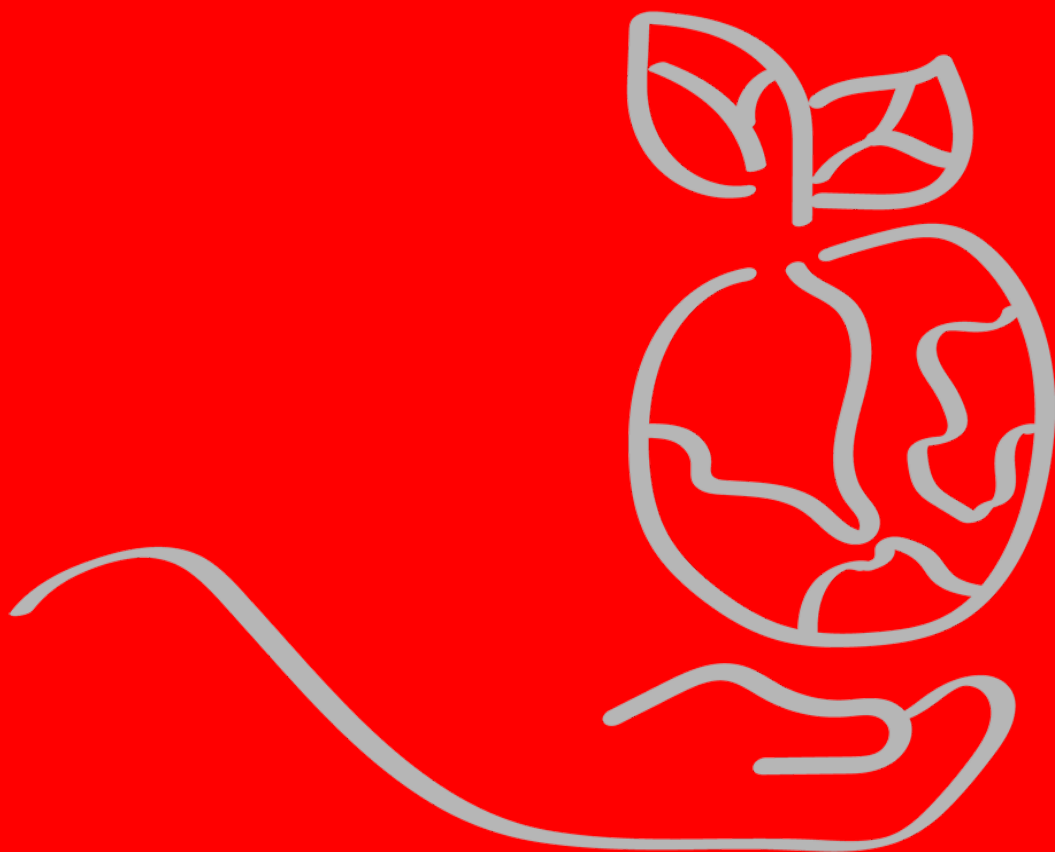


Guide to standards and procedures for the management of European humanitarian aid volunteers

EUROPEAN SOLIDARITY CORPS



CREDITS

European Solidarity Corps

Alianza por la Solidaridad - ActionAid Spain

Coordinator:

Sandra Victoria Salazar

Texts and original idea:

Sandra Victoria Salazar Espitia

Design:

Ariadna Recasens Quiles

Translation and revision:

Roberta Trabucco

Special collaboration:

Clara Soler Sueiro

Acknowledgements

ActionAid Hellas (AAH), Médecins du Monde Spain (MdM), Centro Promoción de la Mujer Gregoria Apaza (CPMGA) and TECHO as well as the teams from the Action Alliance offices in Colombia, Bolivia, Senegal, Mauritania and Palestine, for sharing their experiences and supporting the development of the Guide.

This document may be copied and distributed in any medium or format, provided that authorship is properly acknowledged and referenced.

It may not be used for any commercial purpose.

© Alliance for Solidarity - ActionAid Spain - 2024

www.alianzaporlasolidaridad.org

CONTENTS

PRESENTATION	4
1. HUMANITARIAN VOLUNTEERING	7
1.1. Regulations	8
1.2. Applicants and participants	10
1.3. Types of activities	11
1.4. Eligible costs	12
2. INTRODUCTION TO THE GUIDE	14
3. PROCEDURES	16
3.1. Identification of needs and publication of the offer	17
3.2. Selection	19
3.3. Preparation before deployment	23
3.4. Deployment	29
3.5. Monitoring	31
3.6. Evaluation and recognition	32
3.7. Disengagement	35
RECOMMENDATIONS	36

PRESENTATION

Guidelines on standards and procedures for the management of humanitarian volunteering European Solidarity Corps



Alianza por la
Solidaridad

act:onaid



In the framework of the project "Young European volunteers supporting gender issues in humanitarian aid after COVID crisis - Youth4HA - 101099051" led by Alianza - ActionAid Spain and with the participation of ActionAid Hellas, Médicos del Mundo Spain, Centro para la Promoción de la Mujer Gregoria Apaza and TECHO, this guide has been developed with the aim of updating the management of Humanitarian Volunteering in the new European Solidarity Corps program the period 2021 - 2027.

All the organizations involved in this project had previously participated in the EU Aid Volunteers Program "Aid Volunteers", which ran from 2015-2020. And all of us have had a process of understanding the new program and adapting to its new approach, regulations and procedures for managing humanitarian volunteering in the framework of the European Solidarity Corps.

This adaptation process has involved many hours of work by each organization, a lot of time spent in meetings between the teams and many consultations with members of the EACEA teams to exchange and generate new learning. This guide contains a small part of this work.

The Guide is based on the experiences and lessons learned by Youth4HA partner organizations and, although it may not incorporate all possible situations that may arise in the management of humanitarian volunteering in the framework of the European Solidarity Corps, it hopes to serve as a support to the organizations participating in this Program.

The Guide is based on a revision of the document "[Standards and Requirements of the EU Aid Volunteers initiative](#)", which was produced in the framework of the EU Aid Volunteers program. Many of the quality standards contained in that document remain valid, although the procedures have changed.

In this Guide, we will focus on the new rules and procedures in **a schematic way** so that organizations can quickly and easily visualize the steps involved in managing European Solidarity Corps humanitarian volunteering.

The first part of the session briefly presents the main contents of the new program: its priorities and the special focus on the inclusion of "young people with fewer opportunities", the regulations to be taken as a reference, the participants, the activities that can be developed and, very important for the new program, the eligible costs and the way of financing.

In the second part, there is a brief introduction to the use of the guide, explaining the main aspects that are analyzed in each phase: **What** activities are carried out, **How** they are carried out, **When** they are carried out, **Where** the information is recorded and **Who** is in charge of doing it.

In the third part you will find the outlines of each working procedure, broken down in step-by-step diagrams, highlighting the main aspects to be taken into account, for the identification of the placements, their publication, the selection of the young people, their reception and preparation, the implementation of the logistical issues, the monitoring, evaluation and recognition. As mentioned above, the quality standards have not changed compared to the previous program, so we recommend that if you wish to consult formats or models, please refer to the EUAV standards document, previously reviewed.

In each step of each phase it is explained whether the information has to be processed in the [Placement Administration and Support System - PASS](#) or in the [EU Funding & Tenders Portal](#) platform. It is important to highlight this aspect, because of the confusion that in many cases the simultaneous use of these two platforms can cause.

In addition, at each stage, mention is made of inclusion work with "young people with fewer opportunities" in an indicative way. For more information on the process of working with these young people, please consult [SALTOSALTO's Guide to Promoting Inclusion of Young People with Disadvantaged Opportunities](#) and 's resources on inclusion and diversity

Finally, the fourth part presents some general recommendations for the management of humanitarian volunteering.

It is hoped that this compilation of procedures and regulations will be useful for organizations to be able to visualize in a schematic and easy way all the steps to be followed for the management of the European Solidarity Corps humanitarian volunteer 2021 - 2027.

1. HUMANITARIAN VOLUNTEERING

Guidelines on standards and procedures for the management of humanitarian volunteering European Solidarity Corps



Funded by the
European Union

Alianza por la
Solidaridad

act:onaid



THE POWER OF TOGETHER.

The **European Voluntary Humanitarian Aid Corps** is a part of the European Solidarity Corps which allows young people to volunteer in the humanitarian field (full-time unpaid activity) in third countries, provided that humanitarian aid operations are taking place there and that there are no armed conflicts, whether international or not.

Actions of this type of volunteering should contribute "in particular to providing humanitarian assistance on the basis of need in order to protect lives, prevent and alleviate human suffering and safeguard human dignity, as well as to strengthen the capacity and resilience of communities at risk or affected by disasters" (Article 9, Regulation 2021/888).

Volunteering in the field of humanitarian aid (or humanitarian volunteering) should be carried out taking into account:

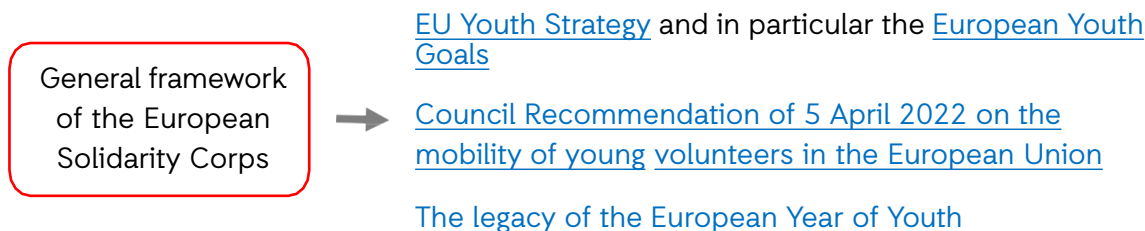
- ➔ The humanitarian principles of humanity, neutrality, impartiality and independence, as well as the principle of "do no harm".
- ➔ The humanitarian needs of local communities.
- ➔ Risk assessments, as well as high levels of security and protection of volunteers.
- ➔ The nexus between humanitarian response, rehabilitation and development.
- ➔ Involvement of local staff and volunteers.
- ➔ The specific needs of women and their participation
- ➔ Strengthen local preparedness or response to humanitarian crises.

1.1. Regulations

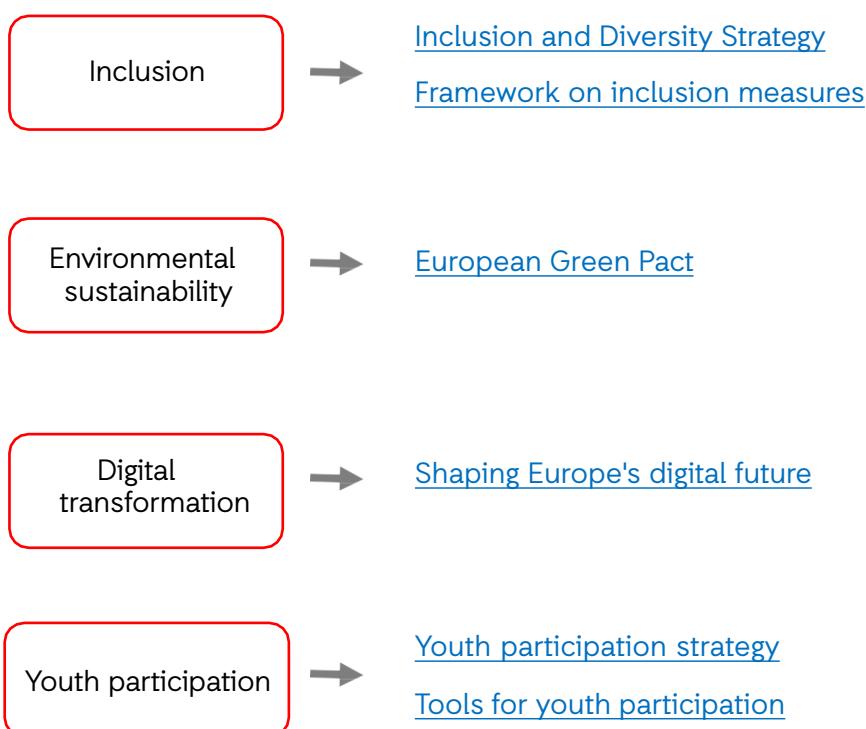
The reference normative basis is the "Regulation (EU) 2021/888 of the European Parliament and of the Council of 20 May 2021 **establishing the European Solidarity Corps Program** and repealing Regulations (EU) 2018/1475 and (EU) 375/2014"¹. This regulation defines, among others, the purpose, principles, types of actions, funding modality and participants, with a special emphasis on the **inclusion of young people with fewer opportunities**.²

European Solidarity Corps voluntary actions in the field of humanitarian aid must be guided by the [European Consensus on Humanitarian Aid](#), the principles of [good humanitarian donorship](#), [international humanitarian law](#) and human rights law.

In addition, it is very important to take into account the broader policy framework both in the overall context of the European Solidarity Corps program and its various priorities:



Priorities:



It is essential to refer to the **annual Programme Guide**³ as it contains all the practical information necessary for participation, including any new developments and updates that may occur each year. For example, dates of submission of projects and their evaluation criteria, readjustments of funding, quality and support measures, possibilities for multiple participation of young people, etc.

¹ [Regulation - 2021/888 - EN - EUR-Lex](#)

² Young people with fewer opportunities are those who are disadvantaged compared to their peers because they face one or more barriers and exclusion factors, such as: disabilities, health problems, barriers linked to education and training systems, cultural differences, social barriers, economic barriers, barriers linked to discrimination and geographical barriers, among others.

³ [Calls for proposals : European Youth Portal](#)

1.2. Applicants and participants

Within the framework of the Program, **Applicants** are understood to be the organizations submitting projects and **Participants** are understood to be the young people applying for humanitarian voluntary service.

Applicants can be any public or private entity, whether non-profit or for-profit, at local, regional, national or international level and legally established in an EU Member State or in a third country where humanitarian aid activities and operations take place and where there is no armed conflict

The **Applicant** organisations:

- ➔ They may have a **support function** (sending, preparing, supporting during and upon return from deployments, the young participants. They are also responsible for presenting, leading and coordinating projects), or a **hosting function** (support and follow-up of young people throughout their deployment period).
- ➔ They must have a **quality label** valid for humanitarian volunteering at the application deadline and for the entire duration of the project. This involves a selection process structured in three main stages: application, assessment and award. The whole process is explained in detail in the annual Programme Guide (discussed in the previous section) and must be submitted to the European Education and Culture Executive Agency - EACEA, which is the sole implementing agency for this Action.
- ➔ They need to **form a consortium** in order to submit projects. The consortium must be made up of at least three organisations, with a valid volunteering quality label for volunteering in the field of humanitarian aid. Two of these organisations must be support organisations from different EU Member States and one host organisation from a third country.
- ➔ Ensure that accessible and inclusive activities are designed to **promote the participation of young people with fewer opportunities**

Participants must be young people aged between eighteen and thirty-five, legally resident in an EU Member State or a third country associated to the Program (North Macedonia, Iceland, Liechtenstein and Turkey).

Youth **Participants**:

- ➔ They must be **registered on the [European Solidarity Corps portal](#)** and express their interest in volunteering in the field of humanitarian aid.
- ➔ If they apply for individual volunteering, **they must not have previously participated** in another European Solidarity Corps individual volunteering in the field of humanitarian aid.

- They need to successfully complete **mandatory training** organised by the Commission. First, on the [EU Academy](#) portal, they must complete a self-assessment and specific online training, followed by a test. Those who pass the test can be invited to a five-day face-to-face training, offered at various training centres in Europe.

1.3. Types of activities

Three types of activities are supported within the framework of volunteering in the field of humanitarian aid:

Individual volunteering → Activities carried out by young volunteers, lasting between two and twelve months (travel apart), to support host organizations in third countries with necessary tasks in the field of humanitarian aid.

They must have a specialised tutor.

Team volunteering → Activities carried out in groups by young volunteers (between 5 and 40 participants), lasting between two weeks and two months (up to 59 days, travel apart). They must be clearly defined activities that can be carried out in a short period of time and that benefit communities in third countries in the humanitarian field.

It is hoped that this short duration and involvement in a collective effort will facilitate the participation of young people with fewer opportunities.

A specialized mentor may be incorporated, especially when young people with fewer opportunities are involved.

Complementary activities → Relevant secondary activities, related to the projects and designed to add value and amplify their results, reinforce impact, or raise awareness of the value of volunteering and solidarity, at local or regional level.

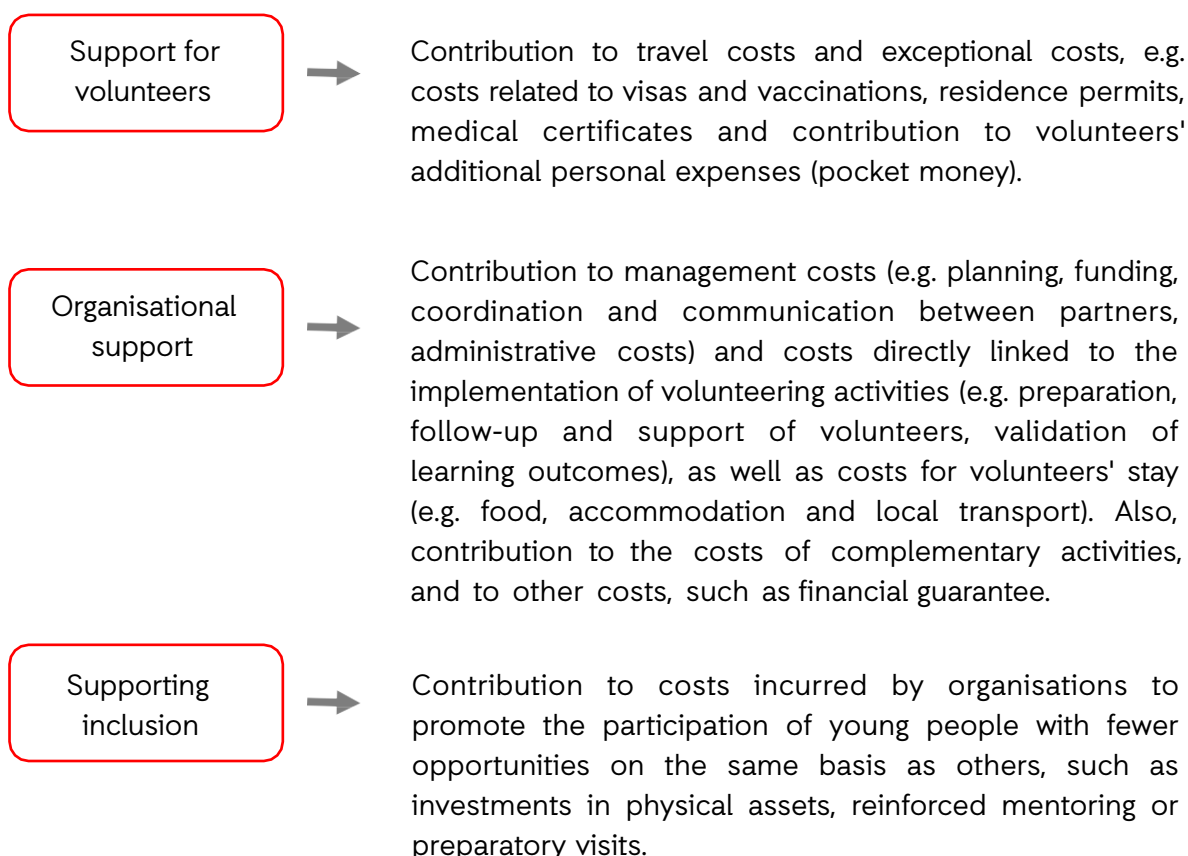
Activities may include meetings, orientation sessions, conferences, observation learning, training courses, practical workshops involving local youth, etc.

They can be carried out with the participation of volunteers and professional/experienced profiles can be recruited to support young people and contribute to capacity building of organizations and communities.

1.4. Eligible costs

In case a project submitted by a consortium of organizations is approved, the budgetary contributions will be reimbursed based on **unit costs** which are calculated on the basis of the duration (number of days) of the activity carried out by the young volunteer in support of the humanitarian tasks of a host organization in a third country.

Eligible costs are:



This type of grant obliges organizations to undertake very detailed and realistic financial planning of the project.

The units (volunteer days in third countries, including travel days) must be actually used or produced by the beneficiary during the implementation period. For example: if an organization incurs expenses for the preparation of its staff, as well as for receiving and accompanying the volunteer (training, rental contract, salaries, hiring of professionals and logistics for hosting sessions, visas, travel and accommodation), and it is the case that

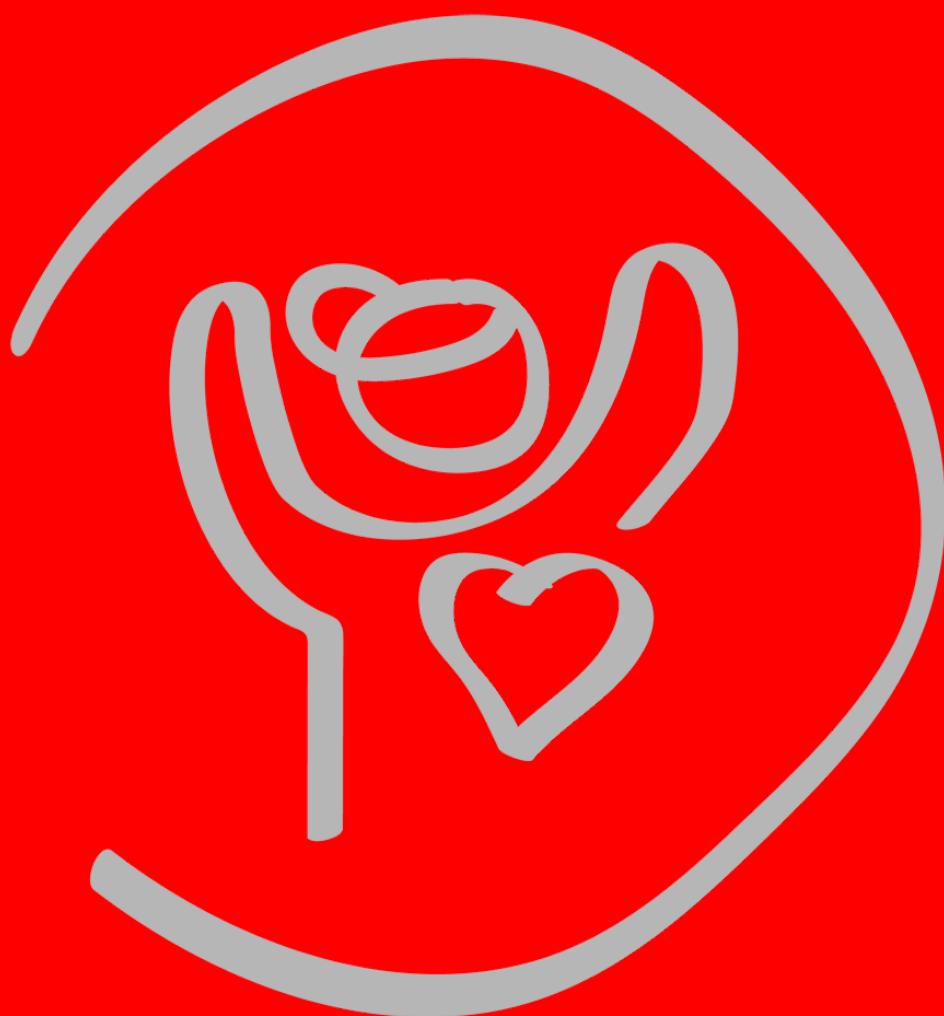
- ➔ The young volunteer decides not to deploy to the third country (i.e. not to travel). In this case no days used or produced are counted, and the organisation has to bear all the costs it has incurred for its preparation.

- ➔ The young volunteer resigns after only a few days of deployment. In such cases, even if there are costs, only the days that the young volunteer has been deployed in the third country (including travel days) will be counted. Therefore, it is possible that not enough days will be generated to cover these costs.
- ➔ The young volunteer resigns after a few months of deployment. In such cases, only the days that the young person has been deployed in the third country (including travel days) will be counted. It is possible, or not, that enough days will be generated to cover the costs of the deployment and project activities.
- ➔ The young volunteer completes the entire planned period of the assignment. This case is the situation expected by the organisations, as it allows them to cover the costs of the volunteer's deployment, as well as the expenses of the planned activities, such as complementary activities.

The number of units (volunteer days in third countries, including travel days) must be identifiable and verifiable, and preferably supported by records and documentation. For this purpose, organizations should keep and generate documents that allow verifying these days. For example, airline tickets and boarding passes, certificates of participation, etc.

2. INTRODUCTION TO THE GUIDE

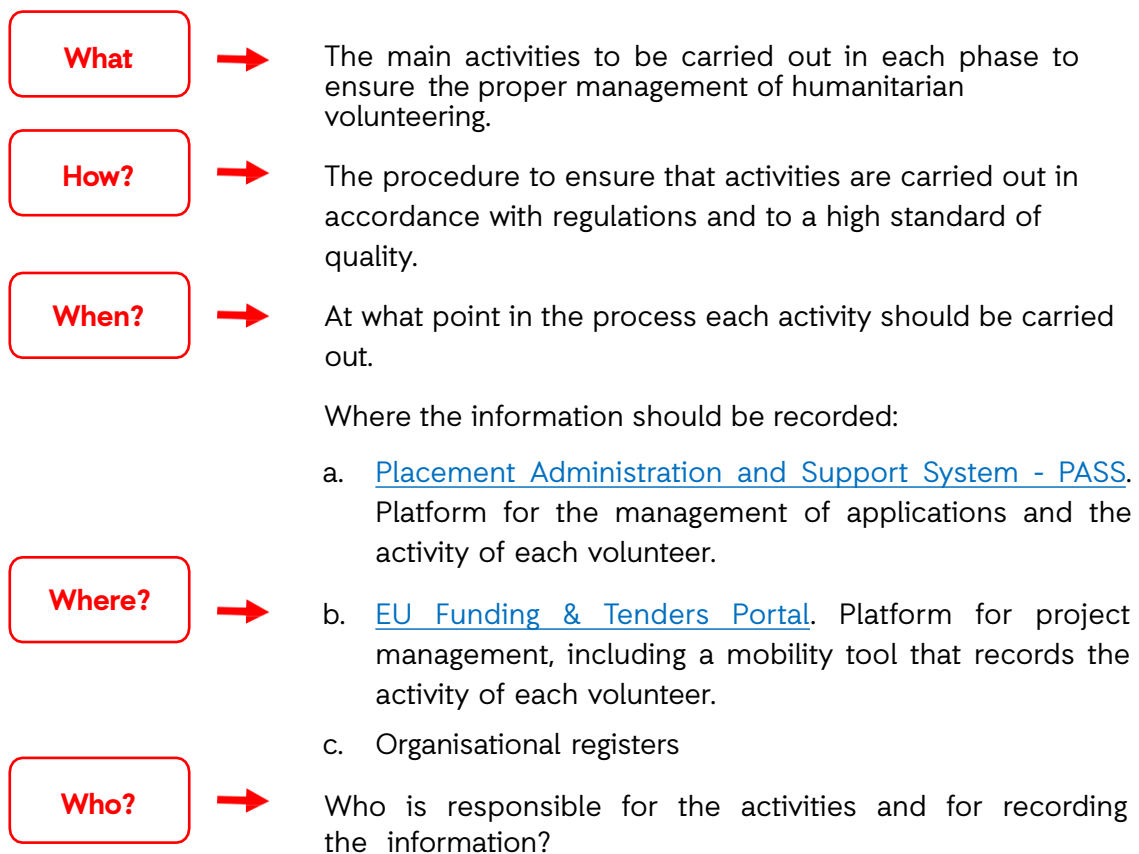
Guidelines on standards and procedures for the management of humanitarian
volunteering European Solidarity Corps



The purpose of the Guide is to provide an easy and practical outline of what are, and how to implement the procedures for managing humanitarian volunteering within the framework of the European Solidarity Corps regulations.

The Guide has been developed step by step through the main aspects of the volunteering cycle. For each step, the necessary information is provided so that organizations know what they need to do in order to comply with each procedure, in accordance with the regulatory framework.

The information has been organized in a schematic form to provide an overview of the procedure and to make it quicker and easier to understand, so that it can be used in a simple and user-friendly way, it is discussed at each stage:



The Guide does not go into depth on promoting the inclusion of young people with fewer opportunities, although the importance of this process is recognised at each stage and key activities are outlined. As mentioned above, for more information on this process, it is recommended that the [SALTO SALTO Guide to Promoting the Inclusion of Young People with Reduced Opportunities](#) and 's resources on inclusion and diversity be consulted.

3. PROCEDURES

Guidelines on standards and procedures for the management of humanitarian volunteering European Solidarity Corps



Funded by the
European Union

Alianza por la
Solidaridad

act:onaid



THE POWER OF TOGETHER.



3.1. Identification of needs and publication of the offer

Proper identification of needs is reflected in a good definition of the offer and its tasks, which allows, on the one hand, to select the right people for each vacancy, ensuring that the activities necessary to strengthen local organizations and communities are carried out successfully; and, on the other hand, it becomes the frame of reference for a good management of the expectations of the volunteers.

What?	IDENTIFICATION OF NEEDS		
How?	When?	Who and where?	
<p>1. Planning vacancies according to specific needs. The Supporting Organization and the Host Organizations, or country offices, contact each other to agree on the number of volunteers needed in each place and the profiles that will be required for each case. It is very important that this work is carried out based on an analysis of the specific needs of the communities and the Host Organization, the context and the specific conditions of the country and locality.</p>	<p>At the beginning of the project and whenever necessary because the needs of the project and the host organizations require it.</p>	<p>The Supporting Organisation should lead this activity, with the collaboration of the Host Organisation. Each organisation's or project's own records shall be used.</p>	



<p>2. Information on each square. It is necessary to provide a brief description of the placement, the context of the country and the region where it is implemented, and information about the communities with which it works. It is important to emphasise the training opportunities for young people. It is also necessary to provide information on the conditions of accommodation, food and transport, the profile of the participant, those responsible for the activity and indicate the possible start and end dates of the activities.</p>	<p>Once the host organisations identify the need for support and the logistical conditions for receiving it are in place.</p>	<p>The Host Organisation must send this information to the Supporting Organisation, in a very concrete form and adjusted to the spaces and characters offered by the platform. PASS</p>	
---	---	---	--

What? PUBLICATION OF THE OFFER		
How?	When?	Who and where?
<p>1. Post the offer. The Supporting Organization will review the vacancy information and fill in the form on the PASS Platform, ensuring a detailed description of the activities according to the needs, the training the volunteer will receive, profile and logistical information, mission dates, application dates, etc. It is recommended to include in the job description a note indicating the organization's openness to include young people with fewer opportunities</p>	<p>Upon receipt of the information from the Host Organisation and depending on the needs.</p>	<p>The Supporting Organization must publish the vacancy information in the PASS.</p>
		
<p>2. Dissemination of the offer. It is important to disseminate the offer through different channels in addition to the European Youth Portal, where the offer has been published. A proper advertisement of the placement should be developed, containing all relevant information and appealing to all young people, ensuring the inclusion of more vulnerable groups. For example, disseminate the offer in several languages, with graphics, etc.</p>	<p>When the offers are published and until the position is filled by the most suitable candidate.</p>	<p>The Supporting Organization should lead the dissemination campaign using European information channels to reach out to youth groups. It is recommended to hold face-to-face dissemination events with more vulnerable groups (young people in rural areas, with disabilities, etc.).</p>
		
<p>3. Resolving doubts for those interested. Young people interested in volunteering can access the portal, explore the available offers and make enquiries for more information. The Supporting Organization should contact the interested parties to resolve doubts, guide the submission of applications and provide information on the different stages of the process, as well as further information on the context of the country, cultural characteristics, the activities of the Host Organization, logistical conditions (duration, timetables, daily allowance, accommodation, transport, etc.) and the specific tasks to be carried out and the requirements of the vacancy.</p>	<p>When young people consult.</p>	<p>The Support Organization leads this activity using various means of communication.</p>

3.2. Selection

The selection process should be inclusive, transparent, fair and effective, offering equal treatment to all stakeholders and ensuring equal opportunities and non-discrimination. The selection of volunteers is a process of encounter between organizations and people interested in volunteering, and should consider both the vision of the organization and the fulfillment of its expectations of young people.

What?	SELECTION	
How?	When?	Who and where?
<p>1. Review of applications. The PASS portal allows you to upload, together with your CV, a letter of motivation. When the Supporting Organization receives notification that a person has applied for a vacancy, they must download their CV and, if they include it, also their motivation letter. Both documents are reviewed and assessed according to the conditions and requirements of the vacancy and the minimum requirements of the program (e.g. legal residence in Europe or in a partner country, completion of the mandatory course for humanitarian volunteering, not having previously participated in a volunteering modality incompatible with the new opportunity, etc.), etc. Based on this first assessment, information on the most suitable candidates for the vacancy is shared with the Host Organization.</p>	<p>When each application is received.</p>	<p>The Supporting Organization must review the application information on the PASS platform.</p>



<p>2. Preparation of interviews. The Host organization reviews the applications and in coordination with the Support organization decides which people are to be interviewed. The Support Organization contacts (by email, telephone...) interested young people, informing them that their applications could fit with what they are looking for. In this message they are asked if they are interested in an interview and a date is proposed for the interview. Those who confirm their interest by replying affirmatively to the email receive a link to access the meeting, which is usually organized via video call.</p>	<p>Once the applications have been assessed.</p>	<p>The Host Organization in coordination with the Support Organization via email, telephone, video call, etc...</p>
--	--	---



3. Interviews. Support and Host Organizations should make sure to create a relaxed atmosphere where the young person feels safe and at ease. In the interview, as much detailed information as possible is given about: the organizations, the country context, the project the volunteer is applying for, the tasks, the logistical conditions, etc. The interview also provides guidance on technical aspects and explains how the preparation phase will be carried out in case of selection.

Candidates are also given space to talk about their experience, their motivations, their expectations and their particular interest regarding the vacancy and the place to which they have applied. This is a moment of free and open exchange, designed to get to know the potential future volunteers better and to allow them to share what they consider relevant.

Throughout the interview, notes are taken on what the interviewee shares, highlighting their strengths, possible shortcomings or areas for improvement, as well as any difficulties identified.

At the end of the interview, the candidate is informed that they will receive an email as soon as possible with the resolution of their application.

Once the interview is over, the Support and Reception Organizations exchange impressions and spend time reflecting on the interviewed young person's profile, assessing their fit with the vacancy. Occasionally, the young people may be invited to another interview for further information.

When young people confirm their interest in participating.

The Support Organization leads this activity using video calls to conduct the interview.

What?	ALLOCATION OF THE VACANCY		
How?	When?	Who and where?	
<p>1. Decision. Based on the previously established needs and the results obtained during the review of CVs, motivation letters and interviews, a decision is made on the allocation of the vacancy. Several factors are usually considered when deciding on a volunteer vacancy:</p> <ul style="list-style-type: none"> - Motivation and commitment: the person's reasons for wanting to be part of the project, their interest in the vacancy, and their level of commitment to the organization's values and objectives. - Availability for deployments: Ability to adapt to dates and requirements. Flexibility in timing and willingness to commit to the programs are key points. - Alignment with the requested profile: Skills, academic or technical background, knowledge and previous experience are also aspects to consider. - Previous volunteering experience can be a plus, as long as it is incompatible with the conditions of the program. - Languages: Knowledge of the host country's language, a common language necessary for communication, or willingness to learn it, is also important to ensure effective integration and performance. - Flexibility and adaptability: The ability to adapt to different contexts, having worked in a team with people from other cultures and knowing how to maintain a proactive and collaborative attitude in complex environments... these aspects are crucial for the optimal functioning of volunteering. 	<p>Once the applications have been reviewed and interviews have been conducted.</p>	<p>Although the opinion of the Supporting Organization is valued and considered, the final decision rests with the Host Organization, as it is the Host Organization that will work directly and closely with the volunteer.</p>	



2. Sending an offer when a candidate is found. The selected young person should be contacted and congratulated and informed that he/she has been selected. The message should inform about the formal steps to accept the place through the PASS portal, and a prior confirmation of acceptance is requested by replying to the email.

The offer must be sent at least 15 days prior to departure to ensure the insurance is properly activated before the trip.

It is recommended that all applicants be informed of the selection decision.

When the decision on the nomination is taken, the decision is positive.

The Supporting Organization must send the official offer to the candidate via the [PASS](#) platform. The offer must be sent at least 15 days in advance for the insurance (HENNER) to be properly activated before departure.



3. When a suitable candidate is NOT found for the vacancy or the successful candidate does not accept. If the deadline for receipt of applications arrives and a suitable candidate has not been found for the vacancy, the deadlines may be extended to continue receiving offers, or it may be considered whether it is necessary to change the conditions of the vacancy in order to fill it.

When a decision is taken on the selection process carried out and the decision is negative or the selected candidate does not accept.

The Supporting Organization must change the deadlines for receipt of applications and mission dates in the [PASS](#) Platform or make adjustments to the offer, if it is decided to change any of the conditions (venue, time, etc.).



4. Acceptance of the offer by the young person. With the official acceptance through the PASS platform, the insurance will be activated on the dates proposed for deployment and the next phase of the management cycle begins.

When official confirmation of acceptance of the offer is received from the volunteer.

The Supporting Organization receives the volunteer's acceptance through the [PASS](#) Platform.

3.3. Preparation before deployment

The incorporation of volunteers is a process that requires a great deal of information and concrete preparation, both theoretical and practical, so that the volunteer has sufficient tools for the development of his/her activity. The organization must ensure that the volunteer is fully trained, has access to and knows the tools and procedures required for their mission, their adaptation and good performance.

What?	WELCOME	
How?	When?	Who and where?
<p>1. Induction to the organization, policies and key aspects. This consists of providing an overview of the organization (structure, values, delegations, projects, processes, etc.), informing volunteers how their work contributes to achieving the organization’s general objectives. Some organizations have a welcome handbook, which can be of help to volunteers at the moment of incorporation and which, in some organizations, is used as a basis for the initial preparation before volunteering. Should provide information on the organization’s policies (e.g. protection of children and vulnerable adults, combating sexual abuse and harassment, disciplinary and grievance procedures) and code of conduct.</p> <p>Detailed information should also be provided about the work the volunteer will be doing, reviewing the volunteer’s responsibilities and tasks, duties and rights, and the legal framework.</p> <p>The reference person of the Support Organization will be defined for the volunteer, who will help him/her to solve the practical problems that may arise in the development of his/her activity and will constantly monitor his/her participation, accompanying him/her in the processes of evaluation and disengagement from the organization. The monitoring system, frequency of meetings and means for this purpose will be agreed with the volunteer.</p> <p>The communication strategy and the minimum dissemination activities requested from the volunteer, as well as the internal procedures for communication and visibility, will be reported.</p>	<p>Once the volunteer accepts the offer and prior to its deployment.</p>	<p>Support organization through online means and in person at your headquarters.</p>



2. Induction on security, self-care and psychological care.

The volunteer should be familiar with the security plan of the organization and of the country to which he/she will be assigned, and should review the risk analysis, regulations and security measures for the specific context. It is recommended to request contact details of family members in case of emergency.

Emphasize self-care as a way of gaining awareness to identify and mitigate the risks to the mental and physical health of the volunteer in the face of the demands of their deployments and review various tools and actions to ensure their overall wellbeing.

Publicize the plan for emotional monitoring and psychological care, health and protection.

It is also important to provide information on insurance and insurance management.

Once the volunteer accepts the offer and prior to its deployment

Support organization through online means and in person at your headquarters.



3. Induction on cultural issues and life in the host country.

It is necessary to provide information about the communities you will be working with, their customs, local regulations, and the main differences in the way of doing things, typical foods and celebrations, etc.

Information about the host organization and its work in the specific humanitarian context should also be provided.

Information about the project and/or the areas and places in the country where the volunteer will be working.

Once the volunteer accepts the offer and prior to its deployment

Support and Hosting Organization through online means and in person at the headquarters of the Support Organization.



4. Induction on administrative and financial issues.

Volunteers should be aware of financial obligations and entitlements prior to their deployment. The costs financed by the program, how pocket money for volunteers' expenses is paid and the - financial procedures and justification rules.

It is also recommended to provide information on local costs, money management, bank usage, ATM withdrawals and related issues.

Once the volunteer accepts the offer and prior to its deployment

Support organization through online means and in person at your headquarters.



5. Induction on the Youth Pass. Explain to the volunteer what the Youth Pass is, how to use it and its benefits. Detailed information about the competence's framework will be provided.

Multilingual competence, Personal, social and learning to learn competence, Citizenship competence, Digital competence, Cultural awareness and expression competence, Entrepreneurial competence, Mathematical competence and competence in science, technology and engineering and Literacy competence.

The Supporting Organization must create a Youthpass for each volunteer by registering the European Solidarity Corps project on the platform. To do so, they enter the volunteer's details and connect their profile through their email address, so that the volunteer can directly access the tool.

A first set of goals for each competence will be worked out with the volunteer and it will be explained how each of them can be worked on during the assignment. This will allow the volunteer to start a self-reflection, describing how the activities and experiences have contributed to his or her personal development

The procedure for monitoring and evaluation of competences will be explained.

Once the volunteer accepts the offer and prior to its deployment

Support organization through online and face-to-face means at its headquarters.

Creation of the Youth Pass on the site: <https://www.youthpass.eu/en/login/>

What? PRE-DEPARTURE TRAINING		
How?	When?	Who and where?
<p>1. Training. Organizations should identify the key issues in which it is necessary for the volunteer to acquire the knowledge and tools they will need to carry out their mission.</p> <p>The training should be adapted to the conditions of the young person as well as to the profile of the vacancy. It can be online or face-to-face training.</p> <p>These can be thematic trainings (gender, feminist leadership, disaster prevention, etc.) or soft skills (teamwork, leadership, assertive communication, etc.).</p>	<p>Once the volunteer accepts the offer and prior to its deployment.</p>	<p>Support and Hosting Organization through online and face-to-face means at its headquarters.</p>



<p>2. Language training. Organizations should offer language support to young people who require it, both through online platforms and personalized support.</p> <p>The uses and handling of the platform will be explained.</p>	<p>Once the volunteer accepts the offer and prior to its deployment</p>	<p>Support and Hosting Organization through online and face-to-face means at its headquarters.</p>
---	---	--

What? LOGISTIC ASPECTS		
How?	When?	Who and where?
<p>1. Visa. The Supporting Organization must inform the volunteer about the process to obtain his/her visa, support all the necessary logistical arrangements and cover the related costs.</p> <p>Likewise, the Host Organization will support this process according to the corresponding needs (certificates, letters, bank receipts, etc.).</p>	<p>Once the volunteer accepts the offer and prior to its deployment</p>	<p>The volunteer must personally apply to the consulate of the host country. The Support and Reception organizations should support the volunteer in completing the necessary paperwork and documentation.</p>



2. Medical check-up. It is recommended that the volunteer carries out a medical check-up before departure to know the volunteer's state of health and, if necessary, to anticipate possible treatments or specific medicines that may be necessary.

Once the volunteer accepts the offer and prior to its deployment.

The Supporting Organization should organize, in coordination with the volunteer, his or her pre-deployment medical check-up.



3. Travel tickets. The Supporting Organization has to ensure that the volunteer is provided with return travel tickets, and cover their costs, on the dates agreed with the Host Organization and according to the duration of the assignment. After having purchased the travel tickets, it is advisable to immediately register for the period of volunteering in Mobility Tool. As the period may change due to cancellations or extensions, it is recommended not to validate the Mobility Tool until the end of the volunteering period.

Once the volunteer accepts the offer and prior to its deployment.

The Supporting Organization must ensure, in coordination with the volunteer and the Host organization, the issuing of return transport tickets.

Record the period of volunteering in the Mobility Tool. (Funding and Tenders)



4. Accommodation. The Supporting Organization must ensure that the Host Organization provides suitable accommodation for the volunteer, at a reasonable cost according to local criteria.

Accommodation costs will be covered directly by the Host Organization and do not form part of the pocket money given to the volunteer.

As far as possible, the accommodation should facilitate the volunteers' integration into the local community and allow them to interact with the expatriate community.

In addition, access to means of communication (telephone and Wi-Fi) must be guaranteed to enable them to be in contact with their families and with the organizations themselves.

Once the volunteer accepts the offer and prior to its deployment

The Host organization is responsible for finding and renting suitable accommodation, and for informing the Supporting Organization about this at.

The Supporting Organization, together with the host organization, must ensure that the accommodation conditions comply with the requirements of risk prevention for protection, health and safety.

What? AGREEMENT

How?

When?

Who and where?

1. Preparation and review. The Supporting Organization defines and prepares (in consultation with the Host Organization) a partnership agreement for the deployment of the volunteer, including at least the following elements: role of the volunteer, assignment title, duration, location, tasks to be performed, duties and rights of the volunteer, duties of the organization, working conditions, financial rights and obligations, code of conduct, disciplinary policy, safety management and health and care responsibilities, monitoring and evaluation management and practical arrangements.

The draft Collaboration Agreement (contract) should be given to the volunteer to read and review, giving them sufficient time to understand it, making queries and clear up any doubts that may arise.

Concurrently with the volunteer's preparation and prior to deployment.

The Supporting Organization should take the lead in this process.



2. Signing. The Supporting Organization and the volunteer, having reviewed the partnership agreement document (contract) and being sure that they are clear on all aspects, will sign a deployment contract as set out in the European Solidarity Corps Program.


Both parties should recognize that the partnership agreement will serve as a reference for resolving any difficulties or conflicts that may arise during the deployment.

Prior to volunteer deployment.

The Supporting Organization should lead this process. And ensure that the volunteer understands all information and responsibilities prior to signing.

The Supporting Organization will register all the details of the volunteer and his or her mission in the Mobility Tool of the Funding and Tenders platform.

3.4. Deployment

What?	RECEPTION AND INTEGRATION IN THE COUNTRY OF DESTINATION	
How?	When?	Who and where?
<p>1. Information on the host organization and key aspects. The. Host organization should inform the volunteer about its mission and vision, values of the organization, principles and objectives, internal structure and functional organization chart, the value of volunteering in the organization, the communities it works with, where the activities are carried out, etc.</p> <p>The responsibilities and tasks of the volunteers will be explained in detail, and the needs of the communities and the organization, and how the volunteer's activities contribute to improving the situation, will be outlined.</p> <p>Information will also be provided on living conditions, forms of transport, places to shop for food, etc.</p> <p>Security processes will be influenced in accordance with the social and humanitarian context of the region.</p>	<p>On the volunteers' arrival in the host country</p>	<p>The Host Organization in person at its place of work.</p>
		
<p>2. Mentoring and needs analysis. The volunteer will meet his/her tutor from the host organization who will provide support for integration and adaptation to the customs of the country, as well as to the organizational culture. Channels and forms of follow-up will be defined.</p> <p>It is recommended that the mentor carries out an in-depth analysis of the volunteer's needs and if necessary a personalised plan is developed to support the volunteer's inclusion.</p>	<p>On the volunteers' arrival in the host country</p>	<p>The Host Organization in person at its place of work, with the collaboration and support of the Support Organization.</p>



<p>3. Integration into work teams. The Supporting Organization should ensure that the volunteers are introduced to the work teams and communities with which he/she will collaborate, highlighting the contribution of his/her tasks.</p> <p>In addition, ensure that the volunteer is aware of the communication channels to use to communicate with the team, communities and their various members.</p>	<p>On the volunteers' arrival in the host country</p>	<p>The Host Organization in person at its place of work.</p>
---	---	--

What?	TASK DEVELOPMENT		
How?	When?	Who and where?	
<p>1. Accompaniment for the development of their tasks. The supporting organization must designate a person from the thematic area where the volunteer is assigned to explain the tasks, to help him/her to solve any problems that may arise during the tasks and to be his/her reference for professional learning.</p>	<p>Throughout the volunteer's assignment.</p>	<p>The Host Organization at the volunteer's place of work.</p>	



<p>2. Activities with communities. It is necessary for the volunteer to have direct contact with the communities, whatever their profile, and to develop direct training or accompaniment activities. Working with communities is very important for the volunteer to have a successful experience and will help them to develop their personal and working skills.</p>	<p>Throughout the volunteer's assignment.</p>	<p>The Host Organization in person at its place of work.</p>	
--	---	--	--



<p>3. Dissemination activities. An essential aspect in the development of volunteer missions is the visibility and dissemination of their tasks, both within the host country, but above all in the country of origin or headquarters of the Support Organization.</p> <p>It is recommended to assign responsibilities to the volunteer for the dissemination of their experience, either through articles, videos, publications on social media, etc.</p>	<p>Throughout the volunteer's assignment</p>	<p>The Host Organization in cooperation with the Support Organization and the volunteer, at the place of the volunteer's tasks.</p>
---	--	---

3.5. Monitoring

The follow-up of volunteers help their integration in the organizations. It is a matter of establishing formalized periodic actions to accompany and promote the personal and professional development of volunteers.

What?	FOLLOW-UP		
How?	When?	Who and where?	
<p>1. Regular meetings. The Support and Hosting organizations should arrange regular meetings with the volunteers, which should be planned as part of the activities of the volunteers. These meetings will serve to learn about, among others:</p> <ul style="list-style-type: none"> ✓ Performance of assigned activities: professionalism, motivation and commitment. ✓ The relationships it establishes with the rest of the team, with the communities and with other local actors. ✓ The advancement and achievement of competences in their personal and professional development. ✓ Compliance with basic safety standards, code of conduct and regulations associated with their activities. ✓ The degree of personal satisfaction with the work carried out. ✓ - The level of participation and adaptation in the organization and/or community. 	<p>Throughout the volunteer's assignment.</p>	<p>Support and Hosting Organizations in collaboration with the volunteer, through telematic means or in person.</p>	



<p>2. Development of a personalized strategy for young people with fewer opportunities. If deemed necessary and in response to the needs of the volunteer, it is recommended to develop a personalized strategy to support inclusion. It is important to include reinforced mentoring, as well as increased psychological support if needed, more specific training, connecting young people to existing resources, and promoting interaction with other young people and youth networks, among other measures</p>	<p>Throughout the volunteer's assignment</p>	<p>Support and Hosting Organizations in collaboration with the volunteer, through telematic means or in person.</p>
---	--	---

3.6. Evaluation and recognition

The evaluation should serve to review the performance, motivation and commitment of the volunteer, the adequacy of the working conditions, to suggest changes and to redirect actions if necessary. The evaluation is an opportunity to improve the relationship between the volunteer and the organization, and to make an appropriate recognition of the young person's contributions.

What?	EVALUATION		
How?	When?	Who and where?	
<p>1. Intermediate. It is recommended to carry out a mid-term evaluation involving the tutors of the Host and Support Organizations, together with the volunteers. This evaluation aims to analyze the adaptation of the young person, the progress made in the development of the Youth Pass competence framework, the progress made in relation to the objectives, and the allocation of agreed tasks.</p> <p>For this purpose, it is recommended that the volunteer is asked beforehand to reflect on the development of the competences included in the Youth Pass. This reflection will be shared with the tutors and will be the basis for the mid-term evaluation.</p>	<p>Halfway through the volunteer's assignment.</p>	<p>Support and Hosting Organizations in collaboration with the volunteer, through telematic means or in person.</p>	

It is important to ask whether the assignment and the organizations are supporting the development of personal and professional competencies, and also whether the volunteer is bringing these competencies to improve the conditions of the communities or the functioning of local organizations.

If the conclusion of the mid-term evaluation is that the volunteer is underperforming in any of the competencies or in the performance of their tasks, the focus of the volunteer's assignment can be adjusted by mutual agreement to ensure the fulfilment of objectives and the satisfaction of the parties.



2. Final. The tutors of the Support and Hosting Organizations, together with the volunteers, must carry out a final evaluation of the volunteer's achievements according to the development of competence and the objectives of the assignment.

For this assessment, it is recommended to continue using the Youth Pass competency framework as a guide, and to ask the volunteer for a pre-meeting reflection.

During the meeting, the development of the volunteers' competencies, their degree of satisfaction, as well as the concrete contributions of the volunteers to the objectives of the project and of the organizations will be assessed.

At a general level it is important to collect data on

- ✓ Improving the skills, knowledge and competencies of volunteers in the field of humanitarian aid.
- ✓ Capacity building of host organizations and promotion of volunteering in third countries.
- ✓ The communication of the principles of the Union's humanitarian aid as agreed in the European Consensus on Humanitarian Aid.
- ✓ Improving opportunities for citizens to participate in humanitarian aid activities and operations.

At the end of the volunteer's assignment period.

Support and Hosting Organizations in collaboration with the volunteer, through telematic means or in person.

Once the volunteering period has ended the Support organization must review and validate the volunteer's data in the PASS an the Mobility Tool.

What? RECOGNITION		
How?	When?	Who and where?
<p>1. Youth Pass. The young volunteer must receive a certificate validating the non-formal and informal learning during his/her assignment, both the learning process and the learning outcomes, i.e. the competences developed during the volunteering assignment.</p> <p>It is important to ask the volunteer to update his/her Youthpass before the end of the volunteering period.</p> <p>Once the volunteer has completed and confirmed the competences information, the final Youthpass certificate can be downloaded.</p>	<p>At the end of the volunteer's assignment</p>	<p>The Support organization together with the volunteer on https://www.youthpass.eu/en/login/ and the PASS platform.</p>



<p>2. Other recognitions. Organizations may make other recognitions, such as:</p> <ul style="list-style-type: none"> ✓ Professional recognition. This is done through the delivery of a certificate accrediting their participation, detailing the dates of their mission, their tasks and responsibilities, as well as their main achievements and competencies developed. ✓ Social recognition, through giving visibility to the action developed by the volunteer through the media to thank them for their support and promote their commitment once their mission is over. For example: - create special sections in the report and on the website highlighting the importance of their contributions. - Celebrate special dates: International Volunteer Day, celebrations at the end of specific projects, written congratulations, etc. - Organise seminars, workshops, etc. where volunteers can talk about their experiences. 	<p>At the end of the volunteer's assignment</p>	<p>The Support organization through its means of communication</p>
--	---	--

3.7. Disengagement

The end of the activity is part of the natural process of the humanitarian volunteer management cycle. It is important for both the organization and the volunteer to have a space for joint reflection on the activities carried out, the lessons learned and areas for improvement.

What? DISENGAGEMENT		
How?	When?	Who and where?
<p>1. Final debriefing. The final debriefing meeting is the moment of disengagement of the volunteer with the organisation and is useful for:</p> <ul style="list-style-type: none"> ✓ Evaluate the process that the volunteer has gone through in the organisation, from joining to leaving. ✓ Evaluate their personal and professional learning process. ✓ Carry out actions to recognise their voluntary work (certifications, reports, etc.). ✓ Manage the closure of administrative and logistical processes, such as requests for delivery of equipment, documents and goods assigned from the organisation. ✓ Communicating your termination to the team members. 	<p>At the end of the volunteer's assignment</p>	<p>Support organization through its internal and external communication channels.</p>



<p>2. Maintain the link. Offer other activities upon return to allow volunteers to stay connected to the organization, maintaining a connection with them and encouraging their participation in various activities. For example: work options, other volunteering, invitations to events, etc.</p>	<p>After the volunteer's assignment is completed</p>	<p>Support organisation through its internal and external communication channels.</p>
--	--	---

RECOMMENDATIONS

Guidelines on standards and procedures for the management of humanitarian volunteering European Solidarity Corps



Alianza por la
Solidaridad

act:onaid



On a general level, Support and Host organizations are advised not to lose sight of the objective of the European Solidarity Corps which "is to increase the involvement of young people and organizations in accessible and high quality solidarity activities, mainly volunteering, as a tool to strengthen cohesion, solidarity, democracy, European identity and active citizenship in the Union and beyond, addressing social and humanitarian challenges on the ground, with a special emphasis on promoting sustainable development, social inclusion and equal opportunities".

In this context, it is essential not to lose sight of the fact that **humanitarian volunteering is a solidarity action and not a work activity**. It focuses on the participation of young people in order to promote solidarity. Volunteers, in this context, are seen as a support and support for activities, not as indispensable actors in their implementation.

On the other hand, it is recommended that organizations carry out a prior analysis to deepen their capacities and challenges in promoting the inclusion of young people with fewer opportunities. A proper youth-oriented inclusion and diversity strategy should become a central aspect for organizations wishing to participate in the deployment of young people in the framework of the European Solidarity Corps Humanitarian Volunteering.

The humanitarian volunteering experience can have a strong impact on all volunteers. It is important to engage psychologists during the various phases of the project to provide emotional support to the volunteers. Including this service in the project budget is strongly recommended.

It is essential to understand how the two platforms PASS and Funding and Tender work and to train the organizations' teams on inclusion and youth work.

You can always count on the help of the EACEA Project Officer, who will be able to answer your questions about the Program. To contact the Project Officer, please use the communication section of Funding and Tender. Through this platform is the official means of contact.

It is essential to focus all phases of volunteering projects on the participation of young people and the specific needs of local communities. The integration of young people not only enhances the impact of interventions, but also enables them to develop as agents of change. At the same time, it is crucial that humanitarian responses are relevant and adapted to local realities, ensuring sustainable and culturally appropriate solutions.

This document deals with the European Solidarity Corps and has been implemented with European Union funding. The views expressed in this document should in no way be interpreted as reflecting the official opinion of the European Union. The European Commission cannot be held responsible for any use which may be made of the information contained therein.

Guidelines on standards and procedures for the management of humanitarian EUROPEAN SOLIDARITY CORPS

The Guide compiles the new regulations and procedures for humanitarian volunteering of the European Solidarity Corps 2021 - 2027, so that organisations can visualise in a schematic, quick and simple way all the steps to be followed for its management

Alianza por la
Solidaridad

act:onaid



Funded by the
European Union



EUROPEAN
SOLIDARITY
CORPS

THE POWER OF TOGETHER.