

# Catalogue of quality standards

weltwärts volunteer service

## Preamble

The catalogue of quality standards for the weltwärts programme is a framework document that primarily describes the requirements the Federal Ministry for Economic Cooperation and Development (BMZ) has set for the German-based implementing organisations in the weltwärts programme's North-South and South-North components. It was drawn up jointly by representatives of civil society and government bodies. It provides the basis for external certification of the German-based implementing organisations by independent bodies. All stakeholders in the programme acknowledge the catalogue of quality requirements as the binding framework for their participation in the programme.

The implementing organisations have a direct contractual relationship with Engagement Global. As the recipients of the funding supplied by the BMZ, they are responsible for implementing the programme and ensuring compliance with the funding terms on the BMZ's behalf.

The weltwärts programme is based on the implementing organisations in Germany and the partners in the Global South working together in a spirit of partnership. Without this, it would not be possible to implement the funding programme or achieve the objectives cited in the funding guideline. In both components of the programme, the organisations involved have different roles and tasks, which they decide on jointly. The responsibilities differ due to the diverse range of implementing organisations and partners in the Global South and the different relationships between them. Utilisation of synergies between the North-South and South-North components is a key aim in order to promote quality development based on the principle of partnership.

Despite the programme's principle of partnership, the organisations involved often face unequal conditions in their efforts to work together as partners. This is due both to the global power imbalances and the colonial history that shape the context in which they work and to budgetary and administrative factors. The programme aims to ensure a partnership-based approach and to reflect diversity as far as possible through reflection, transparency and communication.

# 1. General framework

Area	Requirement
Policy & strategy	1:1 A The implementing organisations and the partners in the Global South work in close partnership.
	1:1 B The implementing organisations have a policy document, which makes reference to the scope and aim of the volunteer service. It includes the following aspects: <ol style="list-style-type: none"> <li>1. global learning, sustainable development and global responsibility in line with the SDGs<sup>1</sup>,</li> <li>2. the role of weltwärts as a development learning service,</li> <li>3. encouraging civic engagement by programme returnees.</li> </ol> <p>The values represented in the implementing organisations' policy document demonstrate respect for the diversity of humans, their lifestyles and beliefs.</p>
	1:1 C The issues of diversity, global interdependencies/power structures and racism in the volunteer service are addressed on the weltwärts programme.
General framework for collaboration	1.2 The general framework for collaboration (e.g. responsibilities, roles, tasks, methods and communication) is set out in agreements between the implementing organisations and the partners in the Global South.
Public relations (PR)	1.3 The development goals, learning and exchange character and expected outcomes of the volunteer service are described in a transparent and comprehensible manner in PR activities. The latter are carried out in such a way as to depict people in a dignified manner and without reproducing (racist) stereotypes.
Finance	1.4 There are funding policy agreements in place between the implementing organisations and the partners in the Global South, which create transparency and provide a reliable basis for planning. Transfers are made on time.

<sup>1</sup> A definition of the term “global learning” can be found at the [weltwärts website](#).

## 2. Education and mentoring

Area	Requirement
Volunteer service framework/educational plan.	2.1 A An educational plan for a development volunteer service is in place and is implemented. It includes references to SDGs and global learning.
	2.1 B Where possible, returnees are involved in the educational work.
	2.1 C The educational staff have the appropriate educational skills and qualifications to be able to conduct the seminars related to the voluntary service as set out in the educational plan. A reasonable staff-to-volunteer ratio is ensured.
	2.2 A Preparation, follow-up and support activities during the assignment in the host country are conducted for the volunteers, in accordance with the educational plan. Part of the preparation and, in some cases, the follow-up activities takes place in the sending country.
	2.2 B Language acquisition information is provided to help volunteers with communication during their assignment.
	2.2 C Among the topics included in the education and mentoring activities are: <ul style="list-style-type: none"> <li>• Self-reflection, participants' own role as volunteers</li> <li>• Sharing experiences with other volunteers</li> <li>• Practical information about the volunteer service</li> <li>• Health and safety principles, including prevention and intervention in cases of sexualised violence</li> <li>• Awareness of how to report in a non-stereotypical way</li> <li>• Global interdependencies, (post/neocolonial) power structure, racism</li> <li>• Sustainable development and responsibility for global challenges</li> <li>• Social commitment</li> </ul>

Area	Requirement		
Seminars	2.3	<p><u>North-South</u></p> <p>Preparatory/introductory seminar days, mid-term seminar days and end-of-service/returnee seminars take place.</p>	<p><u>South-North</u></p> <p>Training/seminar/mentoring days take place.</p>
	2.4	Volunteers have opportunities to actively contribute to seminars.	

### 3. Prior to voluntary service

Area	Requirement		
Approval and selection of place of assignment	3.1 A	<p><u>North-South</u></p> <p>The place of assignment is suitable for development learning and exposes volunteers to development issues. That is to say the place of assignment works</p> <ol style="list-style-type: none"> <li>1. with marginalised target groups,</li> <li>2. or in the field of ecological sustainability,</li> <li>3. or in other development or SDG-related areas.</li> </ol>	<p><u>South-North</u></p> <p>The place of assignment recognises the special aspects of a weltwärts assignment in Germany and is willing to help translate them into practice.</p> <p>The place of assignment works</p> <ol style="list-style-type: none"> <li>1. in culture, welfare, education or sport,</li> <li>2. or in ecological sustainability</li> </ol>

Area	Requirement	
	3. or in development education.	
3.1 B	<u>North-South</u>  The travel and security advice issued by Germany's Federal Foreign Office is observed.	<u>South-North</u>  The places of assignment are approved for the Federal Volunteer Service.
3.1 C	The volunteers' work at the place of assignment serves the public interest and does not serve to provide instruction in a particular ideology.	
3.1 D	The place of assignment is suitable for the target group of the weltwärts programme volunteer service. This means: <ol style="list-style-type: none"> <li>1. Any specific requirements that volunteers must fulfil will be clearly stated and taken into account as part of the volunteer selection process.</li> <li>2. Volunteers must not be used to fill paid positions.</li> <li>3. As a rule, no more than two weltwärts volunteers should work at one place of assignment unless they are assigned to different groups/teams/departments. This is to ensure they can have an intercultural learning experience.</li> <li>4. The volunteer receives suitable instruction for their work at the place of assignment.</li> </ol>	
3.1 E	A profile of the place of assignment/the assignment itself (goals, tasks) is provided in written form.	
Cooperation with places of assignment	3.2	The place of assignment receives preparation for its work with volunteers on the weltwärts programme and support during volunteers' service.
Information for applicants	3.3	Information on the weltwärts programme volunteer service is provided to applicants both prior to and during the selection process.

<b>Area</b>	<b>Requirement</b>
Selection of applicants	<p>3.4 Selection criteria exist, mutually agreed by the implementing organisations, partners in the Global South and, where appropriate, places of assignment. Potential criteria for under-represented target groups are also included.</p> <p>The selection criteria cover:</p> <ol style="list-style-type: none"> <li>1. Suitability for the learning service</li> <li>2. Suitability for work at the place of assignment</li> <li>3. Willingness to get involved in civic engagement after voluntary service</li> </ol> <p>The implementing organisations and the partners in the Global South agree the details of responsibilities and communication in the selection process.</p>
Written agreement with the volunteer	<p>3.5 A written agreement, which meets the requirements of the programme, is concluded with each volunteer.</p>
Organisational matters	<p>3.6 A Volunteers receive information and support regarding organisational aspects of the volunteer service. This includes, among other things, insurance, residential status in the host country, healthcare, accommodation and legal requirements in the host country that concern the volunteer service.</p>
	<p>3.6 B Appropriate insurance cover is ensured for volunteers.</p>
	<p>3.6 C It is ensured that the necessary residence papers for the volunteer service are provided.</p>

## 4. During voluntary service

<b>Area</b>	<b>Requirement</b>
Instruction at the place of assignment	<p>4.1 Instruction to give the volunteer proper introductory training and ongoing support at their place of assignment is ensured.</p>
Personal support	<p>4.2 Each volunteer is allocated a contact person whom they can easily contact. The contact person should not work in exactly the same part of the organisation as the volunteer.</p>

<b>Area</b>		<b>Requirement</b>		
Assistance for the place of assignment	4.3	The implementing organisations or the partners in the Global South are in contact with the places of assignment and assist them with any challenges they face when looking after the volunteers.		
Holiday	4.4	Voluntary service on the weltwärts programme is based on full-time work with organisation-specific and statutory, country-specific holiday,		
		<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>North-South</p> <p>i.e. at least 20 days off based on an assignment duration of one year and a 5-day working week (if the duration and/or working week is different, this should be adjusted on a pro rata basis).</p> </td> <td style="width: 50%; vertical-align: top;"> <p>South-North</p> <p>i.e. at least 24 days of holiday based on an assignment duration of one year (if the duration is different, this should be adjusted on a pro rata basis).</p> </td> </tr> </table>	<p>North-South</p> <p>i.e. at least 20 days off based on an assignment duration of one year and a 5-day working week (if the duration and/or working week is different, this should be adjusted on a pro rata basis).</p>	<p>South-North</p> <p>i.e. at least 24 days of holiday based on an assignment duration of one year (if the duration is different, this should be adjusted on a pro rata basis).</p>
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Accommodation	4.5	Where necessary, learning experiences and challenges related to the accommodation are reflected on.		
Crisis management	4.6	A written crisis and emergency management plan is in place. The relevant parties have been informed of emergency procedure and contact numbers.		
Feedback and reflection	4.7	Volunteers are requested to give regular feedback on their voluntary service in a suitable form. As part of this, they are asked to reflect on their learning experiences when they have completed service.		

## 5. After voluntary service

<b>Area</b>		<b>Requirement</b>
Certificate	5.1	Upon completion of their service, volunteers receive a certificate.
Civic engagement by returnees	5.2	Volunteers are encouraged to reflect on possibilities for civic engagement in development-related areas or areas serving the public interest after their voluntary service.

<b>Area</b>	<b>Requirement</b>
Evaluation	5.3 The implementation of the volunteer service is evaluated, taking the relevant parties' perspectives into account.