



# Feedback on 2013 Self-Audit

**Organisation:** Action Lesotho

**To:** Clare Heardman

**From:** Shannette Budhai

**Self-audit template emailed on:** 30 October 2013

**Self-audit due date:** 2 December 2013

**Organisation's self-audit received on:** 15 December 2013

## **General Comments on self-audit reporting:**

### Background:

Over the past seven years Action Lesotho has been sending skilled volunteers to Lesotho to work on several community development projects. It is evident that the organisation pays a great deal of attention to making their programmes sustainable and encourages ownership at a local level: for this Action Lesotho should be commended. Action Lesotho has made significant progress in developing its programmes, especially considering that they almost entirely an all volunteer-led organisation (with the exception of the paid part-time bookshop staff). Their progress is also evidenced from the information presented in their newsletters and the information posted on the organisation's website. The organisation should also be lauded for their commitment towards working to meet the MDGs.

### Quality of Reporting

Sufficient attention went into completing the document, particularly in terms of naming the documents that are available to meet a particular indicator, stating where they are located, and identifying who will lead on action points for 2014 and when. Some areas outlined in the feedback below may have benefited in receiving a higher mark if greater operational details were provided. The self-audit document begins by offering ample details in regards to the procedures and structures present within AL; however, this kind of information tapers off towards the end of the document and is replaced by phrases indicating what kind of evidence is available. In most cases, there is sufficient information provided to determine a mark.

### Grading System

Please note that the following grading system is used to indicate if the described evidence suggests that the indicator is:

- 0 – Not in Place
- 1 – Partially in Place
- 2 – Substantially in Place
- 3 – In Place

### Evidence

Please note that feedback was made without actually looking at hardcopies of evidence and should therefore be taken as guiding remarks. Also, a lot of evidence stated below indicated that they were stored in Dropbox. Would AL be willing to share some of these documents via Dropbox as evidence of having some indicators in place?

It is good to note that the organisation is developing a strong cache of documents which it draws upon to strengthen its programme. Namely, they are:

- the volunteer summary document (mentioned under MS 3) which outlines how volunteers have contributed to skills transfer to locals;
- the 'Volunteer Introduction Sheet' (mentioned under Principle 3, Indicator 3) to get a sense of the volunteer's role;
- the Volunteer Manual to see what areas are covered and to see if additional recommendations can be made to strengthen the existing document;
- volunteer Information Form;
- volunteer Pack;
- Action Lesotho's Equality and Diversity Policy;
- Action Lesotho's Child Protection Policy;
- Documents used for debriefings;

We would be keen to see some of these documents above although it is not mandatory at this stage for them to be provided. Some documents—such as AL's Equality and Diversity Policy—would be particularly beneficial for other volunteer sending agencies to review as this is an area that requires the most development for most of the agencies. If this is an area that AL feels confident speaking about, it would be great to have someone from the organisation lead a workshop session in this area at one of the Peer Support Meetings.

### Minimum Standard

Please note that if an organisation wishes to be recognised as having met the minimum standard, they need to have met ALL 15 minimum standards which should be substantially (2) or fully in place (3). It is noted that Action Lesotho wishes to put themselves forward for meeting the minimum standards.

However, there are two minimum standards below that do not *appear* to be sufficiently in place. They are:

1. Minimum Standard 5: The VSA provides fair and balanced information about their own organisation and placement.
2. Minimum Standard 9: The VSA has clear guidelines on volunteer preparation, training and induction.

If the organisation has the time to provide the documents outlined above, or alternatively, to further describe the procedures that are in place, then the two standards above can be revisited. At this stage, if a higher mark is granted, Action Lesotho will *then* be put forward to the panel for having met the minimum standards. In the spirit of ongoing dialogue, if any of the feedback below does not accurately represent Action Lesotho please feel free to contact Shannette Budhai for possible revision.

### Conclusion

Finally, we would like to note that Action Lesotho is clearly committed to the CoGP. It has shown significant progress since the last audit and has realistic plans for this year. We would like to encourage Action Lesotho to keep going and should the organisation need support at any stage please do not hesitate to contact Shannette Budhai. Thank you for your ongoing commitment to responsible, responsive volunteering. We applaud the work done by Action Lesotho to date in implementing the CoGP and wish you well with your 2014 action points.

**Principle 1: Have volunteer programmes based on realistic aims and objectives with appropriate and useful volunteer roles.**

Indicator	Your Score	Comments
<b>MS 1</b> , Indicator 1: The VSA involves local partners in volunteer recruitment and selection.	2.5	<p>AL notes that volunteers are recruited by both Action Lesotho staff in Ireland, by Pippa in Lesotho and by local partners where appropriate. It is good to note that local staff are also responsible for recruiting all Basotho volunteers.</p> <p>This indicator appears to be in place from the description outlined in the self-audit. However, it would be interesting to get a description of the kind of formal <i>documentation</i> that is kept to ensure the local partner is involved in the recruitment process. For example, what criteria are used to select both local and international volunteers? This kind of hard evidence would be useful in the event that the organisation is audited.</p>
<b>MS 2</b> , Indicator 2: The VSA ensures that their local partners are involved in programme design, planning and implementation.	3	<p>AL states that “Programme plans &amp; strategic plan are developed in conjunction with local partners.”</p> <p>This indicator appears to be in place from the description outlined in the self-audit. It is particularly good to note that the staff in Lesotho have given feedback on the 3-year Strategic Plan and additionally adjust their annual plans. This indicates a degree of self-sufficiency whilst being interconnected to the international body (AL).</p> <p>It is particularly heartening to see that skills development—especially in IT—is taking place which facilitates the work being done. It is commendable that AL has organised for files to be shared with the local partner using a cloud storage system (Dropbox) which will ensure that files are readily accessible in multiple locations.</p>

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

Indicator	Your Score	Comments
<b>MS 3, Indicator 1:</b> Programme plans and budgets explicitly note how resources and support are provided to local partners.	3	<p>The information provided was largely situated in the context of budgets/plans in relation to volunteers although the indicator pertains to the scope of the project inclusive and exclusive of volunteers. However, that being noted, this indicator appears to be in place from the description outlined in the self-audit. AL notes that budgets are “contained within the Irish Aid Civil Society Fund, end of year reports and AL financial reports/accounts”. Additionally, this information is available via Dropbox and is therefore accessible by local partners.</p> <p>AL also states: “See volunteer summary doc for info on how volunteers have contributed to the transfer of skills to locals.” Would it be possible to forward this document to Shannette at <a href="mailto:Shannette@Comhlámh.org">Shannette@Comhlámh.org</a>?</p>
<b>Indicator 2:</b> Programme plans and budgets explicitly note how resources and support are provided to volunteers.	2	<p>The information provided under this indicator suggests that there are little or no costs associated with supporting volunteers.</p> <p>It was noted that 2 volunteers went overseas with AL in 2013 both with previous experience of working in development. Therefore, one can see why there was very little need for dedicated financial supports re pre-departure training. However, although the 2 volunteers had previous experience of working in development, was their experience based on working with AL or was it with another agency? Did they have multiple trips overseas with AL? Although a highly structured pre-departure training may not be warranted with the two volunteers, there must have been some kind of guidance/direction provided to them before embarking overseas. It would be good to get a</p>

	<p>description of what this 'support' entailed.</p> <p>It is noted that support is provided to the volunteers in country (by Pippa) and that financial supports are available upon request.</p> <p>The organisation indicates it will look into costs re debriefing for 2014.</p> <p>Please contact Grainne in Comhlámh (<a href="mailto:grainne@Comhlámh.org">grainne@Comhlámh.org</a>) for more information on volunteers accessing debriefing services. She will be able to provide you with a list of qualified debriefers and further information on how to access debriefing for little or no cost. Additionally, if AL is interested in having another Code of Good Practice signatory debrief their volunteers, please contact Shannette (<a href="mailto:Shannette@Comhlámh.org">Shannette@Comhlámh.org</a>) for more information on how to make these arrangements.</p> <p>Lastly, for clarification purposes, does AL only send experienced volunteers overseas? In the event that it chooses to send volunteers with little or no previous experience of working internationally in development, how prepared would the organisation be in terms of providing pre-departure training to such individuals?</p>
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**Principle 3: Provide marketing and imagery consistent with good practice, and clear expressions of organisational aims, ethos and values.**

Indicator	Your Score	Comments
<p><b>MS 4</b>, Indicator 1: The VSA develops and implements guidelines on good practice relating to marketing and imagery which also ensures that the local community is not put at risk or portrayed inaccurately.</p>	2	<p>This indicator appears to be in place from the description outlined in the self-audit. However, AL is encouraged to formally sign up as a signatory to Dóchas' Code of Conduct on Images and Messages; AL is not required to be a member of Dóchas to be a signatory to their Code.</p> <p>Having a section of the Volunteer Manual on code and ethics (in line with Dócha's Code of Conduct on Images and Messages) is well placed. AL may also want to share Comhlámh's Guidelines on the use of Social Media in Volunteering: <a href="http://Comhlámh.org/wp-content/uploads/2013/09/Social-Media-Guidelines.pdf">http://Comhlámh.org/wp-content/uploads/2013/09/Social-Media-Guidelines.pdf</a>.</p> <p>Formal training in Images and Messages is recommended for key persons working in AL. Although it is noted that the only 'staff' working for AL is in Lesotho, perhaps a board member or other vested person could undergo training in Images and Messages. Such training is offered by Kimmage Development Studies Centre on an annual basis.</p> <p>Also, what is the process for receiving feedback from the local partner? Is feedback gathered from Pippa, Basotho volunteers, and international volunteers in a systematic way?</p>
<p>Indicator 2: All promotional and awareness-raising materials clearly reflect the aims, ethos and values of the VSA, including the organisation's concern for the protection of the local community.</p>	3	<p>This indicator appears to be in place from the forms of evidence listed.</p> <p>Having reviewed the website and the Summary of Strategic Plan 2011 – 2014, it appears that there is great emphasis on ensuring the programmes that are put in place become sustainable through skills transfer to the local population. Thus, the aims, ethos and values are clearly articulated and demonstrate a</p>

		desire to equip the local community with the tools for them to make a living for themselves.
Indicator 3: The volunteer's role description is clearly and simply stated in all promotional materials in a manner that will not raise unrealistic expectations about what the placement can achieve.	1.5	<p>It is difficult to determine if this is in place as AL does not actively recruit volunteers. The information given under 'How to Volunteer' (on the website) is very general and does not state much in terms of the kind of volunteer that is being sought or the activities that he or she would be engaged in. However, this information may be expanded on in the 'Volunteer Introduction Sheet' which was not available for viewing at the time this feedback was being drafted. Thus, if the aforementioned document is emailed to <a href="mailto:Shannette@Comhlámh.org">Shannette@Comhlámh.org</a>, this mark of 1.5 can be revisited based on the quality of the documentation provided.</p> <p>Please note that your website has a link to Comhlámh's old Volunteering Options website; this website is no longer being updated and will cease to be operational. The content of this site has been merged with the main Comhlámh website which can be accessed at: <a href="http://Comhlámh.org/">http://Comhlámh.org/</a>.</p>
Indicator 4: Consultation takes place with local partners about promotional materials used by the VSA. Local partners are given an opportunity to review and enhance this material.	3	<p>This indicator appears to be in place from the forms of evidence listed. It is good to note that there is written communication taking place re the use of images. It is also an excellent idea to get the local partners to take photos themselves as this offers a more balanced approach.</p> <p>Additionally, it is wonderful to note that the website will be available to view in two languages (presumably both English and in Sesotho) in 2014 and that there is a concerted effort to get more Sesotho posts on Facebook so that more locals are engaging with the organisation. No doubt this will bring about greater clarity as to what the organisation does locally and will likely generate greater support for its activities.</p>

**Principle 4: Provide potential volunteers with free, fair and unbiased information about the organisation and volunteer placements.**

Indicator	Your Score	Comments
<p><b>MS 5, Indicator 1:</b> The VSA provides fair and balanced information about their organisation and placements.</p>	<p>1.5</p>	<p>It is difficult to determine if this is in place as AL does not actively recruit volunteers. The information given under 'How to Volunteer' (on the website) is very general and does not state much in terms of the kind of volunteer that is being sought or the activities that he or she would be engaged in. However, this information may be expanded on in the 'Volunteer Introduction Sheet' which was not available for viewing at the time this feedback was being drafted. Thus, if the aforementioned document is emailed to <a href="mailto:Shannette@Comhlámh.org">Shannette@Comhlámh.org</a>, this mark of 1.5 can be revisited based on the quality of the documentation provided.</p> <p>It is good to note that the website will be "updated with clearer information" in 2014.</p>
<p><b>MS 6, Indicator 2:</b> The VSA offers additional information about volunteering.</p>	<p>3</p>	<p>This indicator appears to be in place from the forms of evidence listed.</p> <p>It is good to note that information on Comhlámh services are provided to volunteers.</p> <p>It is also good to note on AL's website that there are local volunteering opportunities available (under Projects in Ireland). If potential volunteers are interested in getting engaged on a local level, AL could redirect them to <a href="http://www.volunteer.ie/">http://www.volunteer.ie/</a>.</p> <p>It is noted that a link to Comhlámh's Volunteering Options website, to Comhlámh's Volunteer Charter, and a Comhlámh logo are all present on the AL website. Please note that the Volunteering Options website is no longer being</p>

		<p>updated and will cease to be operational. The content of this site has been merged with the main Comhlámh website. Additionally, the link to the Volunteer Charter on AL's website actually redirects a person to the general Comhlámh website rather than to information on the Charter which can be accessed here: <a href="http://Comhlámh.org/volunteer-charter-2/">http://Comhlámh.org/volunteer-charter-2/</a>. Lastly, the Comhlámh logo that is on the website is not the Code of Good Practice signatory logo. Please contact Shannette for a copy of this.</p>
<p>Indicator 3: The VSA provides potential volunteers with unmediated access to former volunteers (subject to data protection regulations and consent).</p>	<p>1.5</p>	<p>This indicator appears to be in place from the forms of evidence listed.</p> <p>However, it is unclear if returned volunteers are given the opportunity to talk to outgoing or potential volunteers. Although a database of contact information is kept, are the meetings/conversations between returned and outgoing volunteers facilitated? Please clarify.</p>

## Principle 5: Use fair, consistent and transparent recruitment procedures.

Indicator	Your Score	Comments
Indicator 1: The VSA has written guidelines and procedures that set out how volunteers are recruited and/or selected.	1.5	Although AL has a policy on equality and diversity, does this policy inform recruitment practices? Are there any other policies that would be used to guide the recruitment procedure? What evidence would AL have to differentiate between a highly skilled/qualified candidate from a person who is unsuitable for the post? Please clarify this segment and provide evidence where available (such as policy documents). If documentation is emailed to <a href="mailto:Shannette@Comhlámh.org">Shannette@Comhlámh.org</a> , this mark of 1.5 can be revisited based on the quality of the documentation provided.
<b>MS 7</b> , Indicator 2: The VSA assesses potential volunteers against clear criteria which outlines the knowledge, skills and attributes required of volunteers for particular roles.	2	<p>AL notes that this indicator is in place; however, it is difficult to confirm that it is in fact “in place” without viewing any documentation. Please forward a copy of the Volunteer Application Form and Volunteer Pack to <a href="mailto:Shannette@Comhlámh.org">Shannette@Comhlámh.org</a>, this mark of 2 can be revisited based on the quality of the documentation provided.</p> <p>It is good to note that AL primarily sends skilled volunteers overseas and that sample role profiles are available. This is commendable and offers a lot of direction to the projects that are operational.</p> <p>Although the website provides a good overview of the projects and activities that take place in Lesotho, there is not a lot of information on the actual role of the volunteer whilst overseas. It was mentioned earlier in the self-audit that there will be further developments in this area in 2014 which is good to note.</p>
Indicator 3: Guidelines on safe recruitment practices are provided to those responsible for recruiting and selecting staff and volunteers.	2	AL notes that there is information to support this indicator being in place in its Dropbox folders. An expanded explanation as to what the policies are and how the documents are used would be beneficial. For example, are volunteers Garda Vetted? Are references checked? Are CVs kept on file?

		It is very good to note that guidelines on how to screen volunteers were produced in 2013.
Indicator 4: The VSA uses recruitment policies that reflect a commitment to promoting inclusiveness and diversity, complying with the spirit of the Irish Equality Legislation.	2	It is good to note that the organisation has an Equality and Diversity policy. Please forward a copy of the policy to <a href="mailto:Shannette@Comhlámh.org">Shannette@Comhlámh.org</a> , and this mark of 2 can be revisited based on the quality of the documentation provided.

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

Indicator	Your Score	Comments
<b>MS 8</b> , Indicator 1: The VSA has written guidelines which outline support services that volunteers can expect, including any in-country support provided.	2	<p>This indicator appears to be in place from the forms of evidence listed. However, the furnishing of greater details—or the opportunity to view sample documents such as the Volunteer Manual—could increase this mark from a 2 to a 3.</p> <p>If choosing to elaborate on details, please outline what kind of in-country support is received and how this benefits the volunteer, the supports the volunteer receives once home and what he/she needs to do to access such support, how the volunteer is informed of the supports, etc.</p>
Indicator 2: Relevant staff receive training in assessing and supporting the needs of volunteers.	2	<p>AL notes this indicator to be “partially in place”. It is noted that Pippa has extensive experience recruiting and working with volunteers in an international development context.</p> <p>It is noted that <i>most</i> records of trainings are kept. A recommendation for 2014 is that the organisation keeps an electronic scanned version of certificates and of any other information relating to the qualification of staff. AL may consider conducting a skills audit of international and local staff. Here is a link to one kind of skills audit that can be used by AL:  <a href="http://www.learningcurve.org.uk/sites/ladder4learning.org.uk/files/file_upload/ladderresources/TNA_Small_Business_Resource.pdf">http://www.learningcurve.org.uk/sites/ladder4learning.org.uk/files/file_upload/ladderresources/TNA_Small_Business_Resource.pdf</a>. Simpler versions of this are available and generally ask the person being audited what their current skills are and what future skills they would need to have to enhance the outcomes of their role. Once this information is gathered, the organisation can determine what skills are present and which ones are needed to meet its goals.</p> <p>It is good to note that the needs of the volunteer are reviewed after each placement.</p>
Indicator 3: Volunteers are informed about how	2	It appears that this indicator is in place although no box (in place, partially in place, not in place) was ticked. Under evidence available, the audit indicates

to protect their financial interests while overseas.		that this information is covered under the Social Insurance and Pensions section and also under the Practicalities Section.
Indicator 4: Access to ongoing mentoring and support is available to volunteers throughout their placements.	3	<p>It was noted earlier in the audit that Pippa is primarily responsible for supporting the volunteers, and as there were two that went in 2013, that does not appear to be too onerous. It also appears that potential volunteers are in touch with Pippa from the very start as they can express an interest in volunteering by contacting her; [information found on the website].</p> <p>Areas of support seem to be outlined in various sections of the Volunteer Manual. It would be beneficial to get a copy of the Volunteer Manual to see if further recommendations can be made.</p>

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

Indicator	Your Score	Comments
<b>MS 9</b> , Indicator 1: The VSA has clear guidelines on volunteer preparation, training and induction.	1	AL notes that this indicator is largely in place. However, it was noted that the 2 international volunteers did not partake in any pre-departure training. Was pre-departure training given to them on previous trips? Was the Volunteer Manual the primary source of information preparing the volunteers for the trip? Was communication with Pippa a significant source of preparation for the trip? Is there an induction period once in Lesotho for the volunteers?  Further details in this section would help raise the current mark. Provision of documents/evidence would additionally do the same.
Indicator 2: The VSA provides comprehensive preparation and training to volunteers.	3	There is sufficient evidence listed to suggest that this indicator is in place. The relevant sections of the Volunteer Manual were highlighted outlining where potential volunteers can find information. It is understandable that training is flexible as the organisation does not send large numbers of volunteers overseas.
Indicator 3: Volunteers are briefed and indicate an understanding of organisational policies and procedures specific to their role.	3	There is sufficient evidence listed to suggest that this indicator is in place. The relevant sections of the Volunteer Manual were highlighted outlining where potential volunteers can find information and it is noted that the documents are continuously updated.
Indicator 4: The VSA has appropriately trained staff that provide training and induction to volunteers.	3	This indicator appears to be in place from the description outlined in the self-audit. AL notes that induction is given by Pippa—an experienced Volunteer Coordinator. Details of communication, of documentation and other sources of evidence also stated.
Indicator 5: Local partners are supported in providing training and induction to volunteers.	1	AL notes that this is “not in place”. Although Pippa is an Irish person based in Lesotho, is she also the local partner in a sense? Is there a specific body that would be considered “the partner” (such as the Ferrando Centre)? If she is considered to be one of the local partners, it is arguable that this indicator is

		being met. Additionally, in terms of making the programme more sustainable, is there a way of training and inviting local people to take on greater leadership roles within the organisation? Also, on the various projects, are local partners involved in any way of providing support or guidance to the volunteers?
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**Principle 8: Ensure the protection, safety and well-being of volunteers and those they work with as far as possible.**

Indicator	Your Score	Comments
<b>MS 10</b> , Indicator 1: Programme plans include written assessments of security, travel and health risks specific to the country or region.	3	There is sufficient evidence listed to suggest that this indicator is in place. The relevant sections of the Volunteer Manual were highlighted outlining where potential volunteers can find information and it is noted that the crisis response document has been updated. Additionally, it is noted that “staff” will continue to monitor travel risks and crisis management in 2014. In the past other VSAs have used Eurocheck to consult re security needs: <a href="http://eurocheck.ie/">http://eurocheck.ie/</a> .
Indicator 2: Records are maintained of placement-related injuries, sickness, accidents and fatalities, which are monitored to help assess and reduce further risk to volunteers.	2	Evidence suggests that this indicator is mostly in place. There appears to have been relatively few serious illnesses to date although it is important to also keep track of minor ailments—the organisation appears to have started doing this.  Does information on common illnesses get covered in the Volunteer Manual or conveyed to the volunteer in any other way?
Indicator 3: The VSA ensures that volunteers are informed of the need for relevant medical and travel insurance whether organised by the volunteer or the VSA.	3	This indicator appears to be in place from the description outlined in the self-audit.  Is there much of a kidnapping threat in Lesotho? If so, are volunteers advised to get K&R insurance?
Indicator 4: The VSA requests a certificate of fitness to travel and references from all volunteers.	2	This indicator appears to be substantially in place from the description outlined in the self-audit.  The organisation can benefit from asking volunteers for medical certificates as this makes the screening process more robust and also protects the organisation should anything go wrong. For example, if a volunteer has an allergic reaction or a perhaps a seizure, this can be checked against their medical record which would allow AL to respond quickly and appropriately to

		the incident.
<b>MS 11</b> , Indicator 5: There are comprehensive protection guidelines and disciplinary procedures in place for inappropriate behaviour of staff, volunteers and other representatives vis-à-vis contact with children/vulnerable adults.	3	This indicator appears to be in place from the description outlined in the self-audit. There appears to be a Child Protection Policy in place and as noted, the organisation conducted Child Protection training with local staff/volunteers/partners using the Capacity Building Grant that was made available to them from Comhlámh.
Indicator 6: The VSA has representatives with special responsibilities for protecting children/vulnerable adults.	2	This indicator appears to be substantially in place from the description outlined in the self-audit. AL has a dedicated child protection officer (Limakatso Rantoa) and has identified further training opportunities for her to bring this indicator fully in line. It is envisioned that work in this area will be complete in 2014.
Indicator 7: The VSA engages with local partners on child and vulnerable adult protection issues to ensure common agreements, mutual learning and development of good practice.	3	This indicator appears to be in place as recent Child Protection training was undertaken in 2013.

## Principle 9: Provide debriefing for returned volunteers.

Indicator	Your Score	Comments
<b>MS 12, Indicator 1:</b> The VSA ensures that all volunteers have access to personal and/or group debriefing and operational debriefings at the end of their placement.	2	This indicator appears to be substantially in place from the description outlined in the self-audit. However, it was noted that no hours were spent debriefing returnees. Was this because the individuals were offered an opportunity to debrief and chose not to take it up?
<b>Indicator 2:</b> The VSA ensures that relevant staff receive training in debriefing or reorientation, or that debriefing is sourced externally.	3	<p>This indicator appears to be substantially in place from the description outlined in the self-audit. An excellent debriefing manual can be purchased from People In Aid if AL wishes to develop its expertise in this area:  <a href="http://www.peopleinaid.org/publications/DebriefingAidWorkersDownload.aspx">http://www.peopleinaid.org/publications/DebriefingAidWorkersDownload.aspx</a></p> <p>In Ireland, there are a number of national accreditation bodies for counselling and psychotherapy. There a number of international bodies, for example, InterHealth in the UK, the Headington Institute in the USA, etc.</p>

## Principle 10: Undertake ongoing monitoring and evaluation.

Indicator	Your Score	Comments
<b>MS 13</b> , Indicator 1: Feedback from monitoring and evaluation processes is used to inform annual planning and programme revision.	3	This indicator appears to be in place from the description outlined in the self-audit. It would be interesting to see some forms of evidence (if they don't breach issues of confidentiality).
Indicator 2: Local partners participate in the evaluation of volunteer programmes and placements.	3	This indicator appears to be in place from the description outlined in the self-audit. It may be beneficial to have the files that are stored in Lesotho uploaded to Dropbox if there is capacity to do so. This aids in transparency and accessibility of information.
Indicator 3: The VSA undertakes regular monitoring and evaluation of volunteer's experiences in programmes.	2	This indicator appears to be substantially in place from the description outlined in the self-audit. It is noted that operational debriefings and personal debriefings are used as a method of eliciting feedback from volunteers; however, it is noted that no hours were spent in 2013 on personal debriefing. Was information gathered from the returnees through a operational debriefing or through alternative methods?  It is good to note that there have been improvements in eliciting feedback from volunteers throughout the years.
Indicator 4: The VSA evaluates the volunteer programme to ensure that volunteer role, profiles and placements remain appropriate, useful and achievable.	3	This indicator appears to be in place from the description outlined in the self-audit.
Indicator 5: All incidents, complaints and allegations of abuse recorded during the year inform planning in the following year.	1.5	This indicator appears to be partially in place from the description outlined in the self-audit. Although no incidents took place in 2011/2012, what structures are in place to handle potential incidents?  *Also, the 2013 self-audit is a review of the work that took place in 2013, not previous years. Please keep this in mind when completing future self-audits.

**Principle 11: Provide recognition to volunteers for their contribution to development whilst overseas and give them information on how they can further contribute to development at home.**

Indicator	Your Score	Comments
<b>MS 14</b> , Indicator 1: The VSA provides volunteers with information on how they can further contribute to development/justice issues from home.	3	This indicator appears to be in place from the description outlined in the self-audit. It is noted that volunteers are forwarded information on Comhlámh and that they are urged to stay in touch with AL upon return.
Indicator 2: The VSA recognises volunteers' contributions.	3	This indicator appears to be in place from the description outlined in the self-audit. It is noted that the volunteers are mentioned in newsletters and letters of thanks.
<b>MS 15</b> , Indicator 3: The VSA provides volunteers with a certificate, statement of service, or a reference letter upon request.	3	This indicator appears to be in place from the description outlined in the self-audit.

Your organisation is invited to use this space to respond to Comhlámh on the feedback drafted above. Please note that it is *not* mandatory to respond.

**Management Response:**