

Self-Audit 2012 Part 2: Code of Good Practice Self-Audit Tool

Please read introduction and guidance notes provided in the following document: *Self-Audit 2012 Part 1: Introduction to the Code of Good Practice and Guidance for Completion*.

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Volunteer Sending Agency Information 2012

Organisation Name	Action Lesotho							
Self-Audit Participants (Names and Functions)	Clare Heardman & Colleen O'Kane (Board members)		Self-Audit Report Prepared by (Name and Function)		Clare Heardman (Board member)			
	Pippa Kearon – Action Lesotho's Management Consultant in Lesotho & volunteer supervisor.							
In which countries are your activities based?	Lesotho and Ireland							
Number of Volunteers sent in 2012	Female <u> 3 </u>	Male <u> 3 </u>	Costs incurred by volunteer € <u> </u>		Targeted number of volunteers for 2013 <u> </u>			
Volunteer age (by percentage; e.g. 12%)	<18 <u> </u> %	18 – 21 <u> </u> %	22 – 25 <u> </u> %	26 – 30 <u> 33.3 </u> %	31 – 40 <u> </u> %	41 – 50 <u> 16.5 </u> %	51 – 65 <u> 33.3 </u> %	66+ <u> 16.5 </u> %
Duration of volunteer placements	0 – 2 Weeks 1	3 – 4 Weeks 3	2 – 3 Months 2	4 – 6 Months <input type="checkbox"/>	7 – 12 Months <input type="checkbox"/>	1 – 2 Years <input type="checkbox"/>	2+ Years <input type="checkbox"/>	
Are volunteers recruited for a specific skill set?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		If 'Yes', Please list	Transferable skills in the areas of crafts, trades, agriculture, business, management, computers/IT, teaching English				
What kind of professional /non-professional background do your volunteers come from?	In 2012, the volunteers included two retired civil servants, three professional craftworkers/trades people and one Masters student.		What activities do your volunteers engage in when abroad?	Transfer of skills in the areas of crafts, trades, business, management, computers/IT and teaching English. Delivered to: community groups, local support groups, existing/potential businesses and Action Lesotho's own Basotho team.				
How many of your volunteers have prior experience working	<u> 66 </u> %	How many volunteers participated in some form of pre-departure training?	None	How many volunteers participated in some form of debriefing?	<u> 5 out of 6 </u>			
How many of your volunteers have prior experience working overseas?	<u> 66 </u> %	Typically, how many days does this total?	n/a	Typically, how many days does this total?	<u> <1day </u>			

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Date self-audit completed:	
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Principle 1: Have volunteer programmes based on realistic aims and objectives with appropriate and useful volunteer roles.

Rationale:

In many developed countries, there is a demand from the public for overseas volunteer placements. This principle aims to ensure that volunteer programmes fit with local needs. Volunteers should have useful, rewarding placements that address relevant needs and are made in consultation with host partners.

Resources and Courses:

- Carmichael Centre Leadership & Governance training programme. See www.carmichaelcentre.ie for further information.
- Kimmage Capacity Development Services (formerly DTALK) courses: 'Evidence Based Planning—Demonstrating Needs and Results' and 'Outcome Mapping'. See www.kimmagedtalk.ie for further information.
- Education for Development produced a 'Volunteer Management Manual' which includes suggestions for interviewing and recruiting volunteers. It is available to download from the Members' Area of the Volunteering Options website.
- The Council of Europe produced 'International Voluntary Service' a programme planning training kit available to download from the Member's Area of the Volunteering Options website.

Principle 1, Indicator 1: The organisation involves local partners in volunteer recruitment and selection.		Yes	No	Partially	Details of evidence available
Evidence	Minimum standard: Feedback from local partners or MOU/agreement identifying the needs and roles for volunteers in programme plans;	X			The local partners are the Action Lesotho staff in Lesotho (primarily Mojalefa Oliphant who is the Centre Manager & Enterprise Officer) and Nyenye Crafts, one of businesses supported by Action Lesotho. Over the last year, Mojalefa has held meetings with the local community and the groups already using the community development centre in Ha Maqele to identify their training wishes/needs (to be met either by volunteers or in-country) – see meeting minutes (Pippa). Nyenye Crafts needs - see Nyenye Crafts report extracts.
	Minimum standard: Examples of key inter-partner communications relating to volunteer recruitment and selection.			?	Not clear what Q means. Volunteers coming from UK/Ireland are recruited/selected by Action Lesotho in Ireland & by Pippa. The staff/groups in Lesotho are not directly involved in this. However, volunteers only deliver training which meets a need which has been previously identified by the local partners and which is included in the AL plans & budgets
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. Over the last year, Mojalefa has held meetings with the local community and the groups already using the community development centre in Ha Maqele to identify their training wishes/needs (to be met either by volunteers or in-country) – see meeting minutes (Pippa). 					

- 2.
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List action points to be prioritised in 2013. State who will work on the task and timeline for completion.

- 1.
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Principle 1, Indicator 2: The organisation ensures that their local partners are involved in programme design, planning and implementation.		Yes	No	Partially	Details of evidence available
Evidence	Record of documentation shared with local partners on the organisation's planning processes and general operating policies and procedures;	X			Most key documents shared between board in Ireland and staff in Lesotho, especially via Dropbox.
	Feedback from local partners on draft programme plans/designs;			X	Staff in Lesotho provided feedback on 3 year strategic plan & adjust annual plans themselves.
	Meeting minutes, emails, letters, and other forms of communication with local partners relating to programme planning.			X	These exist but are not in an easily accessible format e.g. a lot of this is done through meetings in Lesotho & we don't have digital records on file in Ireland.
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. 2. 3. 					

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

Rationale:

It is necessary that budgets for programmes are sufficient to ensure that they are well-run and to facilitate local partners' growth in a sustainable manner. Budgets should cover the training of host partner staff to allow them to provide services to local communities outside their volunteer programmes.

Training and Other Resources:

- Kimmage Capacity Development Services (formerly DTALK) courses: 'Financial Management, Project Funding and Budget Management'; See www.kimmagedtalk.ie;
- Carmichael Centre Managing Money courses see www.carmichaelcentre.ie;
- Mango is a UK-based agency that works to help aid agencies and NGOs to strengthen their financial management systems; See www.mango.org.uk/ for further information;
- Civicus toolkits: 'Developing a Financing Strategy' and 'Financial Controls and Accountability' available at <http://www.civicus.org/new/default.asp>.

Principle 2, Indicator 1: Programme plans and budgets explicitly note how resources and support are provided to local partners.		Yes	No	Partially	Details of evidence available
Evidence	Minimum Standard: Copies of MOUs/agreements between local partners and sending agencies that detail resources and supports provided to local partners;	X			Volunteers pay for their own flights & living expenses. The Action Lesotho team in Lesotho has a strict budget to work within and volunteers will only be accepted if they can be accommodated within the budget. Currently only a small % of the budget is used to meet the costs of training delivered by volunteers, mainly materials & costs of lunches for training course participants. Each staff member plans their budget & can decide whether volunteers are the best way to achieve any of their objectives.
	Copies of annual programme plans, reports, tenders, etc. that outline how resources are spent to ensure the project is run efficiently;	X			All reports relate to the overall AL programme in Lesotho of which volunteer placements are a very small element. - See reports to Irish Aid (Dropbox) - See internal audit (Dropbox – Accounts) - See annual accounts (website & Dropbox)
	Copies of annual programme plans, reports, etc. that outline how resources are spent to ensure the	X			All reports relate to the overall AL programme in Lesotho of which volunteer placements are a very

project becomes more sustainable by supporting the local economy, demonstrates the transfer of skills to locals, uses local talent in the project, etc.;				<p>small element. However, sustainability is a key objective of AL.</p> <ul style="list-style-type: none"> - See reports to Irish Aid (Dropbox) - See volunteer summary doc for info on how volunteers have contributed to the transfer of skills to locals.
Details of training supports required by local partners in annual project plans;	X			See Irish Aid applications and reports (Dropbox). These highlight the role of the current AL programme in building capacity in our staff team in Lesotho.
Copies of programme plans and budgets that detail resources and supports provided to local partners;	X			<ul style="list-style-type: none"> - See Irish Aid applications and reports (Dropbox). - See annual accounts (website & Dropbox) - See also individual budget plans within Lesotho
Copies of annual programme plans/reports and budgets that detail resources and supports provided to local partners.	X			See above

Other evidence to show that indicator is in place:

- 1.
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List progress made in this area since 2011.

- 1.
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3.

List action points to be prioritised in 2013. State who will work on the task and timeline for completion.

1.

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Principle 2, Indicator 2: Programme plans and budgets explicitly note how resources and support are provided to volunteers.		Yes	No	Partially	Details of evidence available
Evidence	Copies of programme plans and budgets that detail resources and pre-departure supports provided to volunteers (including cost of trainings, materials, facilitators, etc.);			X	No financial resources are allocated to volunteers pre-departure. Human resources are involved e.g. in planning meetings, discussions, etc.
	Copies of programme plans and budgets that detail resources and in-country supports provided to volunteers;	X			- The Action Lesotho staff in Lesotho and volunteer coordinator Pippa Kearon provide support & supervision to volunteers. - Each staff members' budget details financial resources required as relevant.
	Copies of programme plans and budgets that detail resources and supports provided to volunteers on return (including costs of debriefing, follow-up, counseling, continuous engagement opportunities, etc.).			X	No financial resources are allocated to volunteers on their return. Human resources are involved e.g. in debriefings, publicity, maintaining contact, etc.
Other evidence to show indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 					

- 2.
- 3.

List action points to be prioritised in 2013. State who will work on the task and timeline for completion.

- 1.
- 2.
- 3.

Principle 3: Provide marketing and imagery consistent with good practice, and clear expressions of organisational aims, ethos and values.

Rationale:

It is important that sending organisations do not make false claims as to the efficacy of their programmes, or the extent to which volunteers can ‘make a difference’ to the lives of the people in the host communities. By being clear about their aims, values and ethos, organisations will also help volunteers to see whether they are in agreement with them. Additionally, the principle aims to make sure that local partners and communities are portrayed pictorially in a positive and balanced manner.

Training and Resources:

- Comhlámh’s ‘Images and Development’ workshop, designed specifically for volunteer sending organisations (www.comhlamh.org);
- Dóchas Code of Conduct on Images and Messages (www.dochas.ie);
- Kimmage Capacity Development Services courses: ‘Applying the Dóchas Code of Conduct on the Use of Images and Messages’ and ‘Working with the Media’ (www.kimmagedtalk.ie).

Principle 3, Indicator 1: The organisation develops and implements guidelines on good practice relating to marketing and imagery which also ensures that the host community is not put at risk or portrayed inaccurately.		Yes	No	Partially	Details of evidence available
Evidence	Minimum Standard: Signatory to the Dóchas Code of Conduct on use of Images & Messages.			X	Action Lesotho was not accepted as a member of Dóchas for 2012 but we adhere to the Dóchas Code of Conduct on use of Images & Messages.
	Minimum Standard: Copy of organisation's guidelines regarding external communication which reflects the principles of the Dóchas Code of Conduct on use of Images & Messages;	X			
	Examples of organisation's use of imagery in materials that reflect the Dóchas guidelines;	X			- see website & FB for example of images
	Record of staff participation in training on the use of images;		X		The staff (our only staff are in Lesotho) are all briefed in the use of images. No formal list.
	Documentation that volunteers are made aware of the organisation's imagery policy including use of images on social media (e.g. volunteer training manual, signed copy of organisation's imagery policy);	X			<ul style="list-style-type: none"> - Dóchas Code of Conduct on use of Images & Messages given to all volunteers. - See induction manual also.
	Fundraising information given to volunteers include	X			Induction manual

	guidance on the use of images and messaging consistent with the organisation's policy;				
	Copy of organisation's guidelines on marketing and imagery shared with volunteers and suppliers (e.g., graphic designers);		X		
	Copy of feedback from local partners on the organisation's use of marketing and imagery;		X		
<p>Other evidence to show that indicator is in place:</p> <ol style="list-style-type: none"> 1. 2. 3. 					
<p>List progress made in this area since 2011.</p> <ol style="list-style-type: none"> 1. 2. 3. 					
<p>List action points to be prioritised in 2013. State who will work on the task and timeline for completion.</p> <ol style="list-style-type: none"> 1. 2. 3. 					

Principle 3, Indicator 2: All promotional and awareness raising material clearly reflects the aims, ethos and values of the organisation, including the organisation's concern for the protection of the host community.		Yes	No	Partially	Details of evidence available
Evidence	Copies of messaging used in primary promotional media (e.g., website), additional promotional materials (e.g., flyers, advertisements) and strategy (e.g., strategic plan reflecting vision, mission and strategic objectives) that show consistency of messaging.	x			Website and Facebook Leaflet Strategic plan
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2. 3.					

Principle 3, 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.		Yes	No	Partially	Details of evidence available
Evidence	Copy of the volunteer's role description;			X	We do not actively seek volunteers therefore most of the promotional material makes little reference to volunteers. See website page 'What you can do'
	Copies of promotional materials encouraging realistic volunteer expectations.			X	We do not actively seek volunteers therefore most of the promotional material makes little reference to volunteers. See website page 'What you can do'
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. 2. 3. 					

Principle 3, Indicator 4: Consultation takes place with local partners about promotional materials used by the organisation. Local partners are given an opportunity to review and enhance this material.		Yes	No	Partially	Details of evidence available
Evidence	Minutes or other records from meetings with local partners regarding promotional materials;	X			Puseletso, the staff member in Lesotho responsible for PR, suggested Sesotho versions of some of the literature. Also changes to website text which have been incorporated.
	Examples of the incorporation of this feedback outlining the changes to promotional materials.	X			See Sesotho newsletter (e.g. on website). Also some Sesotho posts on FB
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. Dual language version of the website (Puseletso and Clare, by end of 2013). 2. Increase number of Sesotho posts on FB. 3. 					

Principle 4: Provide potential volunteers with free, fair and unbiased information on their organisation and volunteer placements.

Rationale:

Sending organisations are encouraged to provide potential volunteers with lists of independent resources on volunteering overseas in order to encourage informed decision-making. For example, access to returned volunteers can assist potential volunteers in their decision making and ideally enable them to learn more about their host country and placement.

Training and Other Resources to Support Implementation:

- Comhlámh's Volunteering Options website and 'Working for a Better World: A Guide to Volunteering in Global Development' (2nd edition). See www.volunteeringoptions.org for more information.

Principle 4, Indicator 1: The organisation provides fair and balanced information about their own organisation and placements		Yes	No	Partially	Details of evidence available
Evidence	Minimum Standard: Website screenshots detailing key organisational and placement information including an overview of the volunteer role(s), organisational values and aims, organisation status (e.g. charity, company, trust), and whether there is a programme cost;			X	Website is clear re. organisation's values & aims, status, etc. We do not actively seek volunteers therefore the website makes little reference to volunteers. See website page 'What you can do'
	Copy of information pack sent in response to queries about volunteering opportunities.		X		Any requests about volunteering are responded to on a case-by-case basis.
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. 2. 3. 					

Principle 4, Indicator 2: The organisation offers additional information about volunteering.		Yes	No	Partially	Details of evidence available
Evidence	Minimum Standard: A link is provided to Comhlámh's Volunteering Options website on the organisation's own website;	X			See How to Volunteer page of website
	Minimum Standard: The Comhlámh Signatory Logo is clearly visible on the organisation's website;	X			See homepage of website
	Minimum Standard: A link is provided to Comhlámh's Volunteer Charter on the organisation's own website;				See How to Volunteer page of website
	Briefing notes for staff responding to enquiries about volunteering that provides guidance on where to refer volunteers for other information on volunteering;		X		
	Links on the organisation's website to other sources of information about volunteering nationally and internationally;		X		
	Documentation showing that volunteers are told about Comhlámh's services to volunteers before they go overseas;	X			See Volunteer Manual (e.g. Supervision etc section)
	Documentation showing that volunteers are told	X			See Volunteer Manual (e.g. Supervision etc

	about Comhlámh's services to volunteers after they return from overseas;				section)
	Copy of information pack sent in response to queries about volunteering opportunities.	X			See Action Lesotho & Volunteers
<p>Other evidence to show that indicator is in place:</p> <p>4.</p> <p>5.</p> <p>6.</p>					
<p>List progress made in this area since 2011.</p> <p>4.</p> <p>5.</p> <p>6.</p>					
<p>List action points to be prioritised in 2013. State who will work on the task and timeline for completion.</p> <p>1.</p> <p>2.</p> <p>3.</p>					

Principle 4, Indicator 3: The organisation provides potential volunteers with unmediated access to former volunteers (subject to data protection regulations and content).		Yes	No	Partially	Details of evidence available
Evidence	Database of returned volunteers who are willing to talk to potential volunteers;	X			
	Documented procedures/records for facilitating contact between outgoing volunteers and returned volunteers;		X		
	Programmes, emails, etc., documenting returned volunteers invited to speak at trainings or at information events.		X		Has happened in previous years but not in 2012
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2. 3.					

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

Rationale:

This aims to ensure sending organisations have standardised selection procedures which are made clear to volunteers from the outset. It is also a key tool in the effective screening of volunteers in relation to child and vulnerable adult protection.

Resources and Courses:

- Volunteering Ireland courses: 'Volunteering Management' and 'Effective Recruitment and Selection of Volunteers';
- Volunteer Organisers Linking Together (VOLT): 'VOLT Working Group Report on Volunteer Vetting and Volunteer Screening', June 2004. Copies available through Volunteering Ireland or Comhlámh.

Principle 5, Indicator 1: The organisation has written guidelines and procedures that set out how volunteers are recruited and/or selected.		Yes	No	Partially	Details of evidence available
Evidence	Minimum Standard: Copy of recruitment or selection guidelines;	X			See Action Lesotho policy on equality and diversity. Also ??
	Documents showing that the organisation responds to candidates regarding their selection process (e.g., emails, letters, template for responding to candidates, etc.).		X		No such requests received.
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2. 3.					

Principle 5, Indicator 2: The organisation assesses potential volunteers against clear criteria which outlines the knowledge, skills and attributes required of volunteers for particular roles.		Yes	No	Partially	Details of evidence available
Evidence	Minimum Standard: Volunteer role profiles outlining knowledge, skills and attributes required;	?			The main requirement is that volunteers have skills relevant to our programmes that they can transfer.
	Minimum Standard: Sample applications forms and/or interview records which incorporate screening questions asking about skills, experience, work with children and vulnerable adults.	?			- See blank volunteer application form (don't have digital examples of completed forms).
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. 2. 3. 					

Principle 5, Indicator 3: Guidelines on safe recruitment practices are provided to those responsible for recruiting and selecting staff and volunteers.		Yes	No	Partially	Details of evidence available
Evidence	Written guidance on how to screen applicants (e.g., for health, child and vulnerable adult protection needs/risks, protection of the host community etc.);				
	Copy of training plan/induction for people involved in recruitment.				
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. 2. 3. 					

Principle 5, Indicator 4: The organisation uses recruitment policies that reflect a commitment to promoting inclusiveness and diversity, complying with the spirit of the Irish Equality Legislation.		Yes	No	Partially	Details of evidence available
Evidence	Copy of organisation's diversity and equality policy;	X			See Action Lesotho policy on equality and diversity.
	Copy of recruitment and advertising strategies;				To do
	Record of staff participation in training on equality and diversity.		X		
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2. 3.					

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

Rationale:

This principle aims to ensure sending organisations provide relevant supports to volunteers such as one-to-one or group support sessions. The existence of these supports should be made apparent to volunteers from the start of their engagement with the organisation.

Resources and Courses:

- Comhlámh's services for development workers and volunteers includes the provision of advice on social welfare entitlements and pensions. Contact janet@comhlamh.org;
- Volunteering Ireland courses: 'Volunteering Management' and 'Developing Your Volunteer Policy';
- Equality Authority documentation and publications;
- Kimmage Capacity Development Services (formerly DTALK) courses: 'Creative Facilitation', 'Learn to Debrief Humanitarian Workers Effectively', and 'How to be a Successful Trainer';
- The Free Management Library has a section entitled 'Information on Developing and Managing Volunteer Programmes'. Its links are often more relevant for domestic volunteering and to the situation in North America, but some of the articles may be of use. See www.managementhelp.org;
- National Youth Council of Ireland: 'Code of Good Practice, Child Protection for the Youth Work Sector' and 'Designated Person' training.

Principle 6, Indicator 1: The organisation has written guidelines which outlines support services that volunteers can expect, including any in-country support provided.		Yes	No	Partially	Details of evidence available
Evidence	Minimum standard: Copy of written guidelines outlining in-country supports;	X			Check which document
	Minimum standard: Copy of written policy outlining supports available upon return;	X			Check which document
	Examples of ways in which these policies are advertised to volunteers (e.g., through websites, brochures and other publications);		X		
	Copy of volunteer manual/handbook.	X			See Volunteer Manual
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2. 3.					

Principle 6, Indicator 2: Relevant staff receive training in assessing and supporting the needs of volunteers.		Yes	No	Partially	Details of evidence available
Evidence	Qualification or CV demonstrating experience of relevant staff;	X			Pippa Kearon (Copy of her CV)
	Records of staff training attendance and/or training manual;		X		
	Documentation designating a person responsible for reviewing training and support needs of volunteers as part of the annual planning process;			X	
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. 2. 3. 					

Principle 6, Indicator 3: Volunteers are informed about how to protect their financial interests while overseas.		Yes	No	Partially	Details of evidence available
Evidence	Copy of information given to volunteers about protecting their financial interests within the Irish social welfare and pension systems;	X			- See Volunteer Manual (Social Insurance & Pensions Section)
	Examples of how volunteers are informed about budgeting, banking, monetary spending habits and protecting their financial interests in their country of destination (e.g. emails, presentation slides, volunteer manual, etc)	X			- See Volunteer Manual Section (Practicalities Section)
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2. 3.					

Principle 6, Indicator 4: Access to ongoing mentoring and support is available to volunteers throughout their placements.		Yes	No	Partially	Details of evidence available
Evidence	Details of local partner/contact available to brief volunteers prior to departure;	X			- See Volunteer Manual (e.g. Application Form and Action Lesotho & Volunteers)
	Details of focal point/mentor designated to provide continuous assistance to volunteers during their placement;	X			- See Volunteer Manual (Action Lesotho & Volunteers Section)
	Written outline of how mentoring/support services for volunteers operate;	X			- See Volunteer Manual (Supervision, Feedback & Debriefing Section)
	Focal point is trained appropriately in dealing with incidents and accidents.	X			Pippa Kearon (CV)
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2. 3.					

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

Rationale:

Organisations are encouraged to review their training and induction needs. Training can be provided in-house, by outside agencies, or by a mix of both. It may also be provided pre-departure or in-country. Input and feedback from local partners is regarded as an important factor in the design of pre-departure training. Development education methodologies are deemed as a highly effective way to facilitate key areas of pre-departure training and preparation.

Resources and Courses:

- Comhlámh pre-departure training courses for short-term volunteers. Contact info@volunteeringoptions.org for details;
- Kimmage Capacity Development Services (formerly DTALK) 'Initial Preparation for Working in the South' course and 'Creative Facilitation' course;
- Comhlámh 'Skills in Development Education' and other skills related courses;
- Comhlámh's Volunteer Charter;
- Volunteering Ireland courses: 'Volunteering Management' and 'Day-to-day Management of Volunteers' ;
- Volunteer Centres Ireland, 'Developing a Volunteer Policy' guide;
- PARTNERS Ireland, 'Partners Intercultural Companion to Training for Transformation';

Principle 7, Indicator 1: The organisation has clear guidelines on volunteer preparation, training and induction.		Yes	No	Partially	Details of evidence available
Evidence	Minimum Standard: Written copy of guidelines on volunteer preparation, training and induction;	X			To do!! See check list
	Minimum Standard: Copy of training and induction manuals used by staff or external provider;	X			See Volunteer manual
	Copy of volunteer manual;				
	Copy of in-country orientation materials.				
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2. 3.					

Principle 7, Indicator 2: The organisation provides comprehensive preparation and training to volunteers.		Yes	No	Partially	Details of evidence available
Evidence	Country specific information shared with volunteer in volunteer training manual;	X			See Volunteer Manual – (e.g. Country Facts section, Practicalities, Health & Safety, etc)
	Guidelines on protection of financial interests shared with volunteer;	X			See Volunteer Manual – (Social Insurance & Pensions section)
	Volunteer motivations and expectations covered in volunteer training manual;			X	See Volunteer Manual
	The role of the volunteer within the programme and broader development context is covered in volunteer training manual;	X			See Volunteer Manual (Action Lesotho & Volunteers section)
	Information covering the history of the project and the organisation’s work with local partner is covered in volunteer training manual;		X		See Volunteer Manual (Action Lesotho & Volunteers section) Information provided on website
	Intercultural learning is covered in volunteer training manual;	X			See Volunteer Manual – (Diversity & Cultural section)
	Use of images and messages in social media (including the appropriate use of technology to ensure children/vulnerable adults are not put in	X			See Volunteer Manual – (Codes & Ethics section) See also Dochas Code

danger and exposed to abuse or exploitation) is covered in volunteer training manual;				
Supports available whilst on placement is covered in volunteer training manual;	X			- See Volunteer Manual (Supervision, Feedback & Debriefing Section)
Attendance list indicating volunteer's participation in training/induction provided to volunteers;		X		
Training material instructing volunteers recruited for a specific skillset on how to apply their knowledge/training to overseas programme;		X		
Copy of training agenda.		X		

Other evidence to show that indicator is in place:

- 1.
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List progress made in this area since 2011.

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List action points to be prioritised in 2013. State who will work on the task and timeline for completion.

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Principle 7, Indicator 3: Volunteers are briefed and indicate an understanding of organisational policies and procedures specific to their role.		Yes	No	Partially	Details of evidence available
Evidence	Policy on child/vulnerable adult protection signed by volunteer;	X			See Child Protection & Vulnerable Adult policy
	Policy on safety and security signed by volunteer;	X			Check??
	Guidelines on gift-giving signed by volunteer;	X			See policy & check it has space to sign
	Guidelines outlining insurance requirements signed by volunteer;	X			See Volunteer Manual (Application Form & Practicalities)
	Guidelines on safe and ethical fundraising signed by volunteer;	X			See Volunteer Manual – (Codes & Ethics Section) Plus space to sign
	Guidelines on appropriate use of technology including references to use of email, digital cameras, websites, internet, etc., signed by volunteer;	X			See Volunteer Manual – (Codes & Ethics Section)
	Copy of accommodation arrangements signed by volunteer;			X	Accommodation arranged on a case by case basis (see VM Practicalities section)
	Copy of medical/fitness certification requirements signed by volunteer or submitted by medical practitioner;	X			See Volunteer Manual (Application Form)
	Copy of travel arrangements including visa requirements signed by volunteer.	X			See Volunteer Manual (Practicalities section)

Other evidence to show that indicator is in place:

- 1.
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List progress made in this area since 2011.

- 1.
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List action points to be prioritised in 2013. State who will work on the task and timeline for completion.

- 1.
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Principle 7, Indicator 4: The organisation has appropriately trained staff that provide training and induction to volunteers		Yes	No	Partially	Details of evidence available
Evidence	Qualification or CV demonstrating experience of relevant staff;				Pippa's CV (where is the copy of it?)
	Records of staff training attendance and/or training manual;				See Volunteer manual
	Documentation designating a person responsible for reviewing training and support needs of volunteers as part of the annual planning process;	X			Pippa Kearon is volunteer coordinator in Lesotho.
	Guidelines on safe recruitment practices are provided to those responsible for recruiting and selecting staff and volunteers;	X			
	Details of outsourced training;		X		
	Documents shared with local partners on the training volunteers receive from volunteer sending agency;				
	Details of in-country training and the staff responsible for its provision.				
Other evidence to show that indicator is in place:					
1.					

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List progress made in this area since 2011.

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List action points to be prioritised in 2013. State who will work on the task and timeline for completion.

- 1.
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Principle 7, Indicator 5: Local partners are supported in providing training and induction to volunteers.		Yes	No	Partially	Details of evidence available
Evidence	Copies of training and induction programmes used by local partners;	X			See Volunteer Manual
	Attendance list indicating volunteer's participation in induction and briefing provided by local partners;		X		
	Feedback from volunteers on the training they received from local partners;		X		
	Feedback from local partners on successes and challenges in carrying out training and induction.		X		
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2. 3.					

Principle 8: Ensure the protection, safety and well-being of volunteers and those they work with as far as possible.

Rationale:

Provision is made for the development and application of policies to ensure the protection of volunteers from potential harm, and from potentially harming others.

Resources and Courses:

- Volunteering Ireland Safeguard Programme – Garda vetting;
- Kimmage Capacity Development Services course: Child Protection;
- CARE publication: ‘Critical Incident Protocol: Your Guide to Managing Critical Incidents’;
- International Committee of the Red Cross publication: ‘Staying Alive: Safety and Security Guidelines for Humanitarian Volunteers in Conflict Areas’;
- Volunteer Organisers Linking Together (VOLT) publication: ‘VOLT Working Group Report on Volunteer Vetting and Volunteer Screening’;
- Department of Health & Children, ‘Our Duty to Care: the Principles of Good Practice for the Protection of Children & Young People’;
- The Keeping Children Safe Coalition comprises a number of aid and development agencies that work together to share experience and knowledge on how to identify a common approach to child protection. They have developed a range of resources and tools on the topic;
- Comhlamh services for development workers and volunteers include group debriefing and support and guidance to organise counseling and personal debriefing. Contact supportservices@comhlamh.org;
- Eurocheck Security Consultants.

Principle 8, Indicator 1: Programme plans include written assessments of security, travel and health risks specific to the country or region.		Yes	No	Partially	Details of evidence available
Evidence	Minimum standard: Copies of policies relating to safety and security;	X			
	Minimum standard: Copies of guidelines relating to personal health;	X			
	Written assessment of security, travel and health risks for each placement, reviewed on a bi-annual basis and prior to deployment;		X		
	Copies of risk assessment and management procedures and protocols;	X			
	Crisis management team is in place and relevant contact details shared;		X		
	Documentation of evacuation plan;		X		
	Signed documentation indicating that volunteers are aware of the security, travel and health risks before they embark on trip.	X			
Other evidence to show that indicator is in place:					
1.					
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List progress made in this area since 2011.					
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List action points to be prioritised in 2013. State who will work on the task and timeline for completion.

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Principle 8, 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.		Yes	No	Partially	Details of evidence available
Evidence	Template for keeping records of placement-related health difficulties;		X		
	File of past placement-related incidents and actions taken.		X		
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. 2. 3. 					

Principle 8, Indicator 3: The organisation ensures that volunteers are informed of the need for relevant medical and travel insurance whether organised by the volunteer or the organisation.		Yes	No	Partially	Details of evidence available
Evidence	Minimum Standard: Example of written information provided for volunteers stating that medical insurance is compulsory for volunteer placements;	X			
	Written information for volunteers about the organisation's policy on travel insurance, including the need for emergency evacuation cover;	X			
	Outline of referral system to relevant service providers.				? What does question mean?
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2. 3.					

Principle 8, Indicator 4: The organisation requests a certificate of fitness to travel and references from all volunteers.		Yes	No	Partially	Details of evidence available
Evidence	Minimum Standard: Copies of procedures for getting certificates of fitness;	X			
	Copies of procedures for seeking references;	X			
	Copies of volunteer medical certificates and references.		X		
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2. 3.					

Principle 8, 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.		Yes	No	Partially	Details of evidence available
Evidence	Minimum standard: Copies of policies relating to child/ vulnerable adult protection and corresponding disciplinary procedures;	X			See Child Protection Policy
	Protection policy providing evidence that children/vulnerable adults are adequately supervised and protected at all times;			X	See Child Protection Policy
	Copies of protection guidelines signed by staff, volunteers and representatives;		X		Don't have signed copies available
	Discipline & Grievance policy which includes clearly outlined consequences for breaching guidelines;			X	See Child Protection Policy
	Document stating step-by-step guidance on what action to take if there are concerns about a child's safety or welfare;			X	See Child Protection Policy & Improvised Policy doc
	Distribution list showing how protection guidelines are disseminated to volunteers and local partners.		X		
Other evidence to show that indicator is in place:					
1.					

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List progress made in this area since 2011.

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List action points to be prioritised in 2013. State who will work on the task and timeline for completion.

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Principle 8, Indicator 6: The organisation has representatives with special responsibilities for protecting children/vulnerable adults.		Yes	No	Partially	Details of evidence available
Evidence	Copy of name and duties of those people with special responsibility for child/vulnerable adult protection in the organisation;			X	Puseletso Raselimo, our Humanitarian manager is responsible
	CVs, certificates, qualifications, etc., showing that personnel with special responsibilities for protecting children are provided with comprehensive training on handling complaints and implementing disciplinary procedures;			X	Puseletso Raselimo, our Humanitarian manager is responsible and is a trained lawyer.
	Lists of contacts for specialist advice, information, and reporting on child/vulnerable adult protection.		X		
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					

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Principle 8, Indicator 7: The organisation engages with local partners on child and vulnerable adult protection issues to ensure common agreements, mutual learning and development of good practice.		Yes	No	Partially	Details of evidence available
Evidence	Documentation showing the organisation and local partners have a partnership agreement in place addressing the protection of children/vulnerable adults;	X			- See Child & Vulnerable Adult Protection Policy - See also Improvised Child Protection doc
	Copy of local partner's relevant child/vulnerable adult protection policy;			X	See Improvised Child Protection doc
	Documentation showing that the organisation has provided assistance to local partners in developing child/vulnerable adult protection where none are in place.	X			See Improvised Child Protection doc
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2.					

3.

Principle 9: Provide debriefing for returned volunteers.

Rationale:

Debriefing is an important part of any volunteer placement. It allows volunteers to reflect on their experiences and pass on their knowledge. Additionally, it gives the organisation the opportunity to acknowledge the role of the individual and to both give and receive feedback.

Resources and Courses:

- Comhlámh Moving Forward days, Coming Home Weekends and Group Debriefings. We also provide support and guidance to organise counselling and personal debriefing;
- Kimmage Capacity Development Services course: 'Learn to debrief humanitarian workers effectively';
- People in Aid information notes: 'Effective Debriefing'.

Principle 9, Indicator 1: The organisation ensures that all volunteers have access to personal and/or group debriefing and operational debriefings at the end of their placement.		Yes	No	Partially	Details of evidence available
Evidence	Minimum standard: Copy of organisation's guidelines on operational debriefing;	X			
	Minimum standard: Copy of organisation's guidelines on personal and/or group debriefing;	X			
	List of persons responsible for providing debriefing (internal and/or external);	X			
	List of debriefing schedule and activities shared with volunteers (in emails, information pack, volunteer manual, etc).	X			
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. 2. 3. 					

Principle 9, Indicator 2: The organisation ensures that relevant staff receive training in debriefing or reorientation, or that debriefing is sourced externally.		Yes	No	Partially	Details of evidence available
Evidence	List of staff who have participated in training on debriefing and reorientation;		X		No formal training undertaken
	List of the organisation's external contacts that provide debriefing or reorientation for returned volunteers;	X			Comhlamh
	Copy of procedures for providing referrals for counseling.	X			Comhlamh
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
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List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
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Principle 10: Provide ongoing monitoring and evaluation.

Rationale:

Monitoring and evaluation are an important means of measuring the effectiveness of any programme that feed into programme improvements and organisational learning.

Resources and Courses:

- Kimmage Development Capacity Services courses: 'Introduction to Monitoring and Evaluation', 'Advanced Monitoring and Evaluation', and 'Evidence Based Planning—Demonstrating Needs and Results';
- Volunteering England: Volunteering Impact Assessment Toolkit;
- www.serviceleader.org is a site that contains resources for volunteer managers including 'Measuring the Difference Volunteers Make: Guide to Outcome Evaluation for Volunteer Programme Managers'.

Principle 10, Indicator 1: Feedback from monitoring and evaluation processes are used to inform annual planning and programme revision.		Yes	No	Partially	Details of evidence available
Evidence	Minimum standard: Copy of the organisations monitoring and evaluation procedures of the volunteer programme;				
	Minimum standard: Documentation showing that preparation, training, and induction programmes are regularly reviewed by the organisation;	X			Manual reviewed and updated in 2012
	Minimum standard: Examples of how feedback from local partners has impacted on programme design and annual planning;				
	Minimum standard: Examples of how feedback from volunteers has impacted on programme design and annual planning.				
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. 2. 					

3.

Principle 10, Indicator 2: Local partners participate in the evaluation of volunteer programmes and placements.		Yes	No	Partially	Details of evidence available
Evidence	Feedback from local partners on the structure of the volunteer programmes;				
	Feedback from local partners on the volunteers' role, profile and placement;				
	Feedback from local partners on the volunteer sending agency;				
	Minutes from meetings with local partners discussing volunteer management;				
	Minutes from meetings with local partners discussing volunteer activities;				
	Evaluation forms or other notes from local partners relating to the monitoring of volunteer placements.				
Other evidence to show that indicator is in place:					
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List progress made in this area since 2011.					
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List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					

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Principle 10, Indicator 3: The organisation undertakes regular monitoring and evaluation of volunteers' experiences in programmes.		Yes	No	Partially	Details of evidence available
Evidence	Copy of monitoring and evaluation forms or other methodologies used to capture volunteers' experiences;			x	
	Minutes from operational debriefings (with respect to data protection and confidentiality);			x	
	Minutes from group and personal debriefings (with respect to data protection and confidentiality).			x	
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. 2. 3. 					

Principle 10, Indicator 4: The organisation evaluates the volunteer programme to ensure that volunteer role, profiles and placements remain appropriate, useful and achievable.		Yes	No	Partially	Details of evidence available
Evidence	Documentation that demonstrates the organisation has reviewed the structure of the volunteer programme;	X			-See Action Lesotho & Volunteering document
	Documentation that demonstrates the organisation has reviewed the role, profile and placement of the volunteer;			X	Some info in Vol Summary sheet, but Pippa has more detailed info in Lesotho.
	Documentation that demonstrates the organisation has reviewed the volunteer programme with the local partner;			n/a?	We are our own local partner!
	Documentation that demonstrates the organisation has reviewed the management of volunteers;		X		System of managing volunteers was reviewed in 2010 & this system has remained in place since.
	Documentation that demonstrates the organisation has reviewed volunteer activities;	X			-See Action Lesotho & Volunteering document
	Copies of agreements/MOUs between sending and local partners relating to volunteer placements;			n/a?	We are our own local partner!
	Documentation that notes the changes that have taken place from review of volunteer programme.			n/a	No changes in last two years.
Other evidence to show that indicator is in place:					
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List progress made in this area since 2011.

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List action points to be prioritised in 2013. State who will work on the task and timeline for completion.

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Principle 10, Indicator 5: All incidents, complaints and allegations of abuse recorded during the year inform planning in the following year.		Yes	No	Partially	Details of evidence available
Evidence	Planning documents exemplifying how recorded incidents are incorporated into revised programme plans;			n/a	No incidents recorded in 2011/12
	Planning documents exemplifying how recorded complaints are incorporated into revised programme plans;			n/a	No complaints made in 2011/12
	Planning documents exemplifying how recorded allegations are incorporated into revised programme plans.			n/a	No allegations made in 2011/12
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2. 3.					

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

Rationale:

Volunteers should be recognised, both formally and informally, as being of value and importance.

Resources and Courses:

- Volunteering Ireland course 'Motivating Volunteers';
- A list of 100 ideas for ways to provide recognition for volunteers is available on the Volunteering Ireland Fingal website;
- Ireland Involved Awards: These awards include a category for International Development and are awarded on an annual basis;
- World Volunteer Web: Ideas for recognising volunteers.

Principle 11, Indicator 1: The organisation provides volunteers with information on how they can further contribute to development/justice issues from Ireland.		Yes	No	Partially	Details of evidence available
Evidence	Minimum standard: Copy of procedures for signposting returnees to opportunities to stay engaged in development/justice issues from Ireland;	X			Volunteers are given details of Comhlamh and urged to stay involved with Action Lesotho back in Ireland (see Volunteer Manual)
	Minimum standard: List of opportunities, trainings, courses, etc. to which returnees have been signposted;	X			Volunteers are given details of Comhlamh and urged to stay involved with Action Lesotho back in Ireland (see Volunteer Manual – Supervision, Feedback, etc section))
	Tracking sheet showing the number of returnees who stay involved in local or global development-related issues in Ireland.			X	Most of the Irish volunteers kept track of (see ‘What Volunteers have gone on to do’).
Other evidence to show that indicator is in place:					
1. 2. 3.					
List progress made in this area since 2011.					
1. 2. 3.					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
1. 2.					

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Principle 11, Indicator 2: The organisation recognises volunteers' contributions through events for returned volunteers, promotional materials, or further acknowledgement of their work.		Yes	No	Partially	Details of evidence available
Evidence	Photos, records of attendance, etc. of recognition ceremony;			X	Volunteers stories/photos are covered on FB and on website, and they receive emails/letter of thanks but there is no formal recognition ceremony.
	Newsletter, archived website information, etc., acknowledging the contribution volunteers have made while overseas.	X			Volunteers stories/photos are covered on FB and on website
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. 2. 3. 					

Principle 11, Indicator 3: The organisation provides volunteers with a certificate, statement of service, or a reference letter.		Yes	No	Partially	Details of evidence available
Evidence	Sample certificates;				
	Sample statement of service;				
	Sample reference letter.				
Other evidence to show that indicator is in place:					
<ol style="list-style-type: none"> 1. 2. 3. 					
List progress made in this area since 2011.					
<ol style="list-style-type: none"> 1. 2. 3. 					
List action points to be prioritised in 2013. State who will work on the task and timeline for completion.					
<ol style="list-style-type: none"> 1. 2. 3. 					

Self-Audit Signature Page

[Please print Part 2 (Self-Audit Tool), and sign and return to the Volunteer Quality Project Officer, Comhlámh, 2nd Floor Ballast House, Aston Quay, Dublin 2. Please note that Part 2 should also be sent by email to kate@comhlamh.org]

We confirm that this self-audit has been filled out accurately and is a true reflection of the level of implementation of the principles and indicators of good practices as outlined in this self-audit tool.

Self-Auditor's Signature _____

Date_____

Director/Board Member's Signature _____

Date_____

Self-Audit Checklist

	Completed?
Read Introduction and Guidelines (Part 1)	
Filled out the Volunteer Sending Agency Information Page (in Part 2)	
Filled out all the cells in Principle and Indicator Tables (in Part 2)	
Sent an e-copy of Part 2 back to Comhlámh (volunteering@comhlamh.org)	
Sent a signed copy of Part 2 to the Comhlámh offices (Comhlámh, 2 nd Floor Ballast House, Aston Quay, Dublin 2).	