

**EVANGELISCHE
FREIWILLIGENDIENSTE**



Handbook

**Quality Development
and Quality Management**

**for volunteers
abroad**

Legal Notices

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Contents

Introduction - Handbook for quality development and quality management for volunteers abroad	- 3 -
Glossary and list of abbreviations	- 5 -
1. Cooperation with hosting organisations, sending partners and placements	- 7 -
Preface	- 7 -
1.1. Cooperation with hosting organisations abroad	- 7 -
1.1.1 Introduction	- 7 -
1.1.2 Objectives	- 8 -
1.1.3 Quality indicators	- 8 -
1.1.4 Process standards (PS) - 8 -	
1.1.4. Process standards - in detail	- 9 -
1.1.4. PS 1. Preparation for a cooperation, conclusion of a cooperation agreement - binding	- 9 -
1.1.4. PS 2. Ongoing cooperation - binding	- 10 -
1.2. Cooperation with sending partners in Germany	- 11 -
1.2.1. Introduction	- 11 -
1.2.2. Objectives	- 11 -
1.2.3. Quality indicators	- 11 -
1.2.4. Process standards (PS)	- 11 -
1.2.4. Process standards - in detail	- 12 -
1.2.4. PS 1. Preparation for a cooperation, conclusion of a cooperation agreement - binding	- 12 -
1.2.4. PS 2. Ongoing cooperation - binding	- 13 -
1.3. Direct cooperation with placements	- 13 -
1.3.1 Introduction	- 13 -
1.3.2 Objectives	- 13 -
1.3.3 Quality indicators	- 14 -
1.3.4. Process standards (PS)	- 14 -
1.3.4. Process standards - in detail	- 15 -
1.3.4. PS 1. Selection of placements and preparation for a cooperation -binding	- 15 -
1.3.4. PS 2. Conclusion of a cooperation agreement - binding	- 16 -
1.3.4. PS 3. Ongoing cooperation - binding	- 17 -
2. Educational support for volunteers	- 19 -
2.1. Application process	- 19 -
2.1.1. Introduction	- 19 -
2.1.2. Objectives	- 19 -
2.1.3. Quality indicators	- 19 -
2.1.4. Process standards (PS)	- 20 -
2.1.4. Process standards -in detail	- 20 -
2.1.4. PS 1. Definition of selection criteria - binding	- 20 -
2.1.4. PS 2. Preliminary information for inquiries - binding	- 21 -
2.1.4. PS 3. Processing the application - binding	- 21 -
2.1.4. PS 4. Carrying out the selection process - binding	- 22 -
2.1.4. PS 5. Carrying out the placing process - binding	- 23 -
2.1.4. PS 6. Concluding an agreement - binding	- 23 -
2.1.4. PS 7. Support during the preparation phase - binding	- 24 -
2.2. Training measures	- 25 -
2.2.1. Introduction	- 25 -
2.2.2. Objectives	- 26 -
2.2.3. Quality indicators	- 26 -
2.2.4. Process standards (PS)- 27 -	
2.2.4. Process standards - in detail	- 27 -
2.2.4. PS 1. Composition of the group, size of the group - binding	- 27 -
2.2.4. PS 2. Seminar team and educational key - binding	- 28 -
2.2.4. PS 3. Organisational preparation - binding	- 28 -
2.2.4. PS 4. Content design - binding	- 29 -
2.2.4. PS 5. Practical and methodological execution - binding	- 32 -
2.2.4. PS 6. Review and documentation - binding	- 32 -
APPENDIX to 2.2. Training measures	- 34 -
2.3. Individual support and specialist guidance	- 35 -
2.3.1. Introduction	- 35 -

2.3.2. Objectives		- 35 -
2.3.3. Quality indicators		- 36 -
2.3.4. Process standards (PS)		- 36 -
2.3.4. Process standards	- in detail	- 36 -
2.3.4. PS 1. Individual support from the sending organisation	-binding	- 36 -
2.3.4. PS 2. Assurance of individual support and specialist guidance in the hosting country	- binding	- 37 -
2.3.4. PS 3. Communication channels if problems arise	- binding	- 38 -
3. Crisis precautions and emergency management		- 39 -
3.1. Introduction		- 39 -
3.2. Objectives		- 39 -
3.3. Quality indicators		- 39 -
3.4. Process standards (PS)		- 40 -
3.4. Process standards	- in detail	- 40 -
3.4. PS 1. Safety informations for volunteers, crisis precautions and emergency management		- 41 -
	- binding	- 41 -
3.4 PS 2. Contact in an emergency	- binding	- 40 -
3.4. PS 3. Overall concept for crisis and emergency management	- binding	- 41 -
3.4. PS 4. Documentation for crisis intervention and emergency proces	- binding	- 41 -
4. Developmental political emphasis in volunteer service.		- 42 -
Preface		- 42 -
4.1. Selection of placements		- 42 -
4.1.1. Introduction		- 42 -
4.1.2. Objectives		- 42 -
4.1.3. Quality indicators		- 43 -
4.1.4. Process standards (PS)		- 43 -
4.1.4. Process standards	- in detail	- 43 -
4.1.4. PS 1. Selection of placements, preparation for a cooperation and conclusion of a cooperation agreement	- binding	- 43 -
4.2. Specifics of volunteer service with a developmental political emphasis		- 44 -
4.2.1. Introduction		- 44 -
4.2.2. Objectives		- 44 -
4.2.3. Quality indicators		- 45 -
4.2.4. Process standards (PS)		- 45 -
4.2.4. Process standards	- in detail	- 45 -
4.2.4. PS 1. Developmental political emphasis in publicity	- binding	- 45 -
4.2.4. PS 2. Selection criteria for applicants	- binding	- 46 -
4.2.4. PS 3. Volunteer preparation	- binding	- 46 -
4.1.4. PS 4. Competence in the seminar team	- binding	- 46 -
4.2.4. PS 5. Developmental political content in the training measures	- 46 - binding	- 46 -
5. Appendix for volunteer service in the weltwärts support programme		- 48 -
5. PS 1. Selection of placements	- binding	- 48 -
5. PS 2. Developmental political emphasis in publici	- binding	- 48 -
5. PS 3. Information about programme-wide volunteer surveys	- binding	- 48 -
5. PS 4. Reporting	- binding	- 48 -
5. PS 5. Support for work after return	- binding	- 48 -
5. PS 6. Policy document	- binding	- 48 -
5. PS 7 Finances	- binding	- 49 -

Introduction - Handbook for quality development and quality management for volunteers abroad

The work of the protestant sending organisations is based on the Christian view of the individual. It is therefore based on the value of an individual person. It recognises that people are created and unique.

It sees someone in their relation to others as a social being, and is based on the freedom and responsibility for themselves and for others. Brotherly love, self-determination, tolerance and respect are central values of the protestant sending organisations.

With this background, we offer our volunteer programmes as a social training year, which exists in the context of a practical aid activity in institutions devoted to the common good and with educational support.

Sending organisations associated with the Ev. Freiwilligendienste would like to assure all volunteers that targeted standards for support and supervision will be maintained. The underlying premise for collaboration with international partners is one of "Partnership as equals"

Developments over recent years have brought the subject of quality in the area of voluntary services abroad sharply into focus. There are now more ways to offer voluntary service abroad for young people due to new volunteer service formats (for example IJFD and weltwärts). The diversity of organisations has grown enormously because of this, and also the execution and organisation of the individual programmes. At the same time, structures for quality assurance and development of this programme were created, initially with the central posts within IJFD and subsequently with the quality associations in the joint programme in weltwärts. The Protestant Volunteer Services participate actively in quality development and assurance within the programme. They form a central position within the IJFD and in cooperation with Brot für die Welt the "Evangelischer Qualitätsverbund weltwärts von Evangelischen Freiwilligendiensten und Brot für die Welt (EQEB)" (weltwärts Protestant Quality Association of Evangelische Freiwilligendienste and Brot für die Welt).

This quality handbook replaces the Handbook for FSJ abroad which has been the basis for volunteer services abroad within the area of protestant sending organisations up to now. It has been fundamentally re-worked since 2011, and building on this, it was completed in 2013 in the course of complementary measures from weltwärts. The quality handbook acts as an obligation to observe common quality standards for the provision of voluntary services abroad, which should be followed regardless of the individual profile and emphasis.

The focus of the engagement with the subject of quality lies in the support of and care for the volunteers. The standards are oriented towards meeting the objective of facilitating a period of service for the volunteer which they perceive as life-enriching.

All volunteer service programmes from the associated sending organisations have the objective of imparting social, cultural and inter-cultural competencies, and reinforcing responsibility for the common good.

In this sense, volunteer services are a particular form of civic engagement.

The main objective is to initiate a process of education in which social experiences can be acquired through

- Meeting people outside your own life experience and culture,
- Practical collaboration in the context of institutional social work and its reflection with regard to the individual and the community.

- Experiencing personal crises and conflict situations and overcoming them.

In volunteer service with a developmental political emphasis, engagement for and discussion around developmental political topics are also in the foreground. Chapter 4 has been written in this context with the cooperation of Brot für die Welt – Evangelischer Entwicklungsdienst.

The volunteer services abroad promote and develop the individuals' competencies through educational support in the following areas

- Personal development (including role flexibility, discovery of identity) and social training (including communication, collaboration and conflict resolution capability).
- Religious training (including supervision and further development of value orientation).
- Inter-cultural training (including Engagement with the volunteer's own and other cultural characteristics).
- Political and social training (including Recognition of social, societal and global interdependencies and realities).
- Professional orientation and specialist training (including transfer of basic knowledge, personal orientation).

Every sending organisation has its own comprehensive concept of educational support, which is regularly evaluated and developed. This depicts the implementation of the general standards from the handbook for the specific profile of the sending organisation in question.

The handbook serves several purposes. It establishes the minimum standards for every volunteer service abroad within the remit of the Protestant Volunteer Service. Adherence to these standards can either be certified by an external audit by the quifd agency (Quality in Volunteer Services) or in the course of internal audits of the sending organisations by the branch of the Protestant Volunteer Services.

In addition to the establishment of minimum standards, the handbook also fulfils the function of supporting the sending organisations in their development of quality. It can be used as a working aid for the various topics. Not only does it describe standards, it also organises these according to the relationships of volunteer service, and expands on them, with examples, in order to show as clearly as possible how they can be implemented.

The development of the handbook for quality development and quality management for volunteer services abroad is a result of a participative process over several years by the sending organisations associated with the Protestant Volunteer Services. This involved working together on the handbook and the formulation of individual standards at regular meetings of the sending organisations involved. At this point, the Protestant Volunteer Services would like to thank all the sending organisations who took part and worked together intensively on the development of the handbook.

Financially the development of the handbook was supported by the Federal Ministry for Economic Cooperation and Development (BMZ) in the course of the weltwärts complementary programme EQuiPMent (The Protestant quality development process - quality indicators, inspection and management in developmental political volunteer services.)

Glossary and list of abbreviations

Glossary:

Instructor: the person responsible for the specialist training of the volunteer for their activity in the area of deployment.

Hosting country: the country where the volunteer serves.

Hosting organisation: The organisation in the hosting country which organises the volunteers (generally all volunteers in the country/ region) on the ground and provides educational support; these may also be German co-workers from the sending organisation who live on location and carry out these tasks long-term.

Placement: Institution in the host country where the volunteer serves and is involved in the daily, practical work.

Sending organisation: Volunteer service body in Germany

Sending partner: cooperating organisation in Germany, e.g. member associations, or in individual cases cooperating organisations in another country, e.g. the umbrella organisation of an international network cooperating in sending a volunteer to another country.

Volunteer programme: The sending organisation's own programme under which they send volunteers (with specific orientation, defined target group or similar)

Supervisor: a person in the host country who acts as a contact for the volunteer outside the location of deployment during their service, e.g. a member of staff at the hosting or sending organisation

Seminar team: A group who jointly lead a seminar; the seminar team may be made up of professional or voluntary workers.

Directory of abbreviations

AIDS	Acquired immunodeficiency syndrome
BMZ	Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung (Federal ministry for economic cooperation and development)
EFD	Europäischer Freiwilligendienst (European Volunteer Service)
ELEFAND	Elektronische Erfassung Auslandsdeutscher in den Botschaften (Electronic Registration of Germans Overseas in Embassies)
FSJ im Ausland	Freiwilliges Soziales Jahr im Ausland (Voluntary Community Service Year Abroad)
G35	Inspection for fitness for service in the tropics
HIV	Human immunodeficiency virus
IJFD	Internationaler Jugendfreiwilligendienst (International Youth Volunteer Service)
LGBT	Lesbian, Gay, Bisexual, Trans
NGO	Non-governmental organization
PS	Process standard
QD	Quality Development
QM	Quality Management

1. Cooperation with hosting organisations, sending partners and placements

Preface

The sending organisation bears overall responsibility for the period of voluntary service and is responsible for the observance of the standards and regulations defined in this handbook and the relevant guidelines of the support programme. This includes all general operational conditions in the hosting countries and in the placement (including employment (protection) law and residence regulations, as well as regulations and standards which apply to educational training).

The sending organisation meets these requirements and tasks in cooperation with institutions abroad, i.e. either with organisations or in direct cooperation with placements, as well as sending partners who may support and complement their work from Germany. Therefore a reliable and regulated cooperation with the organisations in question is of fundamental importance. All participants must be aware of each other and be clear about the division of responsibilities and tasks.

Solid partnerships form the foundation for volunteer services abroad. Where possible, protestant sending organisations use existing ecumenical relationships and networks, or create new ones.

The generation of suitable new placement possibilities strengthens the relationships between partners and promotes the variety and attractiveness of the voluntary service.

Behaviour as equal partners, a common understanding of volunteer services and the willingness to learn from each other form the basis of the cooperation. Personal contact is regarded as very important.

1.1. Cooperation with hosting organisations abroad

1.1.1 Introduction

If the sending organisation works together with hosting organisations which are also responsible for the cooperation with the deployment locations, then the content of this chapter on cooperation with hosting organisations comes into effect.

The sending organisation benefits from the collaboration with hosting organisations. These offer an additional central point of contact on the ground and can be regarded as particularly competent because of their knowledge of the country and its cultural particularities with regard to organisational and educational tasks.

Cooperation with hosting organisations is also a major benefit for the volunteers. Hosting organisations, alongside the placement, are an additional point of contact when volunteers have questions, or for support and assistance. Hosting organisations often work with local or other international volunteers, so that volunteers sent out can be fully integrated into volunteer groups on location. This promotes the awareness of the volunteer service as such, offers an opportunity for reflection on experiences with other people in a similar situation, broadens the inter-cultural competence, promotes the establishment of contact to people from different cultures and countries, and so makes a considerable contribution to international understanding.

Hosting organisations generally take on the role of supporting the volunteers through their training programme, or individually, as well as cooperating with the placements in the country. This means the sending organisations have a reliable point of contact in the hosting country and does not have to have individual discussions with every placement. This relieves the workload of the sending organisation considerably and has a positive effect on the support for volunteers on the ground and in the placements.

1.1.2 Objectives

Sending organisation and hosting organisation

- have a common understanding of volunteer services.
- are both familiar with each other's structure and concept and
- are fully informed about the volunteer / support programme and their objectives, guidelines, conditions and quality standards.

The different tasks, competencies and responsibilities of the sending and hosting organisations are regulated in a mutual agreement.

Consideration is given to the concerns and interests of both parties.

The collaboration is based on partnership, is binding and ongoing.

1.1.3 Quality indicators

- Binding discussions about tasks, responsibilities and general conditions (cf. PS 1)
- Reliable information channels and structures (cf. PS 1, PS 2)
- Regular exchange and comprehensive mutual information (cf. PS 1, PS 2)
- Transparent costs and procedures (cf. PS 1)

1.1.4 Process standards (PS)

- Preparation for a cooperation, conclusion of a cooperation agreement (PS 1)
- Ongoing cooperation (PS 2)

1.1.4. Process standards

- in detail

1.1.4. PS 1. Preparation for a cooperation, conclusion of a cooperation agreement

- binding

As part of the preparation for cooperation a personal conversation takes place between the sending organisation and the hosting organisation, where possible as a personal meeting, to allow the two parties to get to know each other and to clarify all important questions relating to the cooperation.

The sending and the hosting organisation both provide comprehensive information about the volunteer service and the associated guidelines, general conditions and quality standards. They ensure they have information about the other organisation in each case, its structure and its concept.

Sending and hosting organisations conclude a written cooperation agreement. This describes in detail, in writing, the division of tasks, competencies and responsibilities of both parties and also the conditions of the collaboration.

This cooperation agreement includes as a minimum:

- Statements about the common objectives and common content basis, as well as understanding of volunteer services, the learning character of the service and the role of volunteers
- Arrangements for the tasks and responsibilities in question, including with regard to
 - the selection of placements .
 - the applicant selection and placement process
 - educational support in Germany
 - specialist guidance and educational support (training measures and individual support) in the hosting country, contact details for the point of contact in the location.
 - flow of communication and information channels
 - the procedure and mutual availability in the event of an emergency
 - mutual documentation obligations (e.g. seminar documentation)
 - financial obligations (e.g. pocket money)
 - accommodation and catering for volunteers
 - insurance cover required
 - health care provision
 - health and safety at work (e.g. local health and safety at work regulations)
 - (daily/ weekly) working hours, free days and holiday
 - If necessary, regulations relating to language courses

- forms of reward for volunteers
- validity period and if necessary, agreement cancellation options
- process where the cooperation agreement is breached by one of the two partners
- Obligation of the hosting organisation to guarantee a binding and ongoing cooperation with the placements and to observe the following points when selecting placements:
 - The placement is oriented towards the common good.
 - The placement has a need for the support of volunteers
 - There are no safety concerns relating to the assignment of volunteers.
 - No paid positions are driven out by the assignment of volunteers.
 - The placement makes activities available, in which volunteers can get involved in a sensible, full time manner.
 - The placement makes activities available, in which the volunteers will not be over-stretched or under-utilised structurally.
 - The placement ensures there is specialist guidance.
 - The placement ensures that the volunteer is integrated into the team in an appropriate manner.
- The hosting organisation is responsible for ensuring that the content of their cooperation agreements with the placements does not contradict the content of their agreement with the sending organisation.

The sending organisation receives a description of the placement from the hosting organisation which includes the following information as a minimum:

- description of the placement,
- description of the volunteer's activity (with information on requirements, conditions, target group, area of activity, design possibilities and restrictions)
- Contact details and information relating to the specialist instructor

1.1.4. PS 2. Ongoing cooperation

- binding

A regular exchange between the sending organisation and the hosting organisation should take place.

Objectives and standards should be jointly checked at least once a year. Results of these discussions and any agreements reached should be recorded and made available to all participants.

Where possible, regular face-to-face meetings should take place to reflect on the cooperation in detail, and to work through joint agreements.

1.2. Cooperation with sending partners in Germany

1.2.1. Introduction

When the sending organisation works with sending partners, the content of this chapter on cooperation with sending partners in Germany comes into effect.

If sending partners have partner relationships in hosting countries, with hosting organisations and/or placements, they can be included as a valuable complement to the selection process, the preparation and educational support of the volunteers.

By means of these partnerships with hosting organisations, sending partners can offer valuable support to the cooperation from the sending organisation with these other organisations.

Nonetheless, the sending organisation is responsible for observance of the standards and regulations defined in this handbook and the relevant guidelines of the support programme, and it has a direct cooperation with a hosting organisation and/or a placement. It ensures that sending partners observe all the regulations and standards defined in this handbook and the programme guidelines with regard to tasks assigned to them.

1.2.2. Objectives

Sending organisation and sending partners

- have a common understanding of volunteer services.
- are both familiar with each other's structure and concept and
- are fully informed about the volunteer / support programme and their objectives, guidelines, conditions and quality standards.

The different tasks, competencies and responsibilities of the sending organisations and sending partners are regulated in a mutual agreement.

Consideration is given to the concerns and interests of both parties.

The collaboration is based on partnership, is binding and ongoing.

1.2.3. Quality indicators

- Binding discussions about tasks, responsibilities and general conditions (cf. PS 1)
- Reliable information channels and structures (cf. PS 1, PS 2)
- Regular exchange and comprehensive mutual information (cf. PS 1, PS 2)
- Transparent costs and procedures (cf. PS 1)

1.2.4. Process standards (PS)

- Preparation for a cooperation, conclusion of a cooperation agreement (PS 1)
- Ongoing cooperation (PS 2)

1.2.4. Process standards

- in detail

1.2.4. PS 1. Preparation for a cooperation, conclusion of a cooperation agreement

- binding

As part of the preparation for cooperation a personal conversation takes place between the sending organisation and the sending partner to allow the two parties to get to know each other and to clarify all important questions relating to the cooperation.

The sending organisation and the sending partner both provide comprehensive information about the volunteer service and the associated guidelines, general conditions and quality standards. The sending organisation and the sending partner ensure they have information about the other organisation in each case, its structure and its concept.

Sending organisation and sending partner conclude a written cooperation agreement. This describes in detail, in writing, the division of tasks, competencies and responsibilities of both parties and also the conditions of the collaboration.

This cooperation agreement includes as a minimum:

- Statements relating to contact and the partnership work of the sending partner with the hosting organisation and/or the placement (including contact details of the relevant point/s of contact)
- Statements about the common objectives and common content basis, as well as understanding of volunteer services, the learning character of the service and the role of volunteers
- Arrangements for the tasks and responsibilities in question, including with regard to
 - The selection and placement process
 - Organisation and design of training measures
 - Individual educational support in Germany
 - specialist guidance and educational support (training measures and individual support) in the hosting country
 - relevant general conditions for the assignment of the volunteers, e.g. insurance cover required, health care provision, health and safety at work, (daily / weekly) working hours, free days and holiday, accommodation, regulations on language courses if necessary, forms of reward for volunteers
 - Process for communication with the hosting organisation and/or the placement in the hosting country
 - flow of communication and information channels between sending organisation and sending partners
 - the procedure and mutual availability in the event of an emergency
 - mutual documentation obligations

- financial obligations
- validity period and if necessary, agreement cancellation options
- process where the cooperation agreement is breached by one of the two partners

1.2.4. PS 2. Ongoing cooperation - binding

A regular exchange between the sending organisation and the sending partner should take place.

The sending organisation and the sending partner meet at least once a year to monitor the objectives and standards of the cooperation and adapt them if required.

1.3. Direct cooperation with placements

1.3.1 Introduction

If the sending organisation works directly with the placement, and not via a hosting organisation, then the content of this chapter on direct cooperation with placements comes into effect.

The placements are an important partner in the training process within volunteer service. They constitute the practical learning environment and so have a considerable effect on the success of the process.

Contact and collaboration with the placements essentially covers careful selection of new placements and the ongoing cooperation with placements.

1.3.2 Objectives

Sending organisation and placements

- have a common understanding of volunteer services.
- are both familiar with each other's structure and concept and
- are fully informed about the volunteer / support programme and their objectives, guidelines, conditions and quality standards.

The different tasks, competencies and responsibilities of the sending organisations and placement are regulated in a mutual agreement.

Consideration is given to the concerns and interests of both parties.

The collaboration is based on partnership, is binding and ongoing.

There is a transparent process and transparent criteria for the selection of placements.

Volunteers have a sensible, appropriate, challenging role in the placement, and are fully integrated into the team.

1.3.3 Quality indicators

- Binding discussions about general condition.
Tasks and responsibilities (cf. PS 2)
- Reliable information structures and channels (cf. PS 2, PS 3)
- Regular exchange and comprehensive
mutual information (cf. PS 2, PS 3)
- Transparent costs and procedures (cf. PS 1, PS 2)
- Appropriate learning environments and activities (cf. PS 1)
- Requirement for volunteers and job market neutral assignment (cf. PS 1)
- The young people's interests are integrated (cf. PS 1, PS 2)
- Specialist training of the volunteers is guaranteed (cf. PS 1, PS 2)
- Individual support of the volunteers is guaranteed (cf. PS 1, PS 2)
- Safety situation and precautions (cf. PS 1, PS 2)

1.3.4. Process standards (PS)

- Selection of placements and preparation for a cooperation (PS 1)
- Conclusion of a cooperation agreement (PS 2)
- Ongoing cooperation (PS 3)

1.3.4. Process standards

- in detail

1.3.4. PS 1. Selection of placements and preparation for a cooperation

- binding

As part of the preparation for a cooperation, a personal conversation takes place, where possible as a personal meeting (with the manager and instructor in the placement), to allow the two parties to get to know each other and to clarify all important questions relating to the cooperation.

The sending organisation gives the placement comprehensive information about the volunteer service and the associated guidelines, general conditions and quality standards. The sending organisation and the placement ensure they have information about the other organisation in each case, its structure and its concept.

The placement gives the sending organisation a placement description, which contains the following information as a minimum:

- Description of the placement (Objectives/s, target groups, description of the work area)
- Description of the volunteer's activity (with information on requirements, conditions, target group, area of activity, design possibilities and restrictions, if necessary, requirement)
- Contact details and information relating to the specialist trainer
- If necessary, support for the volunteer outside the placement
- If necessary, a statement about health and safety in the placement and living environment
- An assurance that no paid positions are driven out by the assignment of volunteers.

Based on these discussions and the description of the placement, the sending organisation makes a decision about a collaboration using the following requirement for a placement. They justify their decision relating to the placement.

The following general conditions must be present in the placement:

- The placement is oriented towards the common good.
- The placement has a need for the assignment of volunteers.
- There are no safety concerns relating to the assignment of volunteers.
- No paid positions are driven out by the assignment of volunteers.
- Activities are made available, in which volunteers can get involved in a sensible, full time manner.
- Activities are made available, in which the volunteers will not be over-stretched or under-utilised structurally.
- The placement ensures there is specialist guidance for the volunteer.
- The placement ensures that the volunteer is integrated into the team in an appropriate manner.

1.3.4. PS 2. Conclusion of a cooperation agreement

- binding

Sending organisation and placement conclude a written cooperation agreement. This describes in detail, in writing, the division of tasks, competencies and responsibilities of both parties and also the conditions of the collaboration.

This cooperation agreement includes as a minimum:

- Statements about the common objectives and common content basis, as well as understanding of volunteer services, the learning character of the service and the role of volunteers
- Placement description and volunteer role profile (indication of target groups, demands, activity area, design options and restrictions)
- Arrangements for the tasks and responsibilities in question, including with regard to
 - The selection and placement process
 - educational support (training measures and individual support)
 - specialist guidance in the placement, contact details for the point of contact on the ground.
 - Tasks and duties of this trainer
 - flow of communication and information channels
 - the procedure and mutual availability in the event of an emergency
 - mutual documentation obligations (e.g. seminar documentation)
 - financial obligations (e.g. pocket money)
 - accommodation and catering for volunteers
 - insurance cover required
 - health care provision
 - health and safety at work (e.g. local health and safety at work regulations)
 - (daily/ weekly) working hours, free days and holiday
 - If necessary, regulations relating to language courses
 - forms of reward for volunteers
- validity period and if necessary, agreement cancellation options
- process where the cooperation agreement is breached by one of the two partners

1.3.4. PS 3. Ongoing cooperation

- binding

A regular exchange between the sending organisation and the placement should take place.

Objectives and standards should be jointly considered at least once a year and adapted if necessary. This means the suitability of the placement for volunteer service can be checked, including on the basis of volunteer reports.

The sending organisation visits the placement regularly.

Evangelische Freiwilligendienste

2. Educational support for volunteers

2.1. Application process

2.1.1. Introduction

The application process, with the involvement of the placement and/or the hosting organisation, confirms whether the applicants are suitable for volunteer service abroad, and which country and placement they may be considered for. Equally, the application process is an aid to orientation for the applicants and gives them the opportunity to clarify whether service in the relevant sending organisation meets their expectations and ideas. A thorough, clearly defined, standardised selection process plays an essential role in this regard. The selection process contains a written application form, and - if the applicant reaches the short list - a face-to-face interview.

Data protection regulations and general confidentiality guidelines must be observed throughout the entire application process.

2.1.2. Objectives

The aim of the application process is to carry out a suitable selection and placing for the applicant, placement and - if present - the hosting organisation. Both the abilities, competencies and wishes of the applicant and the interests of the placement, the sending organisation and, if required, the hosting organisation are considered within the application process.

The objective is also to put all participants in a position whereby they can make a competent decision, as well as giving the applicant as much planning certainty as possible.

2.1.3. Quality indicators

- Participation of the placement / the hosting organisation / the sending partner in the application process (cf. PS 1, PS 4, PS 5, PS 6)
- Concrete formulation of selection criteria for volunteers in cooperation with the placement / hosting organisation / sending partner (cf. PS 1)
- Timely response to inquiries / applications (cf. PS 2, PS 3)
- Comprehensive information about the interested party / applicant (cf. PS 2, PS 4, PS 5, PS 7)
- Transparent handling of the application process (cf. PS 2, PS 3, PS 4, PS 5, PS 6)
- Individual advice (cf. PS 2, PS 4, PS 5, PS 7)
- Individual placing (cf. PS 5)

2.1.4. Process standards (PS)

- Definition of selection criteria (PS 1)
- Preliminary information for inquiries (PS 2)
- Processing the application (PS 3)
- Carrying out the selection process (PS 4)
- Carrying out the placing process (PS 5)
- Concluding an agreement (PS 6)
- Support during the preparation phase (PS 7)

2.1.4. Process standards - in detail

2.1.4. PS 1. Definition of selection criteria - binding

The sending organisation has defined criteria for the selection of volunteers in collaboration with the placement and/or the hosting organisation and - if present - the German sending partner. The selection criteria are noted in writing.

In every case, the selection criteria should cover the following points:

- formal criteria of the sending organisation and the relevant support programme (e.g. completeness of the application, age, nationality / residence status)
- Suitability for the volunteer service as a learning service (e.g. openness, willingness to learn, interest in the culture and behaviour in the hosting country, resilience, social and inter-cultural competence)
- Suitability for the range of placements available (e.g. experience, foreign languages, ability to work in a team, health and physical suitability)
- Willingness to engage, even after the end of the period of service (e.g. past social / development political engagement, commitment)
- if necessary. other criteria from the sending organisation (e.g. interests. motivation, values and standards, voluntary engagement)
- If necessary, softer criteria for under-represented target groups (e.g. consideration of men and women, of applicants with an immigration background, applicants with a disability)

The selection criteria must be justified in the content, logical and appropriate for volunteer service. They must not generally exclude applicants from participation in the programme on the basis of ethnic origin, religion, or world view, a disability or sexual identity.

The selection criteria form the basis for a decision for or against acceptance of the applicant in the volunteer programme.

2.1.4. PS 2. Preliminary information for inquiries - binding

Readily accessible information should be available to anyone interested relating to the sending organisation's volunteer programme (e.g. homepage, flyers).

The following information should be made accessible to anyone interested:

- Conditions for participation in the programme (e.g. language conditions, health prerequisites)
- Information about the sending organisation and - if present - the hosting organisation/s and sending partners
- Activity areas and countries
- Volunteer service process
- Objective of the programme
- (educational) support
- material services and general conditions (e.g. start and duration of the service, participation in training programmes, spending money, accommodation, catering, travel costs incurred by the volunteer)
- Insurance cover (e.g. accident, public liability and overseas health insurance)
- Legal position while in volunteer service (e.g. child allowance, recognition of waiting times for college course allocations)
- The application process

General inquiries from interested parties are generally replied to within one week.

In addition, individual questions are replied to. Interested parties have the opportunity to find out information for themselves, and ask for advice (e.g. by phone or email).

If there is no information available about an individual point when the preliminary information is given, then the applicant should be informed of this. The sending organisation should follow up with the missing information.

2.1.4. PS 3. Processing the application - binding

A written application form is part of the application process and is the basis for pre-selection of suitable applicants. The sending organisation or sending partner gives anyone interested information about what documents must be included in a complete application, and makes any corresponding application forms available.

Receipt of an application is confirmed within two weeks, and applicants receive information about the next steps.

The applicant receives feedback whether the application meets the sending organisation's formal criteria and which, if any, questions require further clarification.

This assumes an evaluation of the application against the sending organisation's formal criteria and, if required, those of the corresponding support programme (e.g. age, completeness of the application, fundamental alignment of the applicant's preferences with the sending organisation's programme).

2.1.4. PS 4. Carrying out the selection process

- binding

If the applicant is regarded as suitable for consideration for participation in the programme based on the written documentation and the selection criteria, they receive an invitation to an interview. This may take place within a selection seminar. The invitation includes details about timing, location travel expenses payment and further details about the process. The interview and/or selection seminar are organised in such a way that all participants may bring up their expectations and questions.

No-one should leave without a personal conversation.

The sending organisation bears overall responsibility for the selection process. It can delegate carrying out the conversation to

- the hosting organisation
- the placement,
- the sending partner, or
- a qualified person authorised by the sending organisation.

If handling application interviews is delegated, the sending organisation must ensure that

- the staff carrying out the interviews are fully familiar with the programme, the sending organisation's placements, and if necessary, the hosting organisation,
- the application interview meets the requirements and standards of this handbook
- the main content of the application interview is documented and communicated to the sending organisation.

The objectives and process of the application interview / selection seminar are stated at the outset:

1. The applicants receive the information they need to make a decision about participation in the volunteer programme.
2. Questions are asked in accordance with the formulated selection criteria which allow a decision to be made as to whether the applicant will be accepted into the volunteer service programme.

As well as the preliminary information (cf. Chapter 2.1.4. PS 2), all applicants must receive information about the following points:

- Particular characteristics of the hosting country, if necessary, about the dangers and safety regulations in the hosting country, any health risks
- Expectations and demands made of volunteers, rights and obligations
- next steps in the process (deadline for a response and timing for the sending organisation's reply)

The applicant's motives, interests and expectations are recorded and considered as far as possible in the suggestion for a placement.

Where possible, the placement / hosting organisation is included in the application interview / selection seminar (e.g. via participation in the selection seminar, via application interview by telephone).

2.1.4. PS 5. Carrying out the placing process

- binding

The placement and/or the hosting organisation and - if present - the sending partner are included in the whole placing process with shared responsibility.

The sending organisation forwards all necessary information about the applicant (at least the relevant parts of the application documentation) to the placement and/or the hosting organisation. The applicant receives a detailed description of the placement. All relevant information is given to them, including any possible alternatives in the event the placement suggestion is turned down, in a timely and binding manner.

The sending organisation guarantees transparent communication of timelines and reply deadlines to applicants, placements and/or hosting organisations and - if present - sending partners.

At the conclusion of the placing process, there is a consensus on the part of all the participants regarding the successful placing of the applicant in the relevant placement.

A concrete placing in a placement is made within three months of the application interview and where possible within three months before departure. The applicant should be informed about any changes in timing.

Any applicants who are turned down receive a corresponding notification, as soon as it is clear that they are not part of the next stage of the placing process, however no later than 14 days after completion of the whole placing process.

2.1.4. PS 6. Concluding an agreement

- binding

After a successful placing, the sending organisation, the volunteer, the placement and/or the hosting organisation and - if present - the sending partner commit in writing to participation or implementation of the volunteer service.

The sending organisation, volunteer, placement and/or hosting organisation and - if present - sending partner sign a contractual agreement by the start of the preparation seminar in Germany at the latest.

There are two options:

- An agreement is concluded between all participants.
- or
- An agreement is concluded between the sending organisation and the volunteer, and a special agreement concluded between sending organisation, placement and - if present - hosting organisation and any sending partner. Where there are two agreements with different content, the sending organisation makes sure that all participants are fully informed about the relevant content of the other agreement.

The written agreements contain at least:

1. Volunteer's first name, surname, date of birth and address.

2. Name and contact details for the sending organisation and the placement as well as any hosting organisation and sending partner
3. Comments about the area of activity
4. Indication of the timing of the period of volunteer service and arrangements in the event of premature ending of the service.
5. The objectives of the service and the essential measures required to reach these goals (e.g. personal development and social development via seminars and individual support)
6. clear rules for rights, obligations and tasks of each contractual partner
7. Rules relating to confidentiality relating to the service.
8. Information on accommodation, catering, pocket money and any other financial or material compensation (e.g. travel costs, work clothes, expenses incurred in the course of the service)
9. Costs which will be incurred by the volunteer (e.g. in the event of premature termination of the service)
10. Rules relating to (daily / weekly) working hours, free days and holiday
11. Rules relating to legal insurance cover of the volunteer (above all public liability, accident and overseas health insurance)
12. Information about associated training seminars, or any language courses
13. Rules relating to support with regard to administrative matters (e.g. visas)
14. Rules regarding certificates / references at the end of the volunteer service
15. and other programme specific regulations (e.g. date and number of the body identification in the relevant programme) and sending organisation specific relevant arrangements and agreements.

The contact point at the sending organisation, the placement and - if present - the hosting organisation and the sending partner are made known to the volunteer in the contractual agreement or another document before departure.

The volunteer receives a certificate of participation after the end of the agreement.

2.1.4. PS 7. Support during the preparation phase - binding

A contact at the sending organisation is made available to the volunteer should further clarification or discussion be required.

Acquiring the necessary language skills before departure is generally the responsibility of the volunteer. A rule defines whether the cost is incurred by the volunteer and/or the sending organisation

Any potential participation in a language course in the hosting country is generally the responsibility of the volunteer and the relevant placement / hosting organisation.

During the preparation phase, further information is provided relating to:

- the hosting country (including important addresses on the ground, or any general codes of behaviour)

- pre-requisites for a stay in the hosting country, above all legal residence requirements (e.g. visa conditions) and health care provision (e.g. inoculations, health certification (G35))
- insurance cover to be arranged in Germany by the volunteer themselves (above all maintenance of health and long-term care insurance)
- the activity area
- profile of the hosting organisation / relevant placement
- any issues which could prevent a trip to the hosting country

If required, the sending organisation offers support with regard to the formalities (e.g. visa applications).

If required and requested by the volunteer, the sending organisation passes on addresses of past volunteers, where they have given (written) permission for this.

2.2. Training measures

2.2.1. Introduction

In the training and orientation phase, the volunteer service is fundamentally characterised by supporting training measures before, during and after the assignment abroad. Educational support for volunteers is a decisive condition for the success of the period of volunteer service.

The sending organisation, along with the hosting organisation if required and/or the sending partners, ensures there are training measures as preparation for the service, for reflection during assignment and for evaluation. The training measures are part of the service, and participation is compulsory, volunteers are released from their activity in the placement to allow them to participate.

The training measures associated with the volunteer service take the form of **seminars** in Germany, and **seminars** plus potentially **training days** abroad.

Seminars are characterised by a participative group and a programme lasting several days, and are led by training specialists.

A **Training Day** is an educational event with at least one volunteer and a programme of at least six hours. It can be led by e.g. an educational specialist, a supervisor, an instructor or a specialist in a specific subject.

Language courses do not count as associated training measures.

The sending organisation guarantees at least the following training measures for all volunteer services abroad, independent of participation in a (regulated) programme:

	Type of programme	Duration	Time frame
Preparation in Germany	Seminar	at least 10 days (of which at least 5 days preparation seminar in Germany and at least 1 day introduction in the hosting country)	within 3 months before departure
Introduction in the hosting country	Seminar or training day(s)		within the first 4 weeks after arrival in the hosting country
Interim reflection (where possible abroad)	Seminar and/or training day(s)	at least 5 days	in the middle of the service period
Final reflection in the hosting country	Seminar or training day(s)	at least 1 day	at the end of the service
Evaluation in Germany	Seminar	at least 5 days	within 6 months after return

2.2.2. Objectives

The training measures help

- preparation for volunteer service abroad,
- introduction into conditions on the ground and in the activity area,
- reflection and processing experiences,
- exchange with others,
- development of options for action,
- evaluations and review of the period of volunteer service,
- development of future perspectives and
- development of further possibilities for engagement.

The volunteers are kept fully informed, supported, and developed in their independence and personal learning process via the training measures within the overall process. The training measures are carried out with a process and experience orientation, and consider the needs of the participants. The volunteers play an active role in the design of the training measures. They reflect on and work through their experiences and learnings from the assignment, learn about constructive interaction with challenges and develop new options for action.

The seminars facilitate interaction and exchange amongst the volunteers. Seminar groups create a learning environment in which ideas and thoughts are exchanged, experiences shared and reflected upon, and options for action worked through. They offer a trusting group atmosphere and the chance to recognise each individual.

Each of the learning levels (above all cognitive, emotional, social) is addressed in the seminars.

2.2.3 Quality indicators

- Limiting the size of the group / number of participants (cf. PS 1)
- Continuity of the composition of the group (cf. PS 1)

¹ Information about the prescribed training measures in the existing (support) programmes can be found in the appendix.

- Establishing the educational key in the seminar (cf.PS 2)
- Qualification of the leaders, continuity and composition of leaders, inclusion of past volunteers (cf.PS 2)
- Planning the seminar (cf.PS 3)
- Seminar design
 - Contents (cf.PS 4)
 - Methods (cf.PS 5)
- Evaluation / feedback options (cf.PS 6)
- Information flow between participants in the volunteer service (cf.PS 6)

2.2.4. Process standards (PS)

- Composition of the group, size of the group (PS 1)
 - Seminars in Germany and abroad
 - Training days
- Seminar team and educational key (PS 2)
 - Seminars in Germany
 - Seminars abroad
 - Training days
- Organisational preparation (PS 3)
 - annually
 - for every training measure
- Content design (PS 4)
- Practical and methodological execution (PS 5)
- Review and documentation (PS 6)

2.2.4. Process standards - in detail

2.2.4. PS 1. Composition of the group, size of the group - binding

PS 1.1. Seminars in Germany and abroad

Generally, group size for seminars is at least 5 and at most 30 participants.

In certain, justifiable exceptional cases, different group sizes may be sensible. In these cases, particular care must be taken to ensure that

- where the group size is larger
 - the work on the content is done in small groups,
 - that it is possible for the seminar team to support and acknowledge each participant individually, that individual guidance conversations can take place, and the participants can acknowledge each other individually.
- If the group is smaller:
 - A smaller group size is acceptable only for seminars abroad, and only when there are fewer than five volunteers in the region, and no other seminar cooperation is possible.

For sending organisations and hosting organisations with several seminar groups, the composition of the group is oriented towards comprehensible criteria such as:

- Region of the assignment
- Activity area
- Departure date

As far as possible, the sending organisation guarantees the continuity of the composition of the group for the preparation and evaluation seminars in Germany.

PS 1.2. Training days

At least one volunteer and one training specialist, one supervisor, one instructor or one specialist in a specific subject should take part in training days.

2.2.4. PS 2. Seminar team and educational key - binding

PS 2.1. Seminars in Germany

Every seminar group should be led by a professional member of staff from the sending organisation. At least one qualified person in education should be represented on the team.

The seminar team is equipped with educational and inter-cultural competence in theory and practice.

The training ratio of professional / auxiliary / voluntary staff on the seminar team to volunteers is at least 1:15. The team is generally made up of both genders. The sending organisation guarantees the best possible level of continuity of the support person for the preparation and evaluation seminars.

Past volunteers are included in at least the preparation seminar.

If the sending organisation does not carry out the seminars regularly themselves, then they ensure that the standards within this handbook are observed for associated training measures. In addition in this case, the qualified person in education from the sending organisation must be present at the preparation seminar for at least three consecutive days, and at the evaluation seminar for at least two consecutive days. This is to allow a face-to-face meeting and to build a trusting relationship, as well as to clarify any specific questions relating to the sending organisation and the placement.

If individual volunteers attend an external seminar in exceptional cases (e.g. in the event of illness), then the sending organisation ensures that a trusting relationship is set up by means of a face-to-face meeting of at least one day, and that any specific questions relating to the sending organisation and the placement are clarified.

PS 2.2. Seminars abroad

Seminars abroad are carried out by qualified persons who have the required training and inter-cultural competence.

The training ratio of professional / auxiliary / voluntary staff on the seminar team to volunteers is at least 1:15 if possible.

PS 2.3. Training days

A training day maybe held with at least one volunteer, and is led by e.g. an educational specialist, a supervisor, an instructor, or a specialist in a specific subject.

2.2.4. PS 3. Organisational preparation - binding

PS 3.1. annually

The annual plan for the timing of seminars in Germany is given to the volunteers as soon as they are accepted in the programme, as well as any sending partners. This states:

- when and where the preparation and evaluation seminars will take place,
- who will be conducting the seminar,
- that participation in the seminars is compulsory.

The annual plan for the seminars (timing, region) and any training days abroad is given to the volunteers during the introductory seminar / introductory days in the hosting country at the latest.

PS 3.2. for every event

For seminars in Germany, every volunteer must receive an invitation approx. two weeks before the start of the seminar, stating the following:

- Location, address and time of the seminar,
- Overview of the programme / topics,
- Note on participation possibilities,
- any costs which may be incurred
- anything the volunteer needs to bring along, note on supporting events

For seminars and any training days abroad, the volunteers are given information relating to location, address and timing of training event two weeks before the start of the event, where possible.

2.2.4. PS 4. Content design

- binding

The content and design of the associated training measure is oriented towards the guidelines in this handbook, the experiences of the sending organisation, the hosting organisation and any sending partners, as well as the feedback from (past) volunteers. There is a written concept for seminars, which considers the needs of the participants. Ahead of, at the start of and during the seminar, the participants have a chance to include additional subjects, requests and questions, which are integrated into the seminar. The seminars are designed to encourage formation of groups and networks amongst the volunteers.

For training days, it must be ensured that they are properly embedded in the overall concept of educational support and the content is relevant to the assignment area or living environment.

The content of the training measures covers the following areas:

- Inter-cultural training
- Personality related training
- Religious training
- Social training
- Political training
- Specialist training

Content of the preparation seminars:

- General information about volunteer service, e.g.
 - Information about the sending organisation, placement and if applicable hosting organisation and sending partner

- Rights and responsibilities of volunteers
- Insurance terms and conditions, information about travel formalities (flights, visas etc.)
- Emergency and crisis management
- Organisational and practical information about the assignment (working hours, accommodation, catering, terms of payment, pocket money etc.)
- Preparation for the concrete assignment in the hosting country e.g.
 - Study of the region, analysis of the societal and political position in the hosting country
 - General conditions in the hosting country (e.g. standard of living, handling finances)
 - An understanding of volunteering and the role of volunteers in the hosting country
 - Sensitisation for the activity area
 - Specialist introduction for the activity area
 - Objectives for the assignment
 - Safety instructions, behaviour in critical situations
 - Health risks and protection options, health care provision
 - Information on training and support
- Inter-cultural and inter-religious training e.g.
 - Analysis and reflection on the individual's identity (culture, religious outlook, family, social environment, nationality)
 - Cross check of the individual's values in contact with foreign values
 - Reflection on the individual's religious outlook, discussion around other religious practices
 - Inter-cultural communication and areas of conflict, inter-cultural sensitisation, expectations of the roles of men and women
- Personality specific and social training e.g.
 - Clarification and discussion around the individual's requirements, objectives, expectations and values
 - Exploration of hopes, concerns, fears
 - Constructive handling of (personal) crises and conflict, unfulfilled expectations
 - Clarification of and handling the individual's role within the group, influence of your own behaviour on the group processes, bringing in your own capabilities

Content of the introduction in the hosting country:

- Introduction to the realities of life and work in the hosting country and in the placement, and any safety instructions
- Clarification of practical questions relating to the assignment and integration into the receiving community
- Information about and contact details for important points of contact in the hosting country

- possibly establishing contact with other volunteers

Content of the interim reflection:

- Reflection e.g.
 - experience of the activity and the placement in the hosting country, with the role as a volunteer, with the role as a foreigner and with the individual's personality in foreign / unaccustomed situations and in encounters with others
 - the individual's motivation
 - inter-cultural experiences compared to theory and practice
 - the original aims and values as well as allocation of the volunteer service in the overall context of social engagement
- Allocation of experiences and any conflict e.g.
 - into the overall societal relationships
 - against a cultural background
 - with regard to questions arising from beliefs / church / religion
- Handling challenges and problems during the assignment, e.g.
 - Working through concrete problem solving strategies
 - if required, build up new motivation for another period of volunteer service
 - Self-management - organising personal life and work situation
- Expanding knowledge of life and work in the hosting country and placement
 - e.g. against the background of the social and political situation on the ground
- Volunteer networking. meeting and exchange, promoting mutual support
- Opportunity for individual advice and conversation
- Planning the final phase of the volunteer service
- Preparation for return home (re-culture shock, motivation to analyse in the time after return)

If the topics above are covered, a seminar or training day can look at other topics related to volunteer service. e.g. current political subjects, strengthening factual and methodological competence.

An alternative concept should be designed where the meeting is exclusively a training day, in order to achieve the objectives of an interim reflection.

Content of the final reflection in the hosting country:

- Volunteer's overall view of the assignment, comparison of original expectations and reality
- Feedback to the volunteer from the placement, hosting organisation and/or supervisor,
 - e.g. with regard to the input and further development of the volunteer

- Feedback from the volunteer to the placement, hosting organisation and/or supervisor e.g. with regard to
 - quality of training, satisfaction with support, general atmosphere in the placement, quality of activity
 - discussion of potential improvements for future volunteers
 - quality of support in the event of problems
 - content and methods used in support seminars and/or training days
- Farewell and recognition of the volunteer's input e.g.
 - certificate /. report
 - leaving party
 - farewell gift

Content of the evaluation seminar

- Discuss experiences in the hosting country and placement
- Critical reflection about experiences, check against original aims
- Discuss experiences of return home and re-integration (re-culture shock) e.g. with regard to
 - Change in perception of the volunteer's own society
 - Transfer of experiences from the period of service to the volunteer's own environment
 - Personal learning effects of the assignment on the volunteer's personal biography
 - Professional orientation: Effects of the assignment on the volunteer's professional biography
- Feedback from the volunteer to the sending organisation and any hosting organisation, discussion around potential improvements for future volunteers, any feedback for the volunteer from the sending organisation
- Develop and/or highlight possibility of future engagement e.g.
 - Working with events / seminars organised by the sending organisation
 - Publicity work on behalf of volunteer services
 - Networking with hosting organisations in Germany who take in volunteers from abroad.
 - Possibility of engagement with charitable organisations, certain subject areas and objectives etc.
- Networking for past volunteers with each other
- Recognition of the contribution made by the volunteers

2.2.4. PS 5. Practical and methodological execution

- binding

The design of the accompanying training measures is based on the principle of non-formal training and extra-mural youth and adult education - participation, participant-orientation and use of a variety of methods. In addition, the principles of gender mainstreaming are observed during these events. The requirements of participants with special support needs are considered.

The seminars take place in a suitable place with overnight accommodation options - in the hosting country outside the placement, where possible.

The seminars are evaluated with the group, training days with the participants, and the results documented (cf. Chapter 2.2.4., PS 6).

2.2.4. PS 6. Review and documentation

- binding

The feedback from the leaders of the seminar, the participants and the team members about the training measures is examined and evaluated, then the results flow into the design of subsequent training measures.

Feedback from the participants regarding their personal situation, the placement and support in the hosting country is - if necessary - communicated to the relevant parties. Processes or particular incidents which affected or were handled at training days (e.g. a volunteer's difficulties in the placement) are documented and followed up (cf. chapter 2.3.4. PS 3).

The documentation for seminars and training days carried out by the sending organisation contains at least:

- a copy of the invitation sent before the seminar
- an overview of the programme and a detailed seminar agenda
- a signed list of participants
- evaluation documentation e.g. using completed evaluation forms, team feedback

For seminars at home held by external organisers, the sending organisation provides at least:

- a copy of the invitation sent before the seminar
- an overview of the programme and a detailed seminar agenda
- a signed list of participants (only for the volunteers from the sending organisation in question)
- evaluation documentation e.g. using completed evaluation forms, team feedback
- feedback in the event of particular incidents

If the sending organisation regularly delegates their seminars to other organisers, they also receive a report sheet about the seminars.

For training measures in the hosting country, the sending organisation receives at least:

- confirmation of volunteer participation at the training measure in question (including location, time and content)
- feedback in the event of particular incidents

APPENDIX to 2.2. Training measures

For orientation Guidelines for regulated (support) programmes

Existing support programmes, which are regulated by German or European legislation, demand certain standards for volunteer service training / seminar days. 25 seminar days for a 12 month volunteer service is indicative. These are spread over preparation seminars / evaluation seminars in Germany, and interim seminars (where possible) abroad.

As a comparison, the guidelines in current existing programmes are shown below (Status: August 2014).

1. **IJFD**

A 12 month period of volunteer service contains 25 training days over a period of five months before departure to six months after the volunteer's return. Preparation and review events, plus at least two seminar blocks each of at least 5 days should be offered.

2. **weltwärts**

A 12 month period of volunteer service in a weltwärts support programme includes at least 25 days of seminars, of which at least 12 days are for preparation in Germany and introduction to the host country (of which at least 7 days take place before departure from Germany), at least 5 days for an interim seminar in the host country, and at least 5 days for the compulsory review seminar. The remaining 3 days may be used flexibly. The review seminar must take place within 6 months of the end of the volunteer service.

3. **EFD**

At EFD, there is no prescribed number of seminar days. Introduction and / or interim seminars in the host country, plus a closing event in Germany are held by the relevant national agency on a cross-body basis. The national agencies do not offer any preparation seminars. The German member organisations' preparation seminars are not supported financially.

4. **FSJ im Ausland**

At FSJ im Ausland, 25 training days are compulsory. Of these, 20 days are for preparation in Germany, and 5 days for review. Interim seminars of up to 10 days may be offered, which reduce the number of days spent on preparation in Germany accordingly. The seminars take place over a period of two weeks before departure to two weeks after the volunteers' return.

5. **Anderer Dienst im Ausland (ADiA)**

In 2002/2003 the following was set as a quality indicator for service: "Educational support for volunteers should be guaranteed, before during and after service by the sending organisation. The organisation defines the nature of this (seminars at home or abroad, language courses, individual preparation or advice on the ground, support from a supervisor, practical training, work camp...) and states firm contact points (cf. contract) in the sending organisation and placement as a minimum. At least 8 days are scheduled for training support, or alternatively time corresponding to 50 training hours." At ADIA there are no legal regulations or guidelines relating to this subject.

2.3. Individual support and specialist guidance

2.3.1. Introduction

Individual support and specialist guidance of volunteers is carried out by the following people:

- a person in the placement who is responsible for the specialist training of the volunteer (instructor)
and
- a contact who is independent of the placement in the hosting country (supervisor) e.g.- a training specialist from the hosting organisation, a local minister, a voluntary worker
and
- a qualified person in education from the sending organisation and any additional German sending partner .

In justifiable exceptional cases it is possible that someone from the placement, but not from the volunteer's direct activity area, takes on the role of supervisor.

Individual support makes it possible to go into the requirements, motivation and personal background of each participant on a differentiated and individual basis. This takes different forms, e.g. individual conversations, email contact, telephone calls and visits to placements and conversations during training measures. As well as regular contacts, there must be a guarantee of support in problem situations.

If required, topics arising from individual support activity may be incorporated into the training measures.

Data protection and general guidelines relating to confidentiality are observed during individual support activity.

2.3.2. Objectives

The volunteer is offered advice and support in activity related plus personal life and problem situations from the instructor, the supervisor or the qualified person in education in the sending organisation.

Within the course of individual support activity, volunteers are encouraged to reflect on important aspects of their volunteer service, e.g.

- mental organisation of their experiences
- successes and problems in the activity and personal environment
- challenges in the assignment
- outstanding and completed objectives, perspectives
- Individual support and training measures

This reinforces self-aware, independent and responsible thinking and action by the volunteer.

Individual support is embedded in the overall training concept and closely linked to the training measures.

2.3.3. Quality indicators

- Systematic planning of the individual support and specialist guidance (cf. PS 1, PS 2, PS 3)
- Incorporation of the individual support into the overall training concept (cf. PS 1, PS 2, PS 3)
- Sensitive handling of volunteers' personal information (cf. PS 2, PS 3)
- Frequency and regularity of contact between the volunteer and their point of contact (cf. PS 1, PS 2)
- Assurance of contact point availability (cf. PS 1, PS 2, PS 3)
- Reaction time of the contact point in the event of problems (cf. PS 2, PS 3)
- Inclusion of all participants in the event of problems (cf. PS 3)

2.3.4. Process standards (PS)

- Individual support from the sending organisation (PS 1)
- Assurance of individual support and specialist guidance in the hosting country (PS 2)
- Communication channels if problems arise (PS 3)

2.3.4. Process standards - in detail

2.3.4. PS 1. Individual support from the sending organisation -binding

The sending organisation has a concept for individual support for volunteers, -possibly within the overall training concept - which shows the processes and standards plus the link to the training measures.

Every volunteer knows at least one qualified person in education in the sending organisation, who is available to them as a responsible contact for questions and problems. This person is available via email and telephone at the times indicated.

Any exchange between the sending organisation and volunteers takes place on the following basis:

- The qualified person in education from the sending organisation makes contact with the volunteer at least twice during the assignment. Conversations and email contact are documented.
- The sending organisation obliges the volunteer to make regular reports. The volunteer receives feedback on these reports, even if no problems are raised.

The qualified person in education from the sending organisation acknowledges the volunteer's feedback and, if required, reacts in good time to the information it contains, and any indication of problems.

The reports, conversations and emails are confidential. The content may only be passed on with the volunteer's permission.

If the sending organisation receives support from a sending partner for this individual support, they ensure that the standards for individual support in this handbook are observed.

2.3.4. PS 2. Assurance of individual support and specialist guidance in the hosting country - binding

All participants in the hosting country are aware of sending organisation's concept for individual support. The minimum standards in this handbook are met, the form of the individual support is agreed between the sending organisation, hosting organisation and/or placement according to the relevant profile and their cooperation.

Individual support from the instructor

The instructor is responsible for the introduction and specialist guidance, as well as coordination of the activities of the volunteer in the placement.

The sending organisation and/or the hosting organisation or any sending partner is informed of the instructor's name. He or she is informed about this agreement and the general conditions of the volunteer service and has adequate time capacity for introduction and guidance.

The introduction phase should include the following points:

- Welcome
- Introduction of colleagues and activity areas
- Introduction to structures / processes and (cultural) features of the placement
- Joint discussion / production of a daily / weekly plan
- Information about specialist guidance during the volunteer service
- Introduction in the concrete activity area
- Information about training options, language courses available

The instructor is available to the volunteer and holds regular conversations with them, in order to assign tasks and to check on both sides that the activities are appropriate and sensible, and are neither too demanding nor not demanding enough. The instructor gives the volunteer feedback about their activity.

The instructor carries out an exit interview with the volunteer shortly before the end of the service, which acts a joint reflection and evaluation of the whole period of service, and includes conclusions for the assignment of future volunteers.

Individual support from the supervisor

The supervisor is responsible for the personal support of the volunteer in the hosting country and is their point of contact in any crisis situation (cf. chapter 3.4. PS 2).

The sending organisation knows their name and they are fully informed about the understanding and general conditions of volunteer service as well as the objectives of individual support.

The supervisor is available to all participants in the volunteer service and has the time required for personal support for the volunteer.

A supervisor is characterised by

- inter-cultural sensitivity,
- competence in carrying out conversation / communication and
- competence in crisis intervention / conflict resolution

If the supervisor is not directly in the same location, then they should visit the volunteer at least once in the placement. He or she reports back to the hosting and/or sending organisation about contact which took place at least once during the volunteer service.

If required, the supervisor will make additional visits to the placement in the event of any problems (cf. chapter 2.3.4. PS 3).

2.3.4. PS 3. Communication channels if problems arise - binding

If they become aware of any problems relating to anyone taking part in the volunteer service, which could have wider relevance for the volunteer service, and which cannot be resolved quickly on the ground, they must react immediately:

- He or she contacts the relevant person responsible, so they can jointly allocate the issues in question, and react appropriately.
In doing so, - except in acute emergencies - they must ensure that the volunteer is informed and agrees to the procedure and the involvement of other parties, (e.g. sending / hosting organisation, supervisor, instructor, insurance company).
- If any of participants feels it is necessary, the supervisor makes a visit to the placement, so they can resolve any problems in a face to face conversation with the volunteer and/or the instructor.
- The volunteer's contact in Germany and the hosting country keep in close contact with the volunteer and each other until the issue is resolved.

3. Crisis precautions and emergency management

3.1. Introduction

During the course of period of volunteer service, situations can arise which can lead to physical or psychological issues affecting the volunteer, which can pose a threat to their health or safety. Volunteers are particularly vulnerable during their stay abroad (unfamiliar social environment, difficulty in judging unusual situations). Therefore the sending organisation is responsible for taking appropriate precautions from crisis management and intervention to aftercare, and also ensuring that all participants (volunteers, sending organisation, hosting organisations, placements, supervisors and any sending partners) know how they should react in the event of an emergency.

Data protection regulations and general confidentiality guidelines must be observed throughout the entire crisis and emergency management process.

3.2 Objectives

All participants take measures relating to crisis management within their own area of responsibility.

All participants have action and behaviour plans for potential crises and emergency situations.

Crises and emergencies are managed promptly and competently, and documented clearly.

3.3 Quality indicators

- Discussion around safety aspects involving all participants in the different hosting countries and regions (cf. PS 1, PS 3)
- Safety information for volunteers, crisis handling and emergency management (cf. PS 1)
- Measures for dealing with crises (cf. PS 1, PS 2, PS 3)
- Assurance of availability in emergencies / immediate contact (cf. PS 2)
- Definition and agreement of procedure in crises and emergencies involving all participants (cf. PS 1, PS 3, PS 4)
- Logical documentation of measures brought in as part of emergency management (cf. PS 4)

3.4. Process standards (PS)

- Safety information for volunteers, crisis handling and emergency management (PS 1)
- Contact in an emergency (PS 2)
- Overall concept for crisis and emergency management (PS 3)
- Documentation for crisis intervention and emergency process (PS 4)

3.4. Process standards - in detail

3.4. PS 1. Safety information for volunteers, crisis precautions and emergency management - binding

The sending organisation ensures that the volunteers receive written information describing safety measures applicable in the country. This also includes guidance on health care provision for the country in question.

The sending organisation ensures the volunteers receive written information at the start of their service with important addresses and emergency numbers, which they should turn to in the event of an emergency (e.g. points of contact on the ground, overseas insurance company, German embassy in the hosting country), and encourages the volunteer to have all these addresses with them at all times.

Where possible, the volunteers in the hosting country should also be given addresses for local doctors and hospitals, as well as other important points of contact.

Before departure, the sending organisation should encourage volunteers to register on the ELEFAND list, (Elektronische Erfassung Auslandsdeutscher in den Botschaften - Electronic Registration of Germans Overseas in Embassies), and to give the sending organisation proof of this.

During the preparation phase, aspects of safety, crisis handling and emergency management should be covered, and the volunteers made aware of these. This includes making the volunteers aware of their own responsibilities (e.g. everyday standards of behaviour, timely communication of any difficulties) as well as communicating procedures in acute emergency or crisis situations.

Volunteers receive comprehensive information about their insurance overseas (e.g. receipts for claiming costs, options for transport back to Germany for further treatment).

3.4 PS 2. Contact in an emergency - binding

All volunteers have an immediate contact for emergencies, e.g. the emergency hotline for overseas health insurance (24 emergency number).

Furthermore, the availability of a contact (placement, supervisor, hosting organisation, sending organisation, sending partner) within 24 hours is guaranteed.

3.4. PS 3. Overall concept for crisis and emergency management - binding

The sending organisation has a plan for crisis management before the volunteers' departure.

The sending organisation regularly monitors the safety situation in the hosting countries, e.g. by means of agreed feedback from hosting organisations / placements on the ground, safety notices from the Foreign Office.

The sending organisation has a written crisis and emergency management plan, which shows the procedure and measures to be adopted, including aftercare. The plan also includes the procedure for a potential recovery of the volunteer in the event of a crisis. The sending organisation informs the most senior responsible contact in the hosting country about the content of the crisis and emergency management plan.

The division of responsibilities between sending organisation, hosting organisation and/or placement, supervisor, and - if present - sending partner in the event of a crisis or emergency needs to be clarified in writing.

The sending organisation, hosting organisation, placement, supervisor, and/or - if present - sending partner inform the volunteer about specialist locations providing crisis aftercare if required, and assist in making contact.

3.4. PS 4. Documentation for crisis intervention and emergency process

- binding

In the event of a crisis or an emergency, the sending organisation keeps a written record of the steps taken by all participants (e.g. reports, emails, notes of phone conversations, documents etc.).

4. Developmental political emphasis in volunteer service.²

Preface

A period of volunteer service with a developmental political emphasis is characterised by features of its execution and objectives and contains additional challenges compared to other international volunteer service programmes. Therefore, it must meet the quality standards outlined in chapters 1-3 of this handbook, and also described in this chapter. The following quality standards are binding for all developmental political North / South volunteer services.

Particularly emphasised objectives of volunteer service with a developmental political emphasis include global learning in a developmental political context, and the attainment of multipliers for developmental political information and training work in Germany. The objective is to stimulate a sensitivity for developmental political subjects and connections amongst the volunteers, and to inspire them to bring developmental political subjects into German society.

In a developmental political context, global learning means tackling social, economic, political and ecological issues, as well as models and concepts of development, exploring global relationships and interactions, questioning your own way of living and running an economy, as well as challenging your own actions and global repercussions. Global fairness, peace, taking care of creation, fighting poverty and realisation of human rights worldwide are also themes within global learning in a developmental political context. Due to the direct contact with people, living conditions, and the consequences of globalisation in a country in the Global South, volunteer service facilitates a particularly intensive, sustainable learning process in this area. But global learning in a developmental political context does not just happen automatically as a result of a period of volunteer service in Africa, Latin America, Asia, or Central Eastern Europe. It needs the careful selection of placements, raising of developmental political questions as well as competent partners for discussion and reflection before, during and after the period of service.

4.1. Selection of placements

4.1.1. Introduction

As already described in chapter 1.3., the placements are an important partner in the volunteer service training process, as they represent the practical learning environment, and the volunteers spend the majority of their period of service there. This means selecting and working with placements is one of the core tasks of the sending and/or hosting organisations for volunteer service with a developmental political emphasis.

4.1.2. Objectives

In their placement and/or activity area, the volunteers get an insight into developmental political subjects.

In their placement, the volunteers receive stimulation and support with regard to their reflection on developmental political issues.

² The principles for this chapter were developed by the cooperation partner in the EQEB quality association in the weltwärts programme, Brot für die Welt.

It is only applicable when sending organisations carry out a period of volunteer service with a developmental political emphasis. If they carry out a volunteer service of this nature using the weltwärts support programme, then the appendix "Volunteer services in the weltwärts programme" should be taken into consideration and observed.

Transparent criteria and procedures exist regarding the selection of placements for a period of volunteer service with a developmental political focus

4.1.3. Quality indicators

- Developmental political context, objectives and target groups of the placement/ hosting organisation (cf.PS 1)
- Activity with or on behalf of under-privileged sectors of the population (cf.PS 1)
- Competent discussion partner for developmental political issues (cf.PS 1)
- Transparent selection criteria and procedures (cf.PS 1)

4.1.4. Process standards (PS)

- Selection of placements, preparation for a cooperation and conclusion of a cooperation agreement (PS 1)

4.1.4. Process standards - in detail

4.1.4. PS 1. Selection of placements, preparation for a cooperation and conclusion of a cooperation agreement - binding

Interested placements and/or hosting organisations receive information about volunteer service with a developmental political emphasis, its objectives, particular challenges and content. This is in addition to the requirements in this handbook (cf. chapter 1.1.4. PS 1. and chapter 1.3.4. PS 1).

Placements with a developmental political emphasis meet the following requirements, in addition to the general requirements relating to placements abroad (cf. chapter 1.1.4. PS 1 and chapter 1.3.4.PS 1):

- The placement works with or on behalf of disadvantaged population groups (target group reference)
- The placement works with developmental political issues, e.g. reducing poverty, education, supporting democracy, food security / agricultural development, peace, health and population policy, human rights, migration, public safety, urban development, economic development, water, (renewable) energy, climate friendly development, protection of the environment and resources (subject area reference)
- The placement pursues socio-political objectives e.g. empowerment of disadvantaged groups, combating poverty, realisation of social justice, maintenance of general human rights, protection of nature and natural resources (socio-political reference)
- The placement and/or hosting organisation supports the developmental political orientation of the volunteer service.
- A competent partner may be available to the volunteer in the placement for discussion around developmental political matters.

These points must be detailed in the placement description which the sending organisation receives from the placement or the hosting organisation.

As well as the content of the placement description for volunteer service abroad (cf. chapter 1.1.4. PS 1 and chapter 1.3.4. PS1) the placement description for volunteer service with a developmental political emphasis contains the following point:

- Options for contacts with other organisations in the region, who are also involved in developmental political issues (options for contact with NGO's, who can provide information on localisation in the area of assignment in a regional and global context, options for short periods of practical experience or trips, visits to projects relating to developmental political issues in the region or similar)

The sending organisation makes their decision about collaboration with placements with consideration given to the specific requirements for a volunteer service with a developmental political emphasis.

If the communication with the placement goes through a hosting organisation, the sending organisation ensures that the specific requirements for placements for a period of volunteer service with a developmental political focus are observed in the placement selection process. The hosting organisation selects the placements. This requires the agreement of the sending organisation.

In the case of direct cooperation with placements, the cooperation agreement between sending organisation and placement (cf. chapter 1.3.4. PS 2) is complemented by the particular objectives and contents of a volunteer service with a developmental political focus.

In the case of cooperation with hosting organisations abroad, the cooperation agreement between the sending organisation and hosting organisation (cf. chapter 1.1.4. PS 1) also contains the additional requirements of content and socio-political orientation of placements, as well as the particular aims and content of a volunteer service with a developmental political focus.

4.2. Specifics of volunteer service with a developmental political emphasis

4.2.1. Introduction

As well as the general aspects of volunteer service, volunteer service with a developmental political focus is characterised by certain features, which should be considered during implementation, so that it can actually be designed as a developmental political learning service.

4.2.2. Objectives

The developmental political focus of the volunteer service is shown visibly and clearly in the publicity and preliminary information about the application process and the assignment up to work after return home. Applicants are selected who make a conscious decision in favour of a volunteer service with a developmental political focus. In the preparation phase and during support for the volunteer service, the volunteers engage with developmental political issues and the role of the placement as an agent and body within the development process, and they are made aware of global relationships and their own actions and choices in a global context.

They are also sensitised towards and made aware of the options for developmental political engagement after their service.

4.2.3. Quality indicators

- Portrayal of the developmental political emphasis of the volunteer service in publicity materials. (cf.PS 1)
- Engagement and socio-political interests of the applicants as selection criteria (cf.PS 2)
- Developmental political content in the preparation phase (cf.PS 3)
- Developmental political competence and experience abroad in the seminar team (cf.PS 4)
- Developmental political content design of associated training measures (cf.PS 5)
- Information about possibility of developmental political engagement (cf.PS 5)

4.2.4. Process standards (PS)

- Developmental political emphasis in publicity (PS 1)
- Selection criteria for applicants (PS 2)
- Volunteer preparation (PS 3)
- Competence in the seminar team (PS 4)
- Developmental political content in the training measures (PS 5)

4.2.4. Process standards

- in detail

4.2.4. PS 1. Developmental political emphasis in publicity

- binding

The sending organisation ensures that attention is drawn to the following in their publicity material relating to a volunteer service with a developmental political focus, particularly in their preliminary information to enquiries (home page, flyers etc.) (cf. chapter 2.1.4. PS 2)

- the developmental political orientation, objectives and desired effects of the volunteer service,
- the expectation that volunteers engage with developmental political issues, before, during and after the volunteer service and
- the expectation that volunteers are (developmentally / socio-)politically engaged after their return.

4.2.4. PS 2. Selection criteria for applicants

- binding

In order to do justice to the special features of volunteer service with a developmental political focus, the following criteria are given special consideration when selecting volunteers (cf. chapter 2.1.4. PS 1):

- Interest in socio-political /developmental political issues and global relationships
- a willingness to engage in developmental or socio-political issues after their return

4.2.4. PS 3. Volunteer preparation

- binding

In the preparation phase (cf. chapter 2.1.4. PS 7) for a period of volunteer service with a developmental political focus, the volunteers receive information material - or guidance on points of contact, sources of information and literature for their own research - on the following subjects:

- developmental political objectives and integration in the placement and any hosting organisation
- developmental political emphasis areas in the hosting country

4.1.4. PS 4. Competence in the seminar team

- binding

At least one person on the team carrying out the associated seminars in Germany (cf. chapter 2.2.4., PS 2) has first-hand experience abroad in a country in the Global South, as well as developmental political competence.

4.2.4. PS 5. Developmental political content in the training measures

- binding

Content of the preparation seminar / seminars:

The preparation seminar/s for a period of volunteer service with a developmental political focus includes the following content, as well as the points described in this handbook (cf. chapter 2.2.4., PS 4):

- Developmental politics, developmental political relationships and consequences of globalisation e.g.
 - Effects of the actions of German society on countries in the global south
 - Food for thought about the volunteer's own responsibility and options for action in a global context
 - Reflection on the role of a volunteer seen through the difference in power between the North and the South
 - Critical engagement with the term development
 - History of developmental politics
 - Sustainable development
 - Agents in and approaches to developmental political collaboration
 - Features of church-based developmental collaboration (basic principles, objectives)
- Relevant social topics in the hosting countries / regions e.g.

- HIV and Aids (causes, consequences)
- Gender
- Poverty
- Violence
- Education
- Homosexuality / LGBT
- Developmental political engagement e.g.
 - Discussion of the objectives of developmental political volunteer service
 - Examples of developmental political engagement in Germany

Content of the introduction in the hosting country:

As well as the content described in chapter 2.2.4. PS 4, the introduction in the hosting country also covers:

- Developmental political and global context of volunteer service e.g.
 - Introduction to the socio-political objectives of the work of the placement / hosting organisation, background information, starting point, target group
 - Options for contact with organisations on the ground working in the developmental political area (e.g NGO's, developmental political collaboration organisations on the ground)
 - Possibility of project visits

Content of the interim seminar / seminars and possible training days abroad:

As well as the content described in chapter 2.2.4. PS 4, interim seminars / training days during volunteer service with a developmental political focus contain the following content:

- Developmental political and global context of volunteer service e.g.
 - Consideration of a socio-political subject in the hosting country / a placement (possibly with reference back to subjects covered in the preparation phase and introduction)
 - developmental political engagement

Content of the evaluation seminar

As well as the content described in chapter 2.2.4. PS 4, evaluation seminars in volunteer service with a developmental political focus contain the following content:

- Developmental political relationships and consequences of globalisation with the background of the experiences made in the hosting country
- Possibilities for work after return, developmental political engagement, developmental political information and training work
 - Dealing with relevant questions from the volunteers
 - Information about possibility of developmental political engagement and activities (campaigns, initiatives, training, financial support options for implementation of volunteers' ideas etc.)

5. Appendix for volunteer service in the weltwärts support programme

This appendix shows requirements which relate explicitly to postings within the weltwärts support programme. The Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung (Federal ministry for economic cooperation and development - BMZ) has supported volunteer postings in a developmental political context since 2008 via the support programme "weltwärts". With the re-structuring of the programme in 2012/2013, a binding directory of quality requirements was set out within the weltwärts support programme. The requirements in this appendix, in addition to the general requirements in this handbook and all the regulations in the chapter "Volunteer service with a developmental political focus" are only binding for postings financially supported by the weltwärts programme.

As this is an appendix, the requirements are only stated here as process standards.

5. PS 1. Selection of placements - binding

Generally no more than two volunteers work in the same placement. The number of volunteer places is in an appropriate ratio to the number of employees in the placement.

5. PS 2. Developmental political emphasis in publicity - binding

The sending organisation ensures that the support programme "weltwärts" is depicted as a joint programme of the BMZ and civil society in all publicity material.

5. PS 3. Information about programme-wide volunteer surveys - binding

The sending organisation informs the volunteers at the end of their volunteer service (e.g. at the review seminar) about the aims and the importance of the programme-wide volunteer survey.

5. PS 4. Reporting - binding

The sending organisation ensures that the volunteers reflect on their developmental political learning experiences in a structured form of documentation (written report, film, commentary).

5. PS 5. Support for work after return - binding

The sending organisation supports returning volunteers actively in spreading the story of their experiences and in their socio and developmental political engagement in Germany.

5. PS 6. Policy document - binding

The sending organisation has a policy document e.g. mission statement, which contains statements about the meaning of volunteer service and considers the following aspects:

1. Global learning in the sense of sustainability and global responsibility. 2. Weltwärts was conceived as a developmental political learning service. 3. Engagement after return is an explicit aim.

The values of the sending organisation represented in the policy document identify the respect for the variety of human ways of living and beliefs.

5. PS 7. Finances - binding

Transfer of financial aid from the sending organisation to volunteers, hosting organisations and/or placements is carried out in a timely manner.

Evangelische Freiwilligendienste