

Catalogue of quality standards for the *weltwärts* programme (January 2014)

No.	Area	#	Requirements / targets
1			
1.1	Policy & strategy	A	The partner and sending organisations work in close partnership.
		B	The sending organisation has a policy document, in the form of a mission statement for example, which makes reference to the scope and aim of the volunteer service. It includes the following aspects: 1. global learning with a view to promoting sustainability and global responsibility, 2. <i>weltwärts</i> is designed as a development learning service, 3. encouraging volunteers to engage in post-assignment development-related work is an explicit target. The values represented in the sending organisation's policy document demonstrate respect for the diversity of human lifestyles and beliefs.
1.2	Public relations	A	The sending organisation presents the development goals and expected outcomes of the volunteer service in a transparent and comprehensible manner, with <i>weltwärts</i> being presented as a joint operation involving the German government and other organisations.
1.3	Finance	A	Agreements are made between the sending and the partner organisation regarding funding policy.
		B	Funding arrangements for the volunteer service are transparent for everyone involved (including the fact that fundraising is strictly voluntary).
		C	Transfers are made on time.
1.4	Educational plan	A	The sending organisation has a suitable, specific educational plan for a development volunteer service, which it implements together with its partner organisations.
		B	Education and mentoring for a total of 25 days is ensured: • 12 days of orientation and preparation (of which at least 7 days are for pre-departure seminars in Germany), • at least 5 days for the mid-term seminar, • 3 days to be used flexibly, • 5 days for the seminar for returnees, • selection seminars and language courses do not count towards the number of compulsory seminar days.

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		C	The sending organisation gives volunteers the chance to actively contribute to the seminars.
		D	The educational staff have the appropriate educational skills and qualifications to be able to conduct the seminars related to the voluntary service – particularly in the areas of global learning and development of civic engagement. A reasonable staff to volunteer ratio is ensured.
		E	Returnees are involved in the educational work.
2			
2.1	Approval and selection of places of assignment	A	The place of assignment serves the public interest and is suitable for development learning, exposing volunteers to development issues, i.e. the staff at the place of assignment 1. works with marginalised target groups, 2. seeks to promote ecological sustainability or 3. is explicitly engaged in other development-related areas.
		B	The place of assignment is suitable for voluntary service by the target groups of the weltwärts programme. In other words, 1. it is clear from the start that structural circumstances will not lead to too much nor too little being expected of the volunteers, 2. any specific requirements that volunteers must fulfil will be clearly stated and taken into account as part of the volunteer selection process, 3. to ensure that ordinary paid jobs are not replaced by volunteer posts and that the weltwärts volunteers have an intercultural learning experience, no more than two volunteers should work at one place of assignment. In particular, there must be a reasonable ratio between the number of volunteer posts at the place of assignment and the number of staff employed by the partner organisation, 4. the volunteer will receive suitable instruction for their work at the place of assignment.
		C	The volunteer's work at the place of assignment serves the public interest. It does not serve to provide religious instruction, teaching of faith or instruction in a particular ideology.

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		D	The place of assignment meets the security requirements specified by Germany's Foreign Office.
		E	A profile of the place of assignment (goals, tasks) is provided in written form, including an explanation of why volunteers are needed. The partner organisation and place of assignment are involved.
2.2	Zero impact on the labour market	A	Volunteers must not be used to fill paid positions.
2.3	Agreement with place of assignment/ partner organisation	A	A common understanding of the role of volunteers exists/is in the process of being framed.
		B	The sending and partner organisations conclude a written agreement.
		C	Volunteers work full time and are entitled to statutory holiday in the country concerned but at least 20 days off based on an assignment duration of one year and a 5-day working week (if the duration and/or working week is different, this should be adjusted on a pro rata basis). The duration of an assignment is 6-24 months.
2.4	Information for candidates	A	Initial information is made available in a handout.
2.5	Selection of candidates	A	The selection criteria, mutually agreed by the sending and partner organisations and the place of assignment, are clearly defined. 1. Suitability for the learning service 2. Suitability for work at the place of assignment 3. Willingness to engage in post-assignment development-related work 4. Flexible criteria for underrepresented target groups
		B	The partner organisation and place of assignment are involved in selecting the volunteers.
		C	The selection process provides useful guidance for the volunteers, helping them to make their decision.
		D	The selection procedure follows clear, predefined rules. The selection procedure assesses the suitability of the volunteers.

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2.6	Written agreement with the volunteer	A	The sending organisation concludes a written agreement, which meets the requirements of the programme, with each volunteer.
2.7	Organisational matters	A	Information and support are provided as regards social security, insurance, legal requirements in the host country and health care (vaccinations, important contacts in the host country, code of conduct). The sending organisation ensures that the volunteer has the necessary residence papers (visa, work permit) for their assignment.
		B	Appropriate insurance cover is ensured.
2.8	Preparatory seminar	A	Volunteers receive proper preparation for their development learning service. Topics to be addressed in the seminar include: 1. self-reflection, 2. global awareness/sustainable development and individual responsibility/ways to play a part in addressing global challenges, 3. civic engagement in development (including as future returnees), 4. principles of health care, safety and security, 5. introduction to life and work in the host country and participants' own role as volunteers.
3			
3.1	Crisis management	A	A written crisis and emergency management plan is in place. The sending organisations provide a 24/7 immediate-response contact.
3.2	Reporting	A	The sending organisation requires volunteers to give regular feedback on their assignment in a suitable form.
3.3	Communication and cooperation between sending and partner organisations	A	The partner and sending organisations are in regular contact.
		B	The partner organisations are sufficiently familiar with the <i>weltwärts</i> programme' aims, the topics it covers and the responsibilities of the programme stakeholders.
3.4	Instruction	A	The partner organisation/place of assignment provides instruction to ensure that the volunteer receives proper introductory training and ongoing support at their place of

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			assignment. The sending organisation consults with the partner organisation on this matter and has overall responsibility for the instruction.
3.5	Personal support	^A	Each volunteer is allocated a mentor who has appropriate skills and can easily be contacted by the volunteer. It should be ensured that the mentor does not work in exactly the same part of the organisation as the volunteer.
3.6	Mid-term seminar	^A	A mid-term seminar is held. Topics to be addressed include: 1. reflection, 2. stocktaking, 3. civic engagement in development, 4. global learning and 5. handling challenges.
4			
4.1	Seminar for returnees	^A	A compulsory seminar is held for returnees. Topics to be addressed include: 1. reflection, 2. sharing experiences with other volunteers and 3. information on development-related engagement in Germany.
4.2	Certificate	^A	Upon completion of their service, the volunteer receives a certificate that is issued jointly by the partner organisation and the place of assignment.
4.3	Reporting	^A	The sending organisation ensures that the volunteer presents a systematic review of their development learning experience in the form of a report, film or similar.
4.4	Evaluation	^A	The sending organisation evaluates the volunteering experience together with the volunteer and the partner organisation, taking into account the review mentioned in 4.3.
		^B	The volunteers are given sufficient information about the objectives and importance of the programme-wide volunteer survey.
5			
5.1	Information and training	^A	The sending organisation provides comprehensive information to volunteers on ways to engage in post-assignment, development-related work and on training and funding for such work, including possibilities offered by other organisations.

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5.2	Mobilising engagement	^A	Returnees' efforts to share their experience and become involved in civil society and development work in Germany are actively supported by the sending organisation.