmes, emails, etc., documenting returned volunteers invited to speak at trainings or at information events.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**
1. 
2. 
3. 

**List progress made in this area since 2011.**
1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1. 
2. 
3.
5. **Use fair, consistent and transparent recruitment procedures.**

**Rationale:**
This aims to ensure VSAs have standardised selection procedures which are made clear to volunteers from the outset. It is also a key tool in the effective screening of volunteers in relation to child and vulnerable adult protection.

**Training and Other Resources:**
- Volunteering Ireland courses: ‘Volunteering Management’ and ‘Effective Recruitment and Selection of Volunteers’;
### Principle 5, Indicator 1: The VSA has written guidelines and procedures that set out how volunteers are recruited and/or selected.

<table>
<thead>
<tr>
<th>Minimum Standard:</th>
<th>Copy of recruitment or selection guidelines;</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Documents showing that the VSA responds to candidates regarding their selection process (e.g., emails, letters, template for responding to candidates, etc.).</td>
</tr>
</tbody>
</table>

**EVIDENCE**

**Other evidence to show that indicator is in place:**

1.  
2.  
3.  

**List progress made in this area since 2011.**

1.  
2.  
3.  

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**

1.  
2.  
3.  

**Yes** | **No** | **Partially** | **Details of evidence available**
<table>
<thead>
<tr>
<th>Principle 5, Indicator 2: The VSA assesses potential volunteers against clear criteria which outlines the knowledge, skills and attributes required of volunteers for particular roles.</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Standard: Volunteer role profiles outlining knowledge, skills and attributes required;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum Standard: Sample applications forms and/or interview records which incorporate screening questions asking about skills, experience, work with children and vulnerable adults.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EVIDENCE**

**Other evidence to show that indicator is in place:**
1.  
2.  
3.  

**List progress made in this area since 2011.**
1.  
2.  
3.  

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1.  
2.  
3.  
### Principle 5, Indicator 3: Guidelines on safe recruitment practices are provided to those responsible for recruiting and selecting staff and volunteers.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EVIDENCE**

- Written guidance on how to screen applicants (e.g., for health, child and vulnerable adult protection needs/risks, protection of the local community etc.);
- Copy of training plan/induction for people involved in recruitment.

**Other evidence to show that indicator is in place:**
1. 
2. 
3. 

**List progress made in this area since 2011.**
1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1. 
2. 
3. 

Principle 5, Indicator 4: The VSA uses recruitment policies that reflect a commitment to promoting inclusiveness and diversity, complying with the spirit of the Irish Equality Legislation.

<table>
<thead>
<tr>
<th>EVIDENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy of organisation's diversity and equality policy;</td>
</tr>
<tr>
<td>Copy of recruitment and advertising strategies;</td>
</tr>
<tr>
<td>Record of staff participation in training on equality and diversity.</td>
</tr>
</tbody>
</table>

Other evidence to show that indicator is in place:
1. 
2. 
3. 

List progress made in this area since 2011.
1. 
2. 
3. 

List action points to be prioritised in 2013. State who will work on the task and timeline for completion.
1. 
2. 
3.
6. **Assist and provide for the varying support needs of volunteers.**

**Rationale:**
This principle aims to ensure VSAs provide relevant supports to volunteers such as one-to-one or group support sessions. The existence of these supports should be made apparent to volunteers from the start of their engagement with the VSA.

**Training and Other Resources:**
- Comhlámh’s services for development workers and volunteers includes the provision of advice on social welfare entitlements and pensions. Contact janet@comhlamh.org;
- Volunteering Ireland courses: ‘Volunteering Management’ and ‘Developing Your Volunteer Policy’;
- Equality Authority documentation and publications;
- Kimmage Capacity Development Services (formerly DTALK) courses: ‘Creative Facilitation’, ‘Learn to Debrief Humanitarian Workers Effectively’, and ‘How to be a Successful Trainer’;
- The Free Management Library has a section entitled ‘Information on Developing and Managing Volunteer Programmes’. Its links are often more relevant for domestic volunteering and to the situation in North America, but some of the articles may be of use. See www.managementhelp.org;
<table>
<thead>
<tr>
<th>Principle 6, Indicator 1: The VSA has written guidelines which outlines support services that volunteers can expect, including any in-country support provided.</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EVIDENCE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum standard: Copy of written guidelines outlining in-country supports;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum standard: Copy of written policy outlining supports available upon return;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Examples of ways in which these policies are advertised to volunteers (e.g., through websites, brochures and other publications);</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of volunteer manual/handbook.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other evidence to show that indicator is in place:
1. 
2. 
3. 

List progress made in this area since 2011.
1. 
2. 
3. 

List action points to be prioritised in 2013. State who will work on the task and timeline for completion.
1. 
2. 
3.
Principle 6, Indicator 2: Relevant staff receive training in assessing and supporting the needs of volunteers.

<table>
<thead>
<tr>
<th>EVIDENCE</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualification or CV demonstrating experience of relevant staff;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Records of staff training attendance and/or training manual;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation designating a person responsible for reviewing training and support needs of volunteers as part of the annual planning process;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other evidence to show that indicator is in place:
1. 
2. 
3. 

List progress made in this area since 2011.
1. 
2. 
3. 

List action points to be prioritised in 2013. State who will work on the task and timeline for completion.
1. 
2. 
3.
<table>
<thead>
<tr>
<th>Principle 6, Indicator 3: Volunteers are informed about how to protect their financial interests while overseas.</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EVIDENCE</strong></td>
<td>Copy of information given to volunteers about protecting their financial interests within the Irish social welfare and pension systems; Examples of how volunteers are informed about budgeting, banking, monetary spending habits and protecting their financial interests in their country of destination (e.g. emails, presentation slides, volunteer manual, etc)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other evidence to show that indicator is in place:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>List progress made in this area since 2011.</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>List action points to be prioritised in 2013. State who will work on the task and timeline for completion.</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Principle 6, Indicator 4: Access to ongoing mentoring and support is available to volunteers throughout their placements.

<table>
<thead>
<tr>
<th>Details of evidence available</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details of local partner/contact available to brief volunteers prior to departure;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Details of focal point/mentor designated to provide continuous assistance to volunteers during their placement;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Written outline of how mentoring/support services for volunteers operate;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Focal point is trained appropriately in dealing with incidents and accidents.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### EVIDENCE

- Other evidence to show that indicator is in place:
  1. 
  2. 
  3. 

- List progress made in this area since 2011.
  1. 
  2. 
  3. 

- List action points to be prioritised in 2013. State who will work on the task and timeline for completion.
  1. 
  2. 
  3.
7. **Ensure that volunteers participate in appropriate preparation, training and induction.**

**Rationale:**

VSAs are encouraged to review their training and induction needs. Training can be provided in-house, by outside agencies, or by a mix of both. It may also be provided pre-departure or in-country. Input and feedback from local partners is regarded as an important factor in the design of pre-departure training. Development education methodologies are deemed as a highly effective way to facilitate key areas of pre-departure training and preparation.

**Training and Other Resources:**

- Comhlámh pre-departure training courses for short-term volunteers. Contact info@volunteeringoptions.org for details;
- Kimmage Capacity Development Services (formerly DTALK) ‘Initial Preparation for Working in the South’ course and ‘Creative Facilitation’ course;
- Comhlámh ‘Skills in Development Education’ and other skills related courses;
- Comhlámh’s Volunteer Charter;
- Volunteering Ireland courses: ‘Volunteering Management’ and ‘Day-to-day Management of Volunteers’;
- Volunteer Centres Ireland, ‘Developing a Volunteer Policy’ guide;
- PARTNERS Ireland, ‘Partners Intercultural Companion to Training for Transformation’;
Principle 7, Indicator 1: The VSA has clear guidelines on volunteer preparation, training and induction. | Yes | No | Partially | Details of evidence available |
---|---|---|---|---|
**EVIDENCE** | | | | |
Minimum Standard: Written copy of guidelines on volunteer preparation, training and induction; | | | | |
Minimum Standard: Copy of training and induction manuals used by staff or external provider; | | | | |
Copy of volunteer manual; | | | | |
Copy of in-country orientation materials. | | | | |
**Other evidence to show that indicator is in place:**
1. 
2. 
3. 

**List progress made in this area since 2011.**
1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1. 
2. 
3.
### Principle 7, Indicator 2: The VSA provides comprehensive preparation and training to volunteers.

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country specific information shared with volunteer in volunteer training manual;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guidelines on protection of financial interests shared with volunteer;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteer motivations and expectations covered in volunteer training manual;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The role of the volunteer within the programme and broader development context is covered in volunteer training manual;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information covering the history of the project and the VSA's work with local partner is covered in volunteer training manual;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intercultural learning is covered in volunteer training manual;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use of images and messages in social media (including the appropriate use of technology to ensure children/vulnerable adults are not put in danger and exposed to abuse or exploitation) is covered in volunteer training manual;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supports available whilst on placement is covered in volunteer training manual;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attendance list indicating volunteer’s participation in training/induction provided to volunteers;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training material instructing volunteers recruited for a specific skillset on how to apply their knowledge/training to overseas programme;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of training agenda.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**

1. 
2. 
3. 

**List progress made in this area since 2011.**

1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**

1. 
2. 
3.
### Principle 7, Indicator 3: Volunteers are briefed and indicate an understanding of organisational policies and procedures specific to their role.

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy on child/vulnerable adult protection signed by volunteer;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Policy on safety and security signed by volunteer;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guidelines on gift-giving signed by volunteer;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guidelines outlining insurance requirements signed by volunteer;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guidelines on safe and ethical fundraising signed by volunteer;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guidelines on appropriate use of technology including references to use of email, digital cameras, websites, internet, etc., signed by volunteer;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of accommodation arrangements signed by volunteer;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of medical/fitness certification requirements signed by volunteer or submitted by medical practitioner;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of travel arrangements including visa requirements signed by volunteer.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other evidence to show that indicator is in place:
1.  
2.  
3.  

List progress made in this area since 2011.
1.  
2.  
3.  

List action points to be prioritised in 2013. State who will work on the task and timeline for completion.
1.  
2.  
3.  

### Principle 7, Indicator 4: The VSA has appropriately trained staff that provide training and induction to volunteers

<table>
<thead>
<tr>
<th>EVIDENCE</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualification or CV demonstrating experience of relevant staff;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Records of staff training attendance and/or training manual;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation designating a person responsible for reviewing training and support needs of volunteers as part of the annual planning process;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guidelines on safe recruitment practices are provided to those responsible for recruiting and selecting staff and volunteers;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Details of outsourced training;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documents shared with local partners on the training volunteers receive from volunteer sending agency;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Details of in-country training and the staff responsible for its provision.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**

1.  
2.  
3.  

**List progress made in this area since 2011.**

1.  
2.  
3.  

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**

1.  
2.  
3.  

---

*Comhlámh’s Code of Good Practice for Volunteer Sending Organisations*
### Principle 7, Indicator 5: Local partners are supported in providing training and induction to volunteers.

<table>
<thead>
<tr>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>---</td>
</tr>
</tbody>
</table>

**EVIDENCE**

- Copies of training and induction programmes used by local partners;
- Attendance list indicating volunteer’s participation in induction and briefing provided by local partners;
- Feedback from volunteers on the training they received from local partners;
- Feedback from local partners on successes and challenges in carrying out training and induction.

**Other evidence to show that indicator is in place:**

1. 
2. 
3. 

**List progress made in this area since 2011.**

1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**

1. 
2. 
3.
8. **Ensure the protection, safety and well-being of volunteers and those they work with as far as possible.**

**Rationale:**
Provision is made for the development and application of policies to ensure the protection of volunteers from potential harm, and from potentially harming others.

**Training and Other Resources:**
- Volunteering Ireland Safeguard Programme – Garda vetting;
- Kimmage Capacity Development Services course: Child Protection;
- International Committee of the Red Cross publication: ‘Staying Alive: Safety and Security Guidelines for Humanitarian Volunteers in Conflict Areas’;
- Volunteer Organisers Linking Together (VOLT) publication: ‘VOLT Working Group Report on Volunteer Vetting and Volunteer Screening’;
- Department of Health & Children, ‘Our Duty to Care: the Principles of Good Practice for the Protection of Children & Young People’;
- The Keeping Children Safe Coalition comprises a number of aid and development agencies that work together to share experience and knowledge on how to identify a common approach to child protection. They have developed a range of resources and tools on the topic;
- Comhlámh services for development workers and volunteers include group debriefing and support and guidance to organise counseling and personal debriefing. Contact supportservices@comhlamh.org;
- Eurocheck Security Consultants.
<table>
<thead>
<tr>
<th>Principle 8, Indicator 1: Programme plans include written assessments of security, travel and health risks specific to the country or region.</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EVIDENCE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Minimum standard:</strong> Copies of policies relating to safety and security;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Minimum standard:</strong> Copies of guidelines relating to personal health;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Written assessment of security, travel and health risks for each placement, reviewed on a bi-annual basis and prior to deployment;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copies of risk assessment and management procedures and protocols;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crisis management team is in place and relevant contact details shared;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation of evacuation plan;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Signed documentation indicating that volunteers are aware of the security, travel and health risks before they embark on trip.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other evidence to show that indicator is in place:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>List progress made in this area since 2011.</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>List action points to be prioritised in 2013. State who will work on the task and timeline for completion.</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Principle 8, Indicator 2: Records are maintained of placement-related injuries, sickness, accidents and fatalities, which are monitored to help assess and reduce further risk to volunteers.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EVIDENCE**
- Template for keeping records of placement-related health difficulties;
- File of past placement-related incidents and actions taken.

**Other evidence to show that indicator is in place:**
1. 
2. 
3. 

**List progress made in this area since 2011.**
1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1. 
2. 
3. 
**Principle 8, Indicator 3: The VSA ensures that volunteers are informed of the need for relevant medical and travel insurance whether organised by the volunteer or the VSA.**

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Standard:</td>
<td></td>
<td></td>
<td></td>
<td>Example of written information provided for volunteers stating that medical insurance is compulsory for volunteer placements;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Written information for volunteers about the VSA’s policy on travel insurance, including the need for emergency evacuation cover;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Outline of referral system to relevant service providers.</td>
</tr>
<tr>
<td>Other evidence to show that indicator is in place:</td>
<td></td>
<td></td>
<td></td>
<td>1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.</td>
</tr>
<tr>
<td>List progress made in this area since 2011.</td>
<td></td>
<td></td>
<td></td>
<td>1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.</td>
</tr>
<tr>
<td>List action points to be prioritised in 2013. State who will work on the task and timeline for completion.</td>
<td></td>
<td></td>
<td></td>
<td>1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.</td>
</tr>
</tbody>
</table>
**Principle 8, Indicator 4: The VSA requests a certificate of fitness to travel and references from all volunteers.**

<table>
<thead>
<tr>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum Standard:</strong> Copies of procedures for getting certificates of fitness;</td>
</tr>
<tr>
<td>Copies of procedures for seeking references;</td>
</tr>
<tr>
<td>Copies of volunteer medical certificates and references.</td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**

1. 
2. 
3. 

**List progress made in this area since 2011:**

1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**

1. 
2. 
3. 
### Principle 8, Indicator 5: There are comprehensive protection guidelines and disciplinary procedures in place for inappropriate behaviour of staff, volunteers and other representatives vis-à-vis contact with children/vulnerable adults.

<table>
<thead>
<tr>
<th>Minimum Standard:</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copies of policies relating to child/vulnerable adult protection and corresponding disciplinary procedures;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Protection policy providing evidence that children/vulnerable adults are adequately supervised and protected at all times;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copies of protection guidelines signed by staff, volunteers and representatives;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discipline &amp; Grievance policy which includes clearly outlined consequences for breaching guidelines;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Document stating step-by-step guidance on what action to take if there are concerns about a child's safety or welfare;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distribution list showing how protection guidelines are disseminated to volunteers and local partners.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**
1.  
2.  
3.  

**List progress made in this area since 2011.**
1.  
2.  
3.  

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1.  
2.  
3.  

---

Comhlámh’s Code of Good Practice for Volunteer Sending Organisations
<table>
<thead>
<tr>
<th>Principle 8, Indicator 6: The VSA has representatives with special responsibilities for protecting children/vulnerable adults.</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EVIDENCE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of name and duties of those people with special responsibility for child/vulnerable adult protection in the organisation;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CVs, certificates, qualifications, etc., showing that personnel with special responsibilities for protecting children are provided with comprehensive training on handling complaints and implementing disciplinary procedures;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lists of contacts for specialist advice, information, and reporting on child/vulnerable adult protection.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other evidence to show that indicator is in place:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>List progress made in this area since 2011.</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>List action points to be prioritised in 2013. State who will work on the task and timeline for completion.</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Principle 8, Indicator 7: The VSA engages with local partners on child and vulnerable adult protection issues to ensure common agreements, mutual learning and development of good practice.**

<table>
<thead>
<tr>
<th>EVIDENCE</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documentation showing the VSA and local partners have a partnership agreement in place addressing the protection of children/vulnerable adults;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of local partner’s relevant child/vulnerable adult protection policy;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation showing that the VSA has provided assistance to local partners in developing child/vulnerable adult protection where none are in place.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**
1. 
2. 
3. 

**List progress made in this area since 2011.**
1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1. 
2. 
3.  

53  
Comhlármh’s Code of Good Practice for Volunteer Sending Organisations
9. Provide debriefing for returned volunteers.

**Rationale:**
Debriefing is an important part of any volunteer placement. It allows volunteers to reflect on their experiences and pass on their knowledge. Additionally, it gives the VSA the opportunity to acknowledge the role of the individual and to both give and receive feedback.

**Training and Other Resources:**
- Comhlámh Moving Forward days, Coming Home Weekends and Group Debriefings. We also provide support and guidance to organise counselling and personal debriefing;
- Kimmage Capacity Development Services course: ‘Learn to debrief humanitarian workers effectively’;
- People in Aid information notes: ‘Effective Debriefing’.
### Principle 9, Indicator 1: The VSA ensures that all volunteers have access to personal and/or group debriefing and operational debriefings at the end of their placement.

<table>
<thead>
<tr>
<th>EVIDENCE</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum standard: Copy of the VSA's guidelines on operational debriefing;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum standard: Copy of the VSA's guidelines on personal and/or group debriefing;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List of persons responsible for providing debriefing (internal and/or external);</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List of debriefing schedule and activities shared with volunteers (in emails, information pack, volunteer manual, etc).</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**

1. 
2. 
3. 

**List progress made in this area since 2011.**

1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**

1. 
2. 
3.
**Principle 9, Indicator 2: The VSA ensures that relevant staff receive training in debriefing or reorientation, or that debriefing is sourced externally.**

<table>
<thead>
<tr>
<th>Details of evidence available</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
</tr>
</thead>
<tbody>
<tr>
<td>List of staff who have participated in training on debriefing and reorientation;</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List of the VSA's external contacts that provide debriefing or reorientation for returned volunteers;</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of procedures for providing referrals for counseling.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EVIDENCE**

**Other evidence to show that indicator is in place:**

1.  
2.  
3.  

**List progress made in this area since 2011.**

1.  
2.  
3.  

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**

1.  
2.  
3.  

Rationale:
Monitoring and evaluation are an important means of measuring the effectiveness of any programme that feed into programme improvements and organisational learning.

Training and Other Resources:
- Volunteering England: Volunteering Impact Assessment Toolkit;
- www.serviceleader.org is a site that contains resources for volunteer managers including ‘Measuring the Difference Volunteers Make: Guide to Outcome Evaluation for Volunteer Programme Managers’.
<table>
<thead>
<tr>
<th>Principle 10, Indicator 1: Feedback from monitoring and evaluation processes are used to inform annual planning and programme revision.</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EVIDENCE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum standard: Copy of the VSA’s monitoring and evaluation procedures of the volunteer programme;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum standard: Documentation showing that preparation, training, and induction programmes are regularly reviewed by the VSA;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum standard: Examples of how feedback from local partners has impacted on programme design and annual planning;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum standard: Examples of how feedback from volunteers has impacted on programme design and annual planning.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other evidence to show that indicator is in place:
1. 
2. 
3. 

List progress made in this area since 2011.
1. 
2. 
3. 

List action points to be prioritised in 2013. State who will work on the task and timeline for completion.
1. 
2. 
3. 
### Principle 10, Indicator 2: Local partners participate in the evaluation of volunteer programmes and placements.

<table>
<thead>
<tr>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

**EVIDENCE**

- Feedback from local partners on the structure of the volunteer programmes;
- Feedback from local partners on the volunteers’ role, profile and placement;
- Feedback from local partners on the volunteer sending agency;
- Minutes from meetings with local partners discussing volunteer management;
- Minutes from meetings with local partners discussing volunteer activities;
- Evaluation forms or other notes from local partners relating to the monitoring of volunteer placements.

**Other evidence to show that indicator is in place:**

1.  
2.  
3.  

**List progress made in this area since 2011:**

1.  
2.  
3.  

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion:**

1.  
2.  
3.
Principle 10, Indicator 3: The VSA undertakes regular monitoring and evaluation of volunteers’ experiences in programmes.

<table>
<thead>
<tr>
<th>EVIDENCE</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy of monitoring and evaluation forms or other methodologies used to capture volunteers’ experiences;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minutes from operational debriefings (with respect to data protection and confidentiality);</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minutes from group and personal debriefings (with respect to data protection and confidentiality).</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**
1.  
2.  
3.  

**List progress made in this area since 2011.**
1.  
2.  
3.  

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1.  
2.  
3.  

Comhlámh’s Code of Good Practice for Volunteer Sending Organisations
**Principle 10, Indicator 4: The VSA evaluates the volunteer programme to ensure that volunteer role, profiles and placements remain appropriate, useful and achievable.**

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documentation that demonstrates the VSA has reviewed the structure of the volunteer programme;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation that demonstrates the organisation has reviewed the role, profile and placement of the volunteer;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation that demonstrates the VSA has reviewed the volunteer programme with the local partner;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation that demonstrates the VSA has reviewed the management of volunteers;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation that demonstrates the VSA has reviewed volunteer activities;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copies of agreements/MOUs between sending and local partners relating to volunteer placements;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation that notes the changes that have taken place from review of volunteer programme.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**
1. 
2. 
3. 

**List progress made in this area since 2011.**
1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1. 
2. 
3.
**Principle 10, Indicator 5: All incidents, complaints and allegations of abuse recorded during the year inform planning in the following year.**

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning documents exemplifying how recorded incidents are incorporated into revised programme plans;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning documents exemplifying how recorded complaints are incorporated into revised programme plans;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning documents exemplifying how recorded allegations are incorporated into revised programme plans.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**

1. 
2. 
3. 

**List progress made in this area since 2011.**

1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**

1. 
2. 
3.
11. Provide recognition to volunteers for their contribution to development whilst overseas and give information on how they can further contribute to development at home.

**Rationale:**
Volunteers should be recognised, both formally and informally, as being of value and importance. Furthermore, many returned volunteers believe that it is a home they can begin to really make a difference in challenging the poverty and injustice they witnessed overseas. VSAs play a key role in both channeling volunteer’s experience and learning back home and supporting them to find opportunities to stay engaged in justice and development issues in Ireland.

**Training and Other Resources:**
- Volunteering Ireland course ‘Motivating Volunteers’;
- A list of 100 ideas for ways to provide recognition for volunteers is available on the Volunteering Ireland Fingal website;
- Ireland Involved Awards: These awards include a category for International Development and are awarded on an annual basis;
- World Volunteer Web: Ideas for recognising volunteers;
- For ideas and resources for staying engaged in development, including ‘What Next? A course for Returned Volunteers’ and the booklet ‘What Next? A Practical Guide to Continuing Development Work from Ireland’, visit www.comhlamh.org or contact Grainne@comhlamh.org.
**Principle 11, Indicator 1: The VSA provides volunteers with information on how they can further contribute to development/justice issues from Ireland.**

<table>
<thead>
<tr>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum standard:</strong> Copy of procedures for signposting returnees to opportunities to stay engaged in development/justice issues from Ireland;</td>
</tr>
<tr>
<td><strong>Minimum standard:</strong> List of opportunities, trainings, courses, etc. to which returnees have been signposted;</td>
</tr>
<tr>
<td>Tracking sheet showing the number of returnees who stay involved in local or global development-related issues in Ireland.</td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**

1.  
2.  
3.  

**List progress made in this area since 2011.**

1.  
2.  
3.  

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**

1.  
2.  
3.  

---

**Comhláth’s Code of Good Practice for Volunteer Sending Organisations**
Principle 11, Indicator 2: The VSA recognises volunteers’ contributions through events for returned volunteers, promotional materials, or further acknowledgement of their work.

<table>
<thead>
<tr>
<th>EVIDENCE</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photos, records of attendance, etc. of recognition ceremony;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Newsletter, archived website information, etc., acknowledging the contribution volunteers have made while overseas.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other evidence to show that indicator is in place:
1. 
2. 
3.

List progress made in this area since 2011.
1. 
2. 
3.

List action points to be prioritised in 2013. State who will work on the task and timeline for completion.
1. 
2. 
3.
<table>
<thead>
<tr>
<th>Principle 11, Indicator 3: The VSA provides volunteers with a certificate, statement of service, or a reference letter.</th>
<th>Yes</th>
<th>No</th>
<th>Partially</th>
<th>Details of evidence available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EVIDENCE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sample certificates;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sample statement of service;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sample reference letter.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other evidence to show that indicator is in place:**
1. 
2. 
3. 

**List progress made in this area since 2011.**
1. 
2. 
3. 

**List action points to be prioritised in 2013. State who will work on the task and timeline for completion.**
1. 
2. 
3.
Comhlámh

Established in 1975, Comhlámh is a dynamic, independent membership organisation working together with development workers, volunteers and activists. Comhlámh is committed to advocating for a just and equitable world, setting standards and promoting good practice. Through awareness raising, research, education and training we empower individuals to take effective action to address global inequality.

As the Irish Association of Development Workers and Volunteers we protect the interests of people working in development and for human rights. Our work is informed by their experiences.

Comhlámh’s promotes responsible, responsive volunteering for global development. We monitor and support the implementation of the Comhlámh Code of Good Practice among Irish Volunteer Sending Organisations. In addition, we provide comprehensive information, training and support to volunteers and development workers before their overseas placements and when they return home.

Contact details:
2nd floor, Ballast House,
Aston Quay, Dublin 2,
Ireland

Phone: +35314783490
Email: info@volunteeringoptions.org
Websites: www.volunteeringoptions.org
www.comhlamh.org

This Code has been developed as part of Comhlámh’s Volunteering Options programme, with funding from Irish Aid. The views expressed herein are those of Comhlámh and can in no way be taken to reflect the official opinion of Irish Aid.