

The Global Volunteering Standard

October 2021



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About Forum

The International Forum for Volunteering in Development (Forum) is the most significant global network of Volunteering for Development organisations. Forum exists to share information, develop good practice and enhance cooperation across the volunteering for development sector. It promotes the value of volunteering through policy engagement, mutual learning and sharing innovative and good practices. Forum is a 'virtual' network, with a global membership that includes a range of organisations involved in international development, including non-government and state organisations.

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Introduction

Around the world, societies benefit from the countless number of people who volunteer their time to support communities and make a difference. Volunteers are a unique and powerful force in development cooperation, especially when they are well prepared and supported, and when they contribute to projects that are defined and designed in equitable collaboration with the local communities they serve.

The International Forum for Volunteering in Development, commonly known as Forum, is the most significant global network of Volunteering for Development organisations. Forum exists to share information, develop good practice, and enhance cooperation across the volunteering for development sector.

In 2016, Forum set out to create the first globally agreed standard for volunteer involving organisations. Forum's overarching aim in creating the Global Volunteering Standard was to promote and support more impactful, more responsible volunteering. To achieve this, the work of volunteer involving organisations must be well-planned, transparent, and respectful; and based on genuine partnerships and measurable outcomes. If we can achieve this, we will ensure that volunteers make the greatest possible contribution to achieving the Sustainable Development Goals and improving the quality of life of all the people who are supported by their efforts.

The Global Standard is the result of a collaborative global effort over three years. This project drew on the expertise and wisdom of several hundred people and organisations from 80 countries across the volunteering for development sector and beyond. They participated in research, surveys, workshops and reference groups that drafted the Global Standard. In 2020, 18 organisations around the world piloted the Global Standard through the process of Self-Assessment, and their experience informed a review that led to the Global Standard that you are reading now. By actively engaging a wide range of stakeholders throughout the process of developing, piloting and reviewing the Global Standard, Forum has created a resource developed by the volunteering sector, for the volunteering sector. We are eternally grateful to everyone who contributed to this work, and to our colleagues on the Forum Standards Working Group for their leadership.

The Global Standard captures and reflects our collective understanding of good practice throughout the volunteering programme cycle – from Designing and Delivering projects through to Duty of Care, Volunteer Management and Measuring Impact.

For organisations that work with volunteers, the Global Standard is the first step on a journey of learning and improvement. We hope you will read it, talk about it with your colleagues and think about how it relates to your organisation. We hope that it will assist you to strengthen and grow the impact of your important work.

To support organisations in using the Global Volunteering Standard to advance practice, Forum has developed the Global Volunteering Standard Platform, which includes three elements – the Standard document, an organisational self-assessment tool and a library of good practice resources drawn from leading volunteering for development organisations. To learn more, please go to www.forum-ids.org/global-volunteering-standard-platform/.

Through the Global Volunteering Standard, Forum looks forward to working with all organisations that involve volunteers to make all our work more responsible and more impactful.

Mark Cumming & Stephen Goodman

Co-Chairs, Forum Standards Working Group
Forum Board Members



Bernard Akonyera, carpentry instructor at St. Josephs vocational training centre, Holma district, Uganda, 2018.

2021 Update of the Global Volunteering Standard

The Global Volunteering Standard was launched in 2019 at Forum's annual conference IVCO. Following learnings from the pilot of the Global Standard in 2020, Forum reviewed and revised the Global Standard before rolling it out to the wider volunteering for development community. The updates focused on 5 key areas that are highlighted below.

Online Volunteering

With the rise of online volunteering, especially due to the COVID-19 pandemic, Forum decided to explore how the content of the Global Standard could be adapted to include online volunteering. The content of the Global Standard was reviewed through the lens of online and remote volunteering programmes. Through this review Forum found that the Global Standard had a high degree of relevance for online volunteering, however further adaptations were needed to be further inclusive of online and remote volunteering activities.

Duty of Care

This is an area of practice that is constantly advancing, therefore there is a continuous need to make sure that the Standard still reflects best practice. All Key Actions and Indicators were reviewed and updated where appropriate. Additional content has been added related to prevention and responding to Sexual Abuse, Exploitation and Harassment and Gender-Based Violence.

Environmental Protection

IVCO 2020 highlighted the importance and relevance of ensuring that volunteering for development activities support the Climate Action agenda. Additional content has been added to ensure that volunteering for development activities do not cause harm to the natural environment.

Volunteer Diversity and Community Inclusion

During the development of the Global Standard we recognised that promoting volunteer diversity and community inclusion must be a key area of focus. The first iteration of the Global Standard did include these notions, however Forum wanted to build on this. Further adaptations have been made to current content of the Global Standard to ensure volunteering opportunities are accessible to a broader range of volunteers and that communities are included in decision making and evaluating the impact of volunteering for development activities.

Content Accessibility

It was raised by organisations that piloted the Global Standard in 2020 that some terminology used was not understandable to all volunteer involving organisations. As the Global Standard will be translated into multiple languages, updates were made to existing content to ensure terminology is universal and that where possible, language throughout the Global Standard is in plain and simple English.



Dr Kevin Besigye treating a baby with infection in the NICU, Uganda, 2016

Central Pillars of the Global Volunteering Standard

The Global Volunteering Standard is a standard of practice that volunteer involving organisations can choose to adopt either fully or in-part, in order to learn, improve and align with a comprehensive set of good practices agreed globally, by several hundred stakeholders from across the volunteering for development sector and beyond. The Global Standard is a voluntary standard, with the aim of improving the outcomes of volunteering for development activities, ensuring organisations that work through and with volunteers are both responsible and impactful in their practice.

The following definitions constitute central pillars of the Global Standard:

Volunteering for Development draws on the skills of volunteers to work alongside people and communities to improve their quality of life and support their own capacities to help address poverty and inequality in line with the Sustainable Development Goals. Volunteering for development activities must always aim to be impactful and responsible.

Responsible Volunteering ensures that volunteering activities are locally identified and designed to respond to the needs of communities as defined by those communities. The selection and preparation of volunteers ensures they can deliver Impactful Volunteering in an equal partnership with the community. In the delivery of these activities, no harm will come to members of the community and volunteers.

Impactful Volunteering delivers measurable and sustainable improvements for poor and marginalised communities that align to a country's national development agenda and to the Sustainable Development Goals.



Structure of the Global Volunteering Standard

The Global Standard is divided into four interconnected **Themes**, which were prioritised by Forum during the consultation. These are:



Designing & Delivering Projects



Duty of Care



Managing Volunteers



Measuring Impact

Each **Theme** contains the same hierarchy of structural parts — **Commitment, Scope, Area, Description, Key Actions** and **Indicators**. Each of these parts is reliant on the others.

e.g.

Example Theme

- **Commitment**
Statements that highlight the essential organisational responsibilities that underpin each Theme.
- **Scope**
Outline of who the content of each Theme is relevant to and the desired outcomes of implementation.
- **Area**
Distinct sections that come together to form the basis of each Theme.
- **Description**
Highlight what each Area covers.
- **Key Actions**
Actions that organisations must take to align their practices with the Description. These are broken down into **Core Key Actions** which are minimum standards and **Comprehensive Key Actions** which are recommended good practice standards.
- **Indicators**
Highlight what each Area covers.

To put the Global Volunteering Standard principles into practice **Forum designed The Global Volunteering Standard Platform**. It is the first global online-based one-stop shop for good practice in volunteering for development. Developed by the volunteering sector, for the volunteering sector, the Platform is the ultimate resource providing those who work with volunteers with practical tools to assess, monitor and improve programmes and practice, while giving access to the most extensive global library of volunteer resources.

To explore the Platform visit: www.forum-ids.org/global-volunteering-standard-platform/

Engaging with the Global Volunteering Standard

The Global Volunteering Standard is a tool that volunteer-involving organisations can use in a way that is most suited to them to advance their practice towards a greater degree of responsible and impactful volunteering.

To support volunteering involving organisations get the most from the Global Standard, Forum have developed the Global Volunteering Standard Platform. As well as being able to download the Global Standard, organisations will be able to access an online Self-Assessment Tool and a Resource Library of good practice tools and resources. The platform will also include learning modules that are being developed over 2022/23.

Below are the pathways of how you can engage with the Global Standard and access the Platform.

Become an Endorser of the Global Volunteering Standard

If you are a volunteer-involving organisation, network or institution, you can endorse the Global Standard. An endorser of the Global Standard agrees to support the advancement of responsible and impactful practice, outlined by central pillars and the four commitment statements of the Global Standard.

To formally register your endorsement of the Global Volunteering Standard, contact Forum by emailing globalvolunteeringstandard@forum-ids.org.

Become a Practitioner of the Global Volunteering Standard

If you are a volunteer-involving organisation, you can become a practitioner of the Global Standard. A practitioner agrees to establish learning and improve practice through engaging with the Global Standard. This can be done by downloading and reading the Global Standard, completing the Self-Assessment Tool or accessing the Resource Library.

To get started visit www.forum-ids.org/global-volunteering-standard-platform/

Resources & Support

If you would like to submit any good practice resources to share with Forum's network of volunteer-involving organisations or require any support in engaging with the Global Volunteering Standard, please email: globalvolunteeringstandard@forum-ids.org



The Global Volunteering Standard



Designing & Delivering Projects

Commitment

Communities, organisations and volunteers can expect to be involved in collaboratively designed and effectively delivered volunteering for development projects which respond to community needs and deliver impact and sustainable outcomes.

Scope

This must be met by any organisation or partner that has a role in designing or delivering Volunteering for Development activities. It provides a framework for the impactful and responsible design and delivery of these activities throughout the project cycle.



Area 1: Design & Planning

Description

The design and planning of a responsible and impactful Volunteering for Development project ensures the project fits into broader development objectives, is led by members of the local community and will 'do no harm'.

	Key Actions	Indicators
1.1	Build a strong relationship between partners to ensure strong capacity and local presence.	<p>1.1a Partners are assessed using a due diligence check to ensure capacity and competencies meet both project and donor requirements.</p> <p>1.1b Partners and donors mutually develop and signs an agreement outlining each other's contributions, expectations, responsibilities and accountabilities – both locally and, where relevant, internationally.</p> <p>1.1c Partners and donors review this agreement together throughout a mutually agreed partnership period and keep it securely on record.</p> <p>1.1d Partners and donors establish reliable mechanisms for communication to ensure collaborative working throughout the project cycle.</p>
1.2 Core	Base the project design on research, organisational learning, community interest and need, using a rights-based and inclusive approach.	<p>1.2a Organisations design projects that identify the needs and rights of community members and ensures inclusivity and sustainability of results.</p> <p>1.2b Organisations and communities to co-conduct a thorough community-led context assessment.</p> <p>1.2c The community helps to identify a clear strategic goal for the project.</p> <p>1.2d The community validates the project before it launches, making sure it honours the rights of all citizens involved.</p> <p>1.2e Organisations design all programmes in line with best practice on the protection of children, vulnerable adults and the wider community. This means, amongst other principles, not permitting volunteering in orphanages.</p> <p>1.2f The community is involved in every step of the design of the project, defining the scope as well as what success looks like.</p>
1.3	Design volunteer roles which meets the needs of the project identified and do not take away work from local communities.	<p>1.3a Organisations design volunteer roles that ensure benefit to both volunteers and community members.</p> <p>1.3b Organisations adhere to the principle of 'do no harm' during the creation of volunteer roles. This acknowledges that projects can sometimes have unintended negative consequences for the community, which need to be identified and mitigated.</p> <p>1.3c Organisations undertake labour market research to understand what professional skills available in-country are.</p> <p>1.3d Organisations ensure that volunteer roles can adapt to meet community aspirations.</p> <p>1.3e All partners and donors agree on the resources required, ensuring that volunteer skills and experience are accurately matched to the project's aims and activities and that all roles are fully costed.</p>
1.4 Core	Ensure that the project delivers long-term sustainable development impact.	<p>1.4a The community and partners ensure the focus of the project is on enhancing capacity within the community.</p> <p>1.4b The community and organisations ensure the project progresses a broader existing sustainable development goal for the community and, where possible, contributes to a wider, longer-term development programme.</p> <p>1.4c Organisations demonstrate evidence of project value for money in providing the intended benefits for the community.</p> <p>1.4d The community and organisations ensure there is a clear sustainability plan that volunteers contribute to where they are in roles that deliver any basic or essential services.</p>
1.5 Core	The conservation of nature, reducing harm to the environment and promotion of climate resilience inform and guide project design and implementation.	<p>1.5a Threats to the environment due to project implementation are identified and mitigation measures are designed and implemented during project cycle.</p> <p>1.5b Projects must seek to enhance ecosystem service delivery using the ecosystem approach (e.g., nature-based solutions).</p> <p>1.5c Organisations calculate carbon footprint of project implementation, as a minimum for all international travel and local transportation on a yearly basis; calculations are used to develop an action plan to reduce their carbon footprint where possible.</p>

Area 2: Delivery

Description

The delivery and management of an impactful and responsible Volunteering for Development project fulfils the original project design and involves the community in monitoring.

	Key Actions	Indicators
2.1 Core	Provide project management which ensures a safe and successful working environment for everyone involved.	<p>2.1a All people involved in the project, including implementing partner organisations and their staff, as well as volunteers, are aware of the project's desired outcomes and are organised to work together effectively as one team to achieve them.</p> <p>2.1b All partner staff and volunteers can answer questions about the project and feel empowered to make decisions as it relates to their role.</p> <p>2.1c All partner staff create a volunteer-enabling environment to maximise the skills, energy, and ideas of its volunteers.</p>
2.2	Ensure there is continued involvement and input from members of the community.	<p>2.2a Community members are aware of the procedures for reporting concerns or complaints in their own language, and are actively empowered to do so, should they have reason to feel unhappy with a volunteer's behaviour.</p> <p>2.2b There is recorded evidence that the community has regular opportunities to feed back on the project and on the impact of the volunteers.</p> <p>2.2c Community members are involved in implementation and delivery throughout the project.</p> <p>2.2d Organisations ensure inclusion of different groups of marginalised and vulnerable people (male/female/other, married/unmarried, educated/not educated, old/young etc.) in the project.</p>
2.3	Have procedures in place to handle disruptions to the project and manage emerging risks (volunteer behaviour, natural disaster, communications).	<p>2.3a Organisations maintain a record of disruptions to the project and action taken by management in response.</p> <p>2.3b Organisations regularly review their preparedness to respond to incidents, external risks and hazards.</p>
2.4	Follow a robust system for monitoring and learning throughout the project.	<p>2.4a Organisations regularly monitor and evaluate the project.</p> <p>2.4b Organisations adapt project delivery and implementation using evaluation results and learning to improve their practice by putting any required improvements in place.</p>





Area 3: Review & Exit

Description

Impactful Volunteering for Development requires planned closure and robust reviews of projects, providing evidence of impact as well as learning for future projects.

	Key Actions	Indicators
3.1	Develop a clear exit strategy which terminates projects and partnerships in a transparent and participative way.	<p>3.1a Organisations develop and document a clear exit strategy for the project.</p> <p>3.1b Organisations have a process in place to document the learning from the project.</p> <p>3.1c Organisations plan for post-project evaluations.</p>
3.2 Core	Evaluate the project's total impact in order verify with the community and learn from the results.	<p>3.2a Community members, organisations, volunteers and other stakeholders participate in project reviews and all monitoring, evaluation, and learning exercises.</p> <p>3.2b The community is presented with the evidence and learning from the project.</p> <p>3.2c Organisations share evaluation findings — both successes and challenges — with all internal and external stakeholders.</p>
3.3	Investigate and understand the project's contribution to the community and to the volunteer's personal development.	<p>3.3a Organisations have monitoring systems and mechanisms in place to track the contributions of volunteers, through a combination of self-reporting and external assessment.</p> <p>3.3b The monitoring system includes a clear and active internal communications plan to ensure the feedback from volunteer and employee debriefings will inform and review organisational practices.</p> <p>3.3c Organisations use evaluation and impact measurement to shape the design of future volunteer projects and placements.</p>





Duty of Care

Commitment

The community can expect that organisations, and the people associated with them, will protect and will allow no harm to come to anyone in the community in which they operate, whether volunteers or local community members. Organisations recognise that they have a duty of care not to cause or fail to prevent psychological or physical harm to volunteers, employees and other associates.

Scope

This must be met by any organisations and partners working in a community with volunteers for any duration to ensure community members and volunteers are kept safe and free from harm.

Area 4: Safety & Security

Description

Organisations have a responsibility to understand, assess and mitigate risks which may affect the safety of volunteers and communities.

	Key Actions	Indicators
4.1 Core	Clarify the organisation's tolerance to any risk which could affect volunteers and communities.	<p>4.1a Organisations have Safety and Security policies or guidelines that are made available to volunteers before their placement starts.</p> <p>4.1b Organisations have a publicly available statement that clarifies their tolerance to risks which could affect community members and volunteers.</p>
4.2	Recognise risks and mitigation of those risks during the project planning and budgeting process.	<p>4.2a Organisations budget for security and safety prevention and for response measures, including insurance and an identified local staff member as Security Focal Point.</p> <p>4.2b Trained security staff review design plans, or staff designing projects have training in safety and security.</p>
4.3 Core	Share relevant risk assessments with volunteers, staff, and communities, and receive their consent to participate before a placement starts.	<p>4.3a Organisations carry out risk assessments and include relocation plans for every onsite placement location and transport routes used; and these are updated at a defined frequency.</p> <p>4.3b Organisations collect relevant information about the volunteer and hold evidence that the volunteer has taken an informed choice to participate.</p> <p>4.3c Volunteers receive pre-placement training on managing the risks that they will face.</p> <p>4.3d Communities are made aware how to report any new/emerging risks to the organisation.</p>
4.4	Monitor security and safety in volunteer placement contexts.	<p>4.4a Volunteers are trained at the start of their placement on specific risks and their role in managing risks and, on longer-term placements, receive refresher security training during the placement.</p> <p>4.4b Organisations identify a trained individual to be responsible for monitoring security risks that may affect the project, community or volunteers; also for issuing travel advice and communicating key issues to volunteers and local communities.</p> <p>4.4c Organisations establish a check-in process with each volunteer and local community lead.</p>
4.5 Core	Establish and follow a set of Security Plans.	<p>4.5a Organisation and partner staff have access to and understand Security Plans to ensure all key risks are mitigated, and there are instructions available on how to respond to all likely incidents.</p> <p>4.5b Organisation and partner staff have access to and understand emergency communication plans.</p> <p>4.5c Organisations have a standard format and process for incident reporting.</p> <p>4.5d Organisations undertake and act on findings from debriefings, evaluation and reviews following all serious incidents, and these are appropriately documented.</p>

Area 5: Safeguarding & Protection

Description

Recognising that everyone has the right to feel and be safe, organisations should safeguard and protect everybody involved in volunteering for development, and all those they meet, from violence, abuse, exploitation, harassment and neglect – with particular attention to vulnerable children and adults.

	Key Actions	Indicators
5.1 Core	Ensure that policies, procedures, training and accountabilities are in place to mitigate safeguarding and protection risks.	<p>5.1a Organisations have, and apply, a publicly available safeguarding and child protection policies or guidelines that makes clear their commitment to safeguarding and child protection and describes the agency's understanding and definitions of abuse.</p> <p>5.1b Staff and volunteers are aware of whistleblowing policies or guidelines, reporting mechanisms and disciplinary procedures to prevent, address and redress inappropriate behaviour of staff, volunteers, contracted or other personnel towards each other, children, vulnerable adults and the wider community.</p> <p>5.1c Staff and volunteers receive relevant training on child and vulnerable adult protection and on safeguarding policies and procedures</p> <p>5.1d Organisations carry out safeguarding risk assessments for each volunteer role at least annually, and whenever the role of the volunteer changes.</p> <p>5.1e A named safeguarding lead or committee monitors compliance.</p>
5.2 Core	Commit to promote child-safe volunteering in all environments.	<p>5.2a Organisations' commitment to child protection includes measures and structures designed to prevent and respond to abuse.</p> <p>5.2b Organisations ensure that all children and young people are treated as equals and as individuals and that they are acknowledged and included as agents of change.</p> <p>5.2c Organisations do not allow volunteers to work with or within orphanages or other residential care facilities for children;</p> <ul style="list-style-type: none"> – Organisations do not work with companies that have orphanages and other residential care centres incorporated (or with the possibility to incorporate) in tourism programmes or packages; – Organisations do not allow or facilitate one-off and short-term visits to orphanages or residential care facilities for children.
5.3	Ensure the protection of all volunteers and of the wider community with whom they come into contact.	<p>5.3a Organisations use appropriately skilled, qualified and experienced personnel provide pre-placement and ongoing training to volunteers about their responsibilities to people in communities in terms of safeguarding and child protection.</p> <p>5.3b Organisations provide guidelines on appropriate and inappropriate behaviour and on recognising, reporting, and responding to allegations of maltreatment, exploitation, abuse, and neglect.</p> <p>5.3c Partners have written procedures, accessible to all and locally appropriate, which provide step-by-step guidance on reporting safeguarding concerns and incidents.</p>
5.4	Promote and ensure respect within and between the staff, volunteers, wider community and all organisations involved in the project	<p>5.4a Organisations communicate and implement Code of Conduct or set of rules that ensures the relationships between the community and partners are characterised by respect for the rights of all.</p> <p>5.4b Organisations have developed and implemented policies or guidelines relating to messaging and imagery, including of children, which ensures that the local community and individuals are portrayed accurately and not put at risk, sensationalised or stereotyped.</p> <p>5.4c Organisations ensure the active and meaningful engagement of children, young people and adults in decisions that affect them.</p>

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	Key Actions	Indicators
5.5	Provide the protection and support needs required by the diversity and individuality of volunteers and those with whom they come into contact.	<p>5.5a Organisations ensure equality, equity, inclusivity and diversity at all stages of the project.</p> <p>5.5b Organisations have procedures in place to recognise, prevent and respond to any form of exploitation, abuse, harassment and bullying against any individual.</p>
5.6 Core	Commit to preventing and responding to sexual exploitation, abuse and harassment, and gender-based violence throughout the organisation and all its activities.	<p>5.6a Obtain personal and/or professional references and undertake criminal and/or background checks to reduce the risk of recruiting past perpetrators of sexual exploitation, abuse and harassment, and gender-based violence.</p> <p>5.6b Codes of conduct or set of rules for staff and volunteers clearly outline behavioural standards to prevent sexual exploitation, abuse and harassment, and gender-based violence.</p> <p>5.6c Staff and volunteers receive regular training on their responsibilities and procedures for preventing and responding to sexual exploitation, abuse and harassment, and gender-based violence.</p> <p>5.6d Commit to prevent and respond to sexual exploitation, abuse and harassment, and gender-based violence include measures to raise awareness with beneficiary groups/communities; sign-post reporting mechanisms; and sign-post referral services for survivors of sexual exploitation, abuse and harassment, and gender-based violence.</p>

Area 6: Health & Wellbeing

Description

To ensure the best outcomes for the individual, the organisation, and community members, organisations should maintain the physical, emotional and mental health and wellbeing of volunteers and communities — before, during and after placements.

	Key Actions	Indicators
6.1 Core	Assess and promote the health and wellbeing of volunteers throughout their involvement with the organisation.	<p>6.1a Organisations have in place mitigation systems to reduce the potential impact of the placement on volunteers' health and wellbeing before, during and after the placement</p> <p>6.1b Organisations deliver pre-placement training on health and wellbeing. This should include:</p> <ul style="list-style-type: none"> – What are common stresses and how to cope with them – Common physical health complaints and how to prevent them and manage them if they occur. – Maintaining your own mental health and how to seek support if required from the organisation.
6.2	Promote positive physical and mental health for volunteers (and for community members if there is a health focus for the project).	<p>6.2a All organisation and partner staff working with volunteers have a duty to monitor and evaluate volunteers' health and wellbeing throughout the placement.</p> <p>6.2b Organisations appoint a designated staff member to recognise and provide first response to health problems (including mental health) and then signposts to appropriate service providers.</p> <p>6.2c Organisations ensure relevant staff are trained in the importance of reducing stigma associated with physical and mental health, including disabilities, and staff are trained in what to do if they have concerns about the physical or mental health of a volunteer.</p>
6.3	Consider the impact of placements on the health and wellbeing of children, vulnerable adults, and the wider community.	<p>6.3a Organisations have policies or guidelines and processes in place to ensure that the health and wellbeing of already vulnerable children is neither worsened nor maintained by volunteer placements.</p> <p>6.3b Organisations include risks to the physical and mental health and wellbeing of children, vulnerable adults, and the wider community in all risk assessments.</p> <p>6.3c Organisations include the placement's impact on the health and wellbeing of the local community in all Terms of Reference for monitoring and evaluation work.</p> <p>6.3d Volunteers understand the organisation's stance on bullying and discrimination, and receive pre-placement training on equality and anti-bullying, including online and offline contexts.</p>



VSA Volunteer Elizabeth Brown, Vanuatu, 2019. Photographer: Peter Brown


Air Vanuatu



Managing Volunteers

Commitment

Volunteers can expect to receive preparation, training and support which ensures effective, impactful and ongoing engagement in supporting development efforts locally and internationally.

Scope

This will apply to volunteers as well as to the organisations that engage and work with them. It will apply to local, national and international volunteers as well as virtual or e-volunteers. This provides a supported and structured framework for all stages of the volunteer journey.

Area 7: Recruitment & Selection

Description

Volunteers are recruited and selected, using consistent criteria, to fulfil the needs defined by the community.

	Key Actions	Indicators
7.1 Core	Be clear on the objectives, values and processes related to the recruiting organisation's involvement with volunteers.	<p>7.1a Organisations' volunteering policies or guidelines define volunteering for the recruiting organisation, setting out relevant objectives, procedures and responsibilities.</p> <p>7.1b Organisation and partner staff understand the objectives, values and processes related to volunteer recruitment and placement.</p> <p>7.1c Organisations' policies, practices and marketing remove, as far as is practicable, any barriers that may discriminate against volunteers applying or succeeding in their application.</p>
7.2	Ensure marketing campaigns are realistic about the volunteering experience and outreach is targeted to a diverse range of volunteers, particularly underrepresented groups.	<p>7.2a Potential volunteers are presented with a realistic depiction of the volunteer experience and the relationship between partners and organisations.</p> <p>7.2b Organisations actively encourage applications from underrepresented groups and diverse backgrounds.</p> <p>7.2c Organisations' marketing helps volunteers understand that the primary aim of their placement is meeting the needs of the community and any partners.</p>
7.3	Create role descriptions which are based on the needs assessment, and which clarify the support available.	<p>7.3a Community members, key stakeholders, partners and organisations have identified the volunteer skills and experience required by the project.</p> <p>7.3b Volunteers can see, from the role description, what support is available covering a diverse range of support needs, who is supporting them, and what terms and agreements apply to the placement.</p> <p>7.3c Volunteers are clear about their tasks and the expected outcomes of their placement.</p> <p>7.3d Everyone involved in the project is clear about each person's role and how they relate to each other.</p>
7.4 Core	Assess potential volunteers according to standardised selection criteria, ensuring space is provided for equal participation of underrepresented groups.	<p>7.4a Potential volunteers receive clear information on the selection process and the requirements for the role.</p> <p>7.4b Organisations' staff assess</p> <ul style="list-style-type: none"> – A match between community needs, partner needs and volunteer commitment; – Soft skills and technical skills; – Intercultural understanding; – Past volunteering experience; – Awareness and understanding of the realities and context of a placement. <p>7.4c Organisations' assessment and selection process is guided by partners and allows for their equal involvement during the assessment process where possible</p> <p>7.4d Organisations obtain personal and/or professional references and undertake criminal and/or child protections background checks.</p> <p>7.4e Organisations have a process in place to assess the health of volunteers.</p>

Area 8: Preparation, Training & Learning

Description

To maximise the impact of the placement, pre-placement support and training provided to volunteers and partners ensures that volunteers are well-prepared.

	Key Actions	Indicators
8.1 Core	Familiarise volunteers and partners with all relevant policies and procedures relating to the volunteer placement.	<p>8.1a Volunteers receive a written or online copy of policies and procedures, available for them throughout their placement.</p> <p>8.1b Volunteers sign and agree to follow these policies throughout the duration of their involvement with the organisations.</p> <p>8.1c Partners are familiarised and provided with all relevant policies and procedures to appropriately support volunteers' placements.</p> <p>8.1d Partners will ensure all policies regarding volunteer support and management are in alignment prior to the placement taking place.</p>
8.2 Core	Agree realistic expectations between partners, before the volunteer's placement, to ensure partners are clear about each other's roles and responsibilities.	<p>8.2a Partners clearly understand the capabilities and likely impact of the volunteer's involvement.</p> <p>8.2b Partners understand the volunteer's code of conduct and provide support in monitoring it.</p> <p>8.2c Partners have clear expectations of the volunteer's behaviours, attitudes and mind sets in order to get the best from them.</p> <p>8.2d Partners are made aware of any social or cultural sensitivities that they should bear in mind for the placement.</p>
8.3	Ensure all training and learning materials, both pre-placement and in-placement, are up-to-date, free, accessible, relevant, and engaging for a diverse range of volunteers with different learning styles.	<p>8.3a Volunteers participate in required trainings and feel able to apply the skills and knowledge received.</p> <p>8.3b Organisations' staff will regularly review and update each partners' training and learning processes and content as and when relevant, as well as volunteer-relevant policies, to ensure high quality, relevance, and accessibility</p>
8.4	Brief volunteers on the context of their placement.	<p>8.4a Volunteers clearly understand the inherent challenges of volunteering for development, the interconnectedness of development issues (i.e. climate change, education, health, poverty, etc.), and how their placements impact on the Sustainable Development Goals.</p> <p>8.4b Volunteers are provided with information about the developmental objectives of the project on which they are volunteering, including how the project was designed and how their involvement will benefit it.</p> <p>8.4c Volunteers are inducted into the wider organisation, including its objectives and values and how the project fits into the wider mission and vision of the organisation and its partners.</p>
8.5 Core	Set realistic expectations with volunteers, before they start their placement, to ensure they are clear about their role, the behaviours expected of them, and local context	<p>8.5a Volunteers clearly understand the impact of their involvement, the intended long-term outcomes and the adaptive nature of Volunteering for Development projects.</p> <p>8.5b Volunteers are encouraged to speak to past volunteers of the same or similar project, and where possible with members of the local staff team.</p> <p>8.5c Volunteers sign and adhere to a code of conduct whilst on placement. Link to Designing and Delivering Projects Area 2, Indicators 3a and 3b.</p> <p>8.5d Volunteers are made aware, and given time to discuss, the best behaviours, attitudes and mind-sets for effective volunteering.</p> <p>8.5e Volunteers are made aware of any social or cultural sensitivities relevant to their placement.</p> <p>8.5f Volunteers receive detailed induction and training on the culture specific to where they will be volunteering.</p> <p>8.5g Volunteers have clear joining instructions and contacts to help them navigate supported or unsupported safely to initial accommodation on arrival.</p> <p>8.5h Volunteers are made aware of social and financial implications of being on a placement.</p>

Area 9: Placement & Support

Description

To ensure an impactful placement, volunteers receive effective in-placement professional and personal support.

	Key Actions	Indicators
9.1 Core	Clarify roles and responsibilities between organisations, partners, and all volunteers.	<p>9.1a Partners sign an agreement from organisations to clarify their respective roles and responsibilities, covering any relevant stages from needs assessment through to the end of the placement.</p> <p>9.1b Volunteers, partners and organisations review and sign an agreement with clarifying roles and responsibilities and setting out the terms and conditions of the placement.</p> <p>9.1c Volunteers understand the terms of their agreement and see them being applied consistently, transparently and equitably.</p> <p>9.1d Organisations provide ongoing support to partners and staff on safety and security, safeguarding, health, volunteer engagement, and volunteer management.</p> <p>9.1e Volunteers receive orientation, at the start of the placement, about the workplace, the local context, partners, and the community.</p>
9.2 Core	Review, on a regular basis, the progress of the placement, the volunteer's performance and the terms and conditions.	<p>9.2a 2a Volunteers and both partners review and sign off the placement description, objectives, and work plan at the start of the volunteer's placement as part of the overall project plan</p> <p>9.2b Organisations share with volunteers the results of their monitoring, including their performance and any identified outcomes of the placement.</p> <p>9.2c Volunteer's terms of agreement are benchmarked and reviewed on a regular basis.</p>
9.3	Ensure a complaints and grievance policy and procedure is shared and understood by the volunteer.	<p>9.3a 3a Volunteers are aware of the complaints and grievance policy and procedure.</p> <p>9.3b Organisations manage complaints from volunteers consistently, transparently and equitably.</p>
9.4	Ensure processes are in place to protect the health and safety of volunteers and those affected by their presence in the community.	<p>9.4a Organisations provide emergency phone number and emergency contacts to volunteer and partner. Emergency calls are responded to consistently, using security plans and incident reporting procedures.</p> <p>9.4b Volunteers report safety and security incidents to organisations using standard incident reports.</p> <p>9.4c Organisations regularly review protocols for safeguarding, incident management and health and safety.</p> <p>9.4d Volunteers adhere to the code of conduct and follow safety and security guidelines.</p>
9.5 Core	Provide professional and personal support to all volunteers.	<p>9.5a Organisations provide professional and personal support in response to volunteers' needs.</p> <p>9.5b International volunteers and national volunteers are given equitable attention.</p> <p>9.5c All volunteers are able to speak to a trusted member or staff about specific concerns they may have, leading to a support plan.</p> <p>9.5d Organisations exemplify good mental health practices in the workplace by following Duty of Care policy and procedures.</p> <p>9.5e Staff provide regular feedback acknowledging the contributions of volunteers and supporting ongoing learning and improvement.</p>
9.6	Support volunteers when they end their placement.	<p>9.6a Organisations' exit procedures and supporting documentation set out the responsibilities of the volunteer and each partner, and the resources available.</p> <p>9.6b Volunteers are given adequate information and notice to complete their responsibilities at the end of the project.</p> <p>9.6c Organisations conduct an in-placement exit interview that provides learning and development for the volunteer and organisations.</p>

Area 10: Debriefing, Recognition & Ongoing Engagement

Description

Organisations and volunteers learn from the placement experience; volunteers are recognised for their contributions and are supported to continue their engagement with development efforts.

	Key Actions	Indicators
10.1 Core	Support volunteers to reflect on and analyse the impact of their placement.	<p>10.1a Organisations provide time and tools for volunteers, community members and relevant staff, to reflect upon the placement and analyse its impact.</p> <p>10.1b Volunteers and organisations have a record of how specific placements impact on personal development and on development projects.</p> <p>10.1c Volunteers receive guidance on how best to present and discuss their volunteer experience in professional and social settings.</p>
10.2 Core	Provide comprehensive and effective operational and personal debriefing for volunteers.	<p>10.2a Organisations' debriefers are trained to follow agreed formats for both operational and personal debriefings.</p> <p>10.2b Volunteers are informed about debriefing arrangements, and volunteers that request a debrief receive one.</p> <p>10.2c Volunteers are informed of how concerns raised by the volunteer during debriefing will be handled by the organisation.</p> <p>10.2d Volunteers are made aware of channels for investigating and responding to grievances.</p>
10.3	Provide formal and informal recognition and appreciation of the volunteer's contributions.	<p>10.3a Organisations have transparent recognition procedures and agreed recognition tools for use at the end of the placement</p> <p>10.3b Organisations keep sufficient records of volunteer personal development and performance achievement to validate any formal recognition of achievement, in employer references for example.</p> <p>10.3c Organisations express appreciation to volunteers who complete their placement satisfactorily.</p>
10.4	Provide volunteers returning from long term placements remote from their home community with formal and informal resettlement support.	<p>10.4a Organisations facilitate volunteer peer support from current and former volunteers.</p> <p>10.4b Organisations provide the volunteer with guidance to assist their social reintegration and entry into education, training, employment or retirement.</p>
10.5	Support and encourage volunteers' continuing learning and their ongoing engagement with the wider context of development.	<p>10.5a Organisations provide opportunity for volunteers to connect to local, regional or national societies and organisations focused on development.</p> <p>10.5b Organisations provide opportunity for volunteers to connect local organisations focused on volunteering, including any alumni networks.</p> <p>10.5c Organisations facilitate e-volunteering or re-volunteering.</p> <p>10.5d Organisations facilitate connections with outgoing volunteers to share insights and advice.</p> <p>10.5e Organisations facilitate knowledge sharing between volunteers and with external audiences.</p>



The welding workshop at Buhimba vocational training institute (VTI).



Measuring Impact

Commitment

Communities, funders and other stakeholders can expect that the intended impact of the project is identified by the community before the start and is tracked throughout, using information and insights from the community, volunteers, and other relevant stakeholders. Project success is defined with the community.

Scope

This will apply to organisations, partners, volunteers, and communities working together to measure the impact of Volunteering for Development activities. This also provides a framework for continuous learning and improvement, which will in turn, inform future project design and planning

Area II: Process

Description

Measuring the impact of a Volunteering for Development project requires the use of an established planning framework and of mechanisms which are inclusive, participatory and responsive to local communities, other stakeholders and the Sustainable Development Goals.

	Key Actions	Indicators
11.1 Core	Base the project on a planning framework, including specific indicators of success identified with the community.	<p>11.1a Organisations check that the project's goals are linked to actions, and that assumptions are defined and tested.</p> <p>11.1b Organisations obtain relevant indicators that reflect needs and aspirations of community and relevant stakeholders.</p> <p>11.1c Organisations use SDG indicators wherever possible.</p> <p>11.1d Organisations collect baseline information for project inputs, outputs, and outcomes, agreed with the community, and relevant stakeholders.</p> <p>11.1e Organisations ensure projects are designed based on community or stakeholder-based needs assessment, risk assessment, and environmental considerations.</p>
11.2 Core	Collect data on the impact of the project for the community.	<p>11.2a Organisations focus data collection on project objectives and outcomes identified.</p> <p>11.2b The community and relevant stakeholders participate in data collection and information collection processes.</p> <p>11.2c Organisations ensure training is provided to those collecting data- staff, volunteers, consultants, or community members</p>
11.3	Use community input to measure impact.	<p>11.3a The views and opinions of the community and relevant stakeholders are collected using qualitative and participatory research processes.</p> <p>11.3b Community members and relevant stakeholders receive feedback from impact research and validate the data, information and conclusions obtained.</p>
11.4	Ensure that the value added of volunteers is clear.	<p>11.4a Organisations identify, during the design, implementation and measurement processes, the specific value added by volunteers in relation to the Sustainable Development Goals.</p> <p>11.4b Organisations ensure volunteers' specific contribution is disaggregated in the planning and implementation framework for projects that include multiple interventions.</p>
11.5	Adapt measurement processes and tools for local context and ease of use.	<p>11.5a Organisations' measurement processes and tools are simple and can be understood by community members, relevant stakeholders, and volunteers.</p> <p>11.5b Measurement tools are translated into local languages.</p> <p>11.5c Organisations use appropriate tools for vulnerable communities (i.e. visual tools for illiterate communities, tools adapted to differing levels of ability).</p> <p>11.5d Organisations' impact measurement processes will follow a 'do no harm' approach.</p> <p>11.5e Organisations will ensure privacy, confidentiality, and security of data.</p>

Area 12: Outputs & Outcomes

Description

An impactful Volunteering for Development project identifies the changes to community, volunteer and organisations caused by the project and by the role of volunteering in the project.

	Key Actions	Indicators
12.1 Core	Measure over time the project progress and impact based on identified outputs and outcomes.	<p>12.1a Organisations' and partners' capacity to deliver impactful projects is assessed per identified deliverables.</p> <p>12.1b Organisations regularly measure the development of capacity and capability in relation to impact measurement.</p> <p>12.1c Volunteers understand how to measure capacity and the goals that have been set.</p> <p>12.1d Organisations monitor improvements in impact measurement as a specific project goal.</p>
12.2	Disaggregate impact on vulnerable and marginalised members of the community groups.	<p>12.2a Volunteers and organisations report impact by demographics to demonstrate inclusivity as identified in the project design.</p> <p>12.2b Organisations highlight demographics of community members that are underrepresented in project reach and impact.</p>
12.3	Measure impact of the project on volunteers.	12.3a Organisations track the impact of the volunteering activities on individual volunteers themselves.
12.4 Core	The community's perception of change influences the measuring of impact.	<p>12.4a Participatory workshops held with the community to collect their perception about the results of the project.</p> <p>12.4b The community is able to provide information about unforeseen results (positive and negative)</p> <p>12.4c The community feels part of the process of measuring impact.</p>

Area 13: Reporting

Description

Impactful volunteering requires the reporting of impact results, linked to Sustainable Development Goals, to all appropriate stakeholders.

	Key Actions	Indicators
13.1 Core	Report and feedback on a regular basis.	<p>13.1a Partners receive reports on how aligned projects or programmes of work are performing in their or different communities, regions or countries.</p> <p>13.1b Organisations report on a regular basis to the communities and other relevant stakeholders in appropriate language and format.</p>
13.2	Ensure that volunteer contributions are linked to Sustainable Development Goals in all reporting.	<p>13.2a Organisations' reporting links impact to Sustainable Development Goals and highlights the role of volunteering.</p> <p>13.2b Organisations report to national governments to ensure that volunteer and project contribution towards Sustainable Development Goals is captured.</p> <p>13.2c Organisations use a 'do no harm' approach in reporting to government and other stakeholders and ensure that the rights of communities, stakeholders and beneficiaries are respected.</p>
13.3	Collaborate within the sector, sharing data and other evidence for the impact of Volunteering for Development projects.	13.3a Organisations share results, reports and other documentation with the wider sector to improve practice and measure impact towards the Sustainable Development Goals.

Call to Action

To my fellow volunteer involving organisations and all volunteering for development stakeholders,

The UN, national governments and all volunteer involving organisations are gradually embracing the need for clear structures that optimise volunteerism's contribution to National Development Agendas and the overarching development Agenda 2030.

Evidently, the need to have a set of guiding principles in volunteerism is one that is undisputed. What has been lacking is a common understanding on the guiding principles that can be adopted and progressively customised for the diverse circumstances within the countries/communities where VIOs operate.

To address this a great step was taken, led by Forum, to develop a set of standards. My organisation, The Volunteer Involving Organizations Society – Kenya was privileged to be actively involved throughout the development of the Global Standard.

The VIO Society – Kenya believes that the key actions set out in the Global Standard are good tools for learning and improvement for organisations engaging volunteers and are well-placed in their endeavours to make positive impacts within communities for which they work.

In my very honest opinion, it would be an uphill task to develop any better guidelines to meet the expectation of all of us in volunteering for development and to meet the dire need within our communities.

Having been keenly following the volunteerism sector for some good time, with a full commitment to it, and having observed the challenges and opportunities there are – especially for us in the Global South – I would humbly propose to all of the VIOs across the globe to embrace and implement this Standard, contributing also to Forum's intent to make it better with time.

Thank you.

Fred Sadia

Secretary and National Coordinator
Volunteer Involving Organizations Society – Kenya

Glossary

Animal welfare

The state of the animal, how an animal is coping with the conditions in which it lives. Protecting an animal's welfare means providing for its physical and mental needs.

Biodiversity

The variability among living organisms from all sources, including, inter alia, terrestrial, marine and other aquatic ecosystems and the ecological complexes of which they are part; this includes diversity within species, between species and of ecosystems.

Carbon footprint

The measurement of the amount of Green House Gases (GHG) expressed in carbon dioxide (CO²) emitted by a person, an organisation, an economic activity, or a product's life cycle.

Climate Change Adaptation

Any action that helps society to sustain its development despite the effects of climate change.

Climate Change Mitigation

A human intervention to reduce emissions or enhance the sinks of greenhouse gases

Community

The people with or for whom the volunteer is working while on his/her placement, whether this is the community itself for example a village or those whose work will benefit this community for example a network or an advocacy organisation.

Donor

Organisations or institutions that provide funding or resources for Volunteering for Development activities. Donors may also include government institutions, corporates or trusts and foundations.

Ecosystem Approach

An approach that places humans and society as a whole at the same level of importance as the rest of the living world. Humans are a part of nature and without it, society cannot develop. The aim is to manage the land, water and living resources in a sustainable manner.

Gender-Based Violence

Harmful acts of a physical, economic, or psychological nature directed at an individual based on their gender. Gender based violence is rooted in gender inequality, the abuse of power and harmful norms and prevents individuals' rights to full and equal participation in society.

Holistic approach (to land management)

A methodology to regenerate and restore the functions of degraded ecosystems, especially developed for grassland and savannah ecosystems occupied by pastoralist societies.

Nature based solutions

Actions to protect, sustainably manage, and restore natural and modified ecosystems that address societal challenges effectively and adaptively, simultaneously providing human well-being and biodiversity benefits

Natural resources

Natural resources are what humans exploit from planet earth. Anything from water, soils, minerals or living organisms. These are often classified into renewable and non-renewable resources.

Organisation

Organisations that are involved in the facilitation of Volunteering for Development and volunteer efforts.

Orphanages

All places, including residential care homes and children's institutions, where children stay overnight instead of living with a family, whether it is for a short or long period of time.

Partner

Partners refer to organisations that are directly involved with and have responsibility for implementing volunteer efforts to Volunteering for Development activities. These include volunteer involving organisations, sometimes referred to as sending, receiving or hosting organisations.

Project & Programme

The Global Standard uses the word 'Project' generically for any activity that involves volunteers and that is being carried out by an organisation for a community, whether directly in a community or on behalf of the community. For some organisations, 'Programmes' are top-level pieces of work, delivered through a number of Projects within the community. The Global Standard's use of 'Project' as a generic term should not prevent organisations from applying the Global Standard at both these levels.

Resilience

The capacity of social, economic, and environmental systems to cope with a hazardous event or trend or disturbance, responding or reorganising in ways that maintain their essential function, identity and structure while also maintaining the capacity for adaptation, learning and transformation.

Sexual Abuse

Actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Sexual Exploitation

Any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Sexual Harassment

Unwelcome sexual advances (without touching). It includes requests for sexual favours, or other verbal or physical behaviour of a sexual nature, which may create a hostile or offensive environment.

Volunteer

This is any person donating their time to help others who has some form of agreement with an organisation. It refers to volunteers of any age or level of experience, long-term or short-term, working internationally or nationally, with allowances or not. It does not refer to community-based volunteers working without a formal structure or citizen activists.

Safeguarding

The responsibility that an organisation has to ensure that their employees, volunteers, associates, operations and projects do not do harm to children and other vulnerable people; that they do not expose them to the risk of discrimination, neglect, exploitation, harm and abuse, and that any concerns the organisation has about children and vulnerable people within the communities in which they work are reported to the appropriate authorities. It is also the responsibility that the organisation has for protecting its employees, volunteers and communities that are impacted through the work of the organisation.

In addition, the Global Standard is based on the following principles are mentioned in the text:

Do no harm

The principle that organisations should prevent any negative effects they may inadvertently cause through providing a volunteer or service to a community.

Rights-Based Approach

The idea of approaching development, and in this case volunteering, based on human rights standards that go beyond 'charity' and focus on empowering people to know and claim their rights. This means designing and delivering projects to promote and protect human rights. This approach is about the root causes of development problems, which have inequality, discriminatory practices and unjust distributions of power at their heart. To ensure volunteering doesn't add to these root causes and its contributions are sustainable, it should be anchored in the fulfilment of human rights.

Responsible & Impactful Volunteering

These terms are defined in the Global Standard, and the Global Standard is constructed so that organisations meeting the Global Standard can say with confidence that they are delivering Responsible and Impactful Volunteering.





APPENDIX: Contributing Organisations

The Forum Board wishes to acknowledge the following organisations whose staff generously gave their time and expertise during the development of the Global Volunteering Standard.

Forum Standards Working Group (2017–Present)

The Forum Standards Working Group consists of Forum member organisations responsible for leading the development of the Global Standard.

Organisation	Role	Country
Comhlámh	Co-Chair	Ireland
Volunteer Service Abroad (VSA)	Co-Chair	New Zealand
Voluntary Service Overseas (VSO)	Co-Chair / Coordinator	United Kingdom
Australian Red Cross (ARC)	Member	Australia
Australian Volunteers International (AVI)	Member	Australia
Centre d'étude et de Cooperation Internationale (CECI)	Member	Canada
Cuso International	Member	Canada
Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH	Member	Germany
Federazione Organismi Cristiani Servizio Internazionale Volontario (FOCSIV)	Member	Italy
France Volontaires	Member	France
Japan International Cooperation Agency (JICA)	Member	Japan
Nepal Friendship Society	Member	Nepal
Raleigh International	Member	United Kingdom
Unité	Member	Switzerland
United Nations Volunteers (UNV)	Member	Germany
World University Service of Canada (WUSC)	Member	Canada

Leading Standards Reference Group (2018–2019)

The Leading Standards Reference Group consists of non-Forum organisations responsible for supporting the global consultation and providing expertise to shape the Global Standard.

Organisation	Role	Country
Voluntary Service Overseas (VSO)	Coordinator	United Kingdom
ALTO Global Consulting	Member	Australia
Better Care Network	Member	United Kingdom
Cambodia Volunteer Network (VolCam)	Member	Cambodia
ECPAT International	Member	Thailand
Engineers Without Borders Canada	Member	Canada
European Volunteer Centre (CEV)	Member	Belgium
Gambia Volunteers	Member	Gambia
Habitat for Humanity	Member	Philippines
Hope and Homes for Children	Member	United Kingdom
Humanitarian Academy	Member	United Kingdom
International Federation of Red Cross and Red Crescent Societies (IFRC)	Member	Switzerland
Johns Hopkins University	Member	USA
Lumos	Member	United Kingdom
Pencils of Promise	Member	USA
Philippine Coalition on Volunteerism (PhilCV)	Member	Philippines
Projects Abroad	Member	United Kingdom
Restless Development	Member	United Kingdom
Rubaroo	Member	India
Transform Alliance Africa	Member	Kenya
UNICEF	Member	USA
Vine Trust	Member	United Kingdom
Volunteer Involving Organizations Society (VIO Society)	Member	Kenya
World Federation of Societies of Anaesthesiologists	Member	United Kingdom

Pilot Organisations (2020)

The Pilot Organisations consists of Forum and non-Forum organisations responsible for piloting the Global Standard through the process of Self-Assessment and providing feedback to help the evolution of the Global Standard and associated tools and resources. 18 of the 30 organisations mentioned below successfully completed the Self-Assessment process, others supported the pilot through other means.

Organisation	Role	Country
Association des Volontaires pour l'Environnement Sain (AVES)	Pilot Organisation	Togo
Adarsha Samajik Progoti Sangstha (ASPS)	Supporting Organisation	Bangladesh
Netzwerk und Fachstelle für internationale personelle Zusammenarbeit (AKLHÜ)	Supporting Organisation	Germany
Association JSA	Pilot Organisation	Togo
Centre for International Studies and Cooperation (CECI)	Pilot Organisation	Canada
Classrooms for Malawi	Supporting Organisation	UK
Consortium National pour le Participation Citoyenne (CNPC)	Pilot Organisation	Madagascar
Cuso International	Pilot Organisation	Canada
International Association for Volunteer Effort (IAVE)	Supporting Organisation	N/A
Mission Des Jeunes	Pilot Organisation	Togo
Mngaro Mtaani	Pilot Organisation	Kenya
National Forum for Advocacy	Pilot Organisation	Nepal
Philippines Coalition for Volunteering (PhilCV)	Supporting Organisation	Philippines
Forum Diversity and Inclusion Community of Practice	Forum Community of Practice	Global
Raleigh International	Supporting Organisation	UK
Rwanda Initiative for Sustainable Development	Pilot Organisation	Rwanda
Rwanda Volunteer Network	Pilot Organisation	Rwanda
Rwanda Youth Clubs for Peace	Pilot Organisation	Rwanda
Singapore International Foundation (SIF)	Pilot Organisation	Singapore
Solidarité Union Cooperation (SUCO)	Supporting Organisation	Canada
Sudanese Red Crescent Society	Supporting Organisation	Sudan

Review Working Groups (2021)

The Review Working Groups consists of Forum and non-Forum organisations responsible for bringing specific expertise to the review and update of the 2021 version of the Global Standard.

Organisation	Role	Country
Action Aid	Member	Greece
Crossroads International	Member	Canada
Cuso International	Member	Canada
Raleigh International	Member	UK
National Volunteer Council of Mozambique	Member	Mozambique
Norec	Member	Norway
World University Service of Canada (WUSC)	Member	Canada
Yayasan Sukarelawan Siswa (YSS)	Member	Malaysia
VSO	Member	UK

The Forum Board would also like to acknowledge

The Australian Council for International Development (ACFID), the Core Humanitarian Standard (CHS) Alliance, Comhlámh, VSO's International Citizen Service Programme and Keeping Children Safe, who shared their experiences of developing and managing their standards.

The 488 individuals from volunteer involving organisations across 66 countries who responded to the global consultation survey in 2018. Survey responses contributed to shaping the design and scope of the Global Standard.

The 144 individuals from volunteer involving organisations who attended one of the nine global consultation workshops held in Cambodia, Canada, Fiji, Guinea, India, Peru, Philippines, Rwanda, and the UK. These workshops contributed to shaping the content of the Global Standard.

Appendix: Bibliography

The Global Standard primarily derives from the experience of the volunteers and staff – of Forum member organisations as well as non-Members – who were consulted. They sometimes made reference to documents and sources from which they drew information. Here is the list of those referenced.

External sources:

- ACFID: Practice Note on ‘Responsible Volunteering for Development’, February 2018.
- Australian Council for International Development (ACFID) Code of Conduct, 2019
- Comhlámh Code of Good Practice, 2019
- CHS Alliance: the Core Humanitarian Standard and its related self-assessment and verification tools.
- European Interagency Security Forum: Security Risk Management for smaller NGOs: www.eisf.eu/wp-content/uploads/2017/06/2157-EISF-June-2017-Security-Risk-Management-a-basic-guide-for-smaller-NGOs.pdf
- International Volunteering for All Project: www.france-volontaires.org/actualites/ivo4all-8-recommendations-to-create-a-fair-inclusive-environment/

Keeping Children Safe: International Child Safeguarding Standards

OECD/DAC Quality Standards for Development Evaluation, 2010

Unité: Qualitative and Participatory Impact Assessment of Personnel Development Cooperation, 2018

Volunteer Canada Standards

Volunteering Australia National Standards

VSO, ‘International Citizen Service Quality Assurance Handbook’, 2018

Information was additionally drawn from policies/information provided by: Hope and Homes for Children, WUSC, CUSO, AVI, VSO, UNICEF, People In Aid, Better Care Network.

Internal Forum documentation:

- Forum Leading Standards Working Group paper ‘Agreed Framework for Leading Standards for Volunteering for Development’, February 2018
- 2016–2020 Forum Strategic Plan
- Global Volunteering for Development Standard Desk Review, July 2018
- Analysis of Survey of Forum Members, April 2019
- Notes and Summary Analysis of Forum Workshops, 2018/19
- IVCO 2019 Framing Paper, Developing the Global Standard
- Minutes from Forum Board and the Forum Standards Working Group Meetings.

With special thanks to

The list of contributing organisations gives some sense of the community that came together to develop the Global Standard. This process was led by the Forum Standards Working Group, with the support and backing of the Forum Board of Directors. Forum acknowledges and thanks the members of the Standards Working Group and its Co-Chairs: Mark Cumming of Comhlámh and Stephen Goodman of Volunteer Service Abroad (VSA). We thank the 18 organisations that piloted the Global Standard in 2020 and shared their experience and advice with us.

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**A global movement of volunteers
working effectively for a world
where no one is left behind.**