



CAPACITY BUILDING ACTIONS

IN THE FRAME OF EU AID VOLUNTEERS INITIATIVE:

NEEDS ASSESSMENT METHODOLOGY



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## QUESTIONNAIRE



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This survey of 10 open and closed questions is done in order to explore your knowledge of volunteers' management and practices of humanitarian aid under the EU Aid Volunteers initiative. If there is any content, definition or regulation you do not know, please do not search the meaning, since the survey is used to know your knowledge and according to that prepare the agenda of the training in Bologna. Contents have been produced and disseminated in English (EN), French (FR) and Spanish (ES).

1. On a scale from 1 (never heard of) to 4 (extremely familiar), please rate the capacity of your organisation in the following areas:

	1	2	3	4
Knowledge of EU Humanitarian Principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application of Competence Based Framework	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisation standards, rules and experience in hosting volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management, supervision, support and coaching of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Familiarity and experience in conducting need assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Familiarity and experience in information management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Familiarity and experience in Disaster Risk Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. On a scale from 1 (never heard of) to 4 (extremely familiar), please rate how familiar you are with each humanitarian principle. By familiarity, we mean how often you have come across a principle, as well as how often you apply it in your work.

	1	2	3	4
Humanity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impartiality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Independence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neutrality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. For each group/type of competence in the Competence Based Framework to be used in the EU Aid Volunteers programme, please list three competences for which you would like additional training.

Transversal

Specific

Technical



4. Indicate which of the following standards and procedures are formalised (in written form of policies, guidance notes, manuals etc...) in your organisation:

Safety and security

Provisions to ensure equal opportunities and non-discrimination in the identification and selection process

Provisions to ensure compliance with relevant national and Union law and law of the hosting country

Standards governing the partnerships between sending and hosting organisations

Provisions for recognition of the skills and competences acquired by EU Aid Volunteers in line with existing relevant Union initiatives

5. Which EU regulation do you think that indicates the adequate working conditions for all EU volunteers?

COMMISSION DELEGATED REGULATION (EU) N. 1398/2014 of 24 October 2014

REGULATION (EU) N. 375/2014 OF THE EU PARLIAMENT AND OF THE COUNCIL of 3 April 2014

COMMISSION IMPLEMENTING REGULATION (EU) N. 1244/2014 of 20 November 2014

Other (please specify)

6. Which process will you follow to identify adequate working conditions of EU aid volunteers based on the local and national operating contexts? (please refer to the relevant EU regulation)

7. Do you have a performance management system for your staff and volunteers?

	Yes	No
Staff	<input type="radio"/>	<input type="radio"/>
Volunteers	<input type="radio"/>	<input type="radio"/>



8. What are the key elements of a performance management system for your staff and volunteers?

9. What are the roles and responsibilities of key international stakeholders in pre and post disaster areas in your country/area?

10. In which areas of Disaster Risk Reduction do you need to build capacities in your organisation?

## TRAINING NEEDS ASSESSMENT WORKSHOP FOR EU AID VOLUNTEERS PROJECT



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This methodology is designed for a workshop of half day for around 10 participants. The purpose of the workshop is to identify needs for further support and training on pre-identified areas within the scope of the project. The workshop should be conducted by two people: one person facilitating the exercises and another person taking notes. A Need assessment report template (Annex A) will be filled in and sent to GVC.

The table below indicates the exercises to be conducted, the timing, the methodology, the material needed and some notes to help the facilitators. This methodology should be considered as a guidance and can adapted to fit the need of different partners in different context.

Time	Activity	Notes
9.00	<p><u>Welcome and introduction</u></p> <p>The facilitators introduce themselves and welcome the participants, participants are asked to do a round of introductions, Introduction to the day: Why are we here, why, what are we going to do, what we want to achieve</p> <p>Ground rules for the day</p>	<p>Duration: 15 minutes</p> <p>The facilitators should Explain clearly the purpose of the day: It is a need assessment, an opportunity for the participants to indicate in which area they think they would need further training. However this is limited to the topic of the EU Aid Volunteers programme</p>
9.15	<p><u>Brainstorming</u></p> <p>The facilitator asks the participants to explain their understanding of the EU Aid Volunteers programme. Just a quick brainstorming while the facilitator takes note on a flip chart.</p>	<p>Duration: 15minutes</p> <p>Material: Flip chart</p> <p>The facilitator asks participants to share their understanding of the programme. Keep the discussion short. The facilitator takes the opportunity to give a brief introduction to the program. A few paragraphs with objectives of the program to be shared with the participants in advance (Annex B)</p>
9.30	<p><u>In plenary</u></p> <p>Participants are asked to discuss what are their expectations from the EU Aid Volunteers programme and what are their concerns about the programme. Allocate 5 minutes for participants to think about the question.</p> <p>Going around the table the facilitator will ask the participants to share one expectation and one concern.</p> <p>The facilitator writes expectation on one flipchart and concerns on the other flipchart.</p> <p>Allocate 15 minutes for the presentation by participants and 10 minutes for discussion.</p>	<p>Duration: 30 minutes</p> <p>Material: Two flip charts paper sheets, 1 marker.</p> <p>The facilitator explains that participants should discuss what are the results that they expect the programme to achieve, and if they have any concerns about possible challenges for the implementation of the program (that could be lack of experience in certain areas, concerns about EU procedures, logistics constrains for hosting volunteers etc...)</p>



Time	Activity	Notes
10.00	<p><u>Ranking exercise</u></p> <p>The facilitator writes on a board the following 8 topics: 1) EU Humanitarian Principles; 2) Competence based framework; 3) EU and National rules and regulations applicable to volunteers; 4) Standard rules concerning partnership between sending and hosting organisations; 5) Sending and management of volunteers in third countries including supervision, support, coaching; 6) Methodologies for need assessment and information management; 7) Disaster Risk Management; 8) Linking Relief Rehabilitation and Development (LRRD)</p> <p>Participants are asked to give a score from 1 to 4 to each topic. (1 low knowledge, 4 high knowledge) Each participant is asked to go up to the board and put his score next to each topic. The facilitator calculates the score of each topic and put the total next to each topic. The facilitator concludes the exercise summarising the results and then with the help of the participants re-writes on a flip charts all the topics in order from the lowest to the highest.</p>	<p>Duration: 45 minutes</p> <p>Material: 1 board or flip chart, markers, Scotch/masking tape</p> <p>This exercise is setting the ground for further exploration of the topics that needs more attention and more training. It is important to record the questions and the discussions that the exercise will generate.</p>
10.45	<p><u>Brainstorming and work on the subtopics</u></p> <p>The facilitator ask the participants to brainstorm together and indicate sub-topics for each of the 8 topics</p> <p>The facilitator writes all the sub-topic discussed on a flip chart</p>	<p>Duration: 1 hour and 45 minutes</p> <p>Material: flip chart, markers</p> <p>The purpose of this exercise is to “un-pack” the content of each topic and break it down in sub-topics. This would help to gather more specific and detailed information. It will also give you a clear idea of the level of knowledge for each topic.</p> <p>If the group get stuck, the facilitators may need to help the group by providing examples (see <i>Sub-topics</i> Word file)</p>



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	<p>Work on the sub-topics</p> <p>On the base of the brainstorming that has just been conducted, participants are asked to discuss each topic and identify sub topics for which they feel they need training. The facilitator will capture the discussion on a flip chart. (1 sheet for each topic)</p> <p>Allocate 10 minutes for each topic.</p> <p>Once you have covered all the topics, ask each participants to come and help recap the discussion for each topic. At the end ask the group if there is something that they would like to add. Allow 10 minutes for this.</p>	<p>Discuss all the topics but keep this short. The participants will work on each topic in the following exercise.</p> <p>Allow 15 minutes for the brainstorming</p> <p>Material: Flip charts, markers, scotch/masking tape</p> <p>During the plenary discussion, the facilitator facilitates the discussion and summarises the discussion on the flipchart and notes down all the subtopics that are being discussed.</p> <p>Allow 1 hour for this</p>
12.15	<p><u>Conclusions and wrap up</u></p> <p>The facilitator summarises the results of the day, indicates the areas identified for further training, recall important points emerged from the discussions, and go back to exercise 1 Expectations and concerns and check if there is anything that was not covered during the day.</p> <p>Ask if there are remaining issues or things they want to add.</p> <p>Explain what are the next steps, how the information will be used.</p> <p>Thank them for the participation and say goodbye.</p>	<p>Duration: 30 minutes</p> <p>Important to follow the steps indicated. Particularly what is next and what they can expect.</p>

## SUB TOPICS



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Please consider this as a guide list, feel free to add any other sub topic that you consider to be important.

- 1) EU Humanitarian Principles
  - a. Humanity means that human suffering must be addressed wherever it is found, with particular attention to the most vulnerable.
  - b. Neutrality means that humanitarian aid must not favour any side in an armed conflict or other dispute.
  - c. Impartiality means that humanitarian aid must be provided solely on the basis of need, without discrimination.
  - d. Independence means the autonomy of humanitarian objectives from political, economic, military or other objectives.
  - e. European Consensus on Humanitarian Aid
- 2) Competence based framework
  - a. Competence intended as a combination of knowledge, skills and attitudes appropriate to the context, allowing EU Aid Volunteers to contribute to the provision of needs-based humanitarian aid
  - b. Transversal competences, Specific competences, Technical competences
  - c. Employees learning and development plan
- 3) EU and National rules and regulations applicable to volunteers
  - a. EU regulations applicable to EU volunteers
  - b. National rules applicable to volunteers
- 4) Standard rules concerning partnership between sending and hosting organisations
  - a. Agreements between sending and hosting organisations
  - b. Joint written assessment on security, travel and health risks
  - c. Data protection and sensitive information of the volunteers
- 5) Sending and management of volunteers/personnel in third countries including supervision, support, coaching
  - a. Standard Operating Procedures
  - b. Security and evacuation plan for staff and volunteers
  - c. Ensure to meet volunteer's learning outcomes and
  - d. In-country induction upon volunteer's arrival
- 6) Methodologies for need assessment and information management
  - a. Basic issues to consider when planning a need assessment
  - b. Different methodologies and tools for a need assessment (including: stakeholder mapping, vulnerability analysis, conflict sensitivity analysis, risk analysis, gender and age analysis)
  - c. Coordinated Need Assessments
- 7) Disaster Risk Management
  - a. Guiding principles for DG ECHO DRR actions
  - b. Key elements to be considered in design and implementation of DRR activities: sustainability; replication and scaling up; complementarity; coordination and partnership; advocacy; capacity building.
  - c. Integrated or targeted DRR

- d. DRR in the sectors of humanitarian assistance (Health, Food Security and Livelihoods, WASH, Shelter)
  - e. Resilience
- 8) Linking Relief Rehabilitation and Development (LRRD)
- a. LRRD and resilience
  - b. Approach to resilience based on: i) joint analysis of vulnerabilities and risks, ii) focus on the most vulnerable areas and populations; iii) shared objective and priorities, iv) coordinated action vi) regular monitoring and evaluation



## ANNEX A

### Notes from Training Need Assessment Workshop for EU Aid Volunteers Project



In the following table, please record the discussion held during the workshop.

Activity	Notes	
Initial brainstorming	<p>Participants explain their understanding of the EU Aid Volunteers programme</p> <p>Please record here your own observations</p>	
Expectations and concerns	Expectations (record the expectations of participants here)	Concerns (record the concerns of the participants here)
Ranking exercise	<p>Record here the score for each of the 8 topics:</p> <ol style="list-style-type: none"> <li>1) EU Humanitarian Principles</li> <li>2) Competence based framework</li> <li>3) EU and National rules and regulations applicable to volunteers</li> <li>4) Standard rules concerning partnership between sending and hosting organisations</li> <li>5) Sending and management of volunteers in third countries including supervision, support, coaching</li> <li>6) Methodologies for need assessment and information management</li> <li>7) Disaster Risk Management</li> <li>8) Linking Relief Rehabilitation and Development (LRRD)</li> </ol> <p>Please record here your own observations</p>	



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Activity	Notes
Brainstorming and work on the subtopics	<p>Record the sub topics for each of the following topics:</p> <ol style="list-style-type: none"><li>1) EU Humanitarian Principles<ul style="list-style-type: none"><li>- Subtopic 1 ....</li><li>- Subtopic 2 ...</li></ul></li><li>2) Competence based framework<ul style="list-style-type: none"><li>- Subtopic 1 ....</li><li>- Subtopic 2 ...</li></ul></li><li>3) EU and National rules and regulations applicable to volunteers<ul style="list-style-type: none"><li>- Subtopic 1 ....</li><li>- Subtopic 2 ...</li></ul></li><li>4) Standard rules concerning partnership between sending and hosting organisations<ul style="list-style-type: none"><li>- Subtopic 1 ....</li><li>- Subtopic 2 ...</li></ul></li><li>5) Sending and management of volunteers in third countries including supervision, support, coaching<ul style="list-style-type: none"><li>- Subtopic 1 ....</li><li>- Subtopic 2 ...</li></ul></li><li>6) Methodologies for need assessment and information management<ul style="list-style-type: none"><li>- Subtopic 1 ....</li><li>- Subtopic 2 ...</li></ul></li><li>7) Disaster Risk Management<ul style="list-style-type: none"><li>- Subtopic 1 ....</li><li>- Subtopic 2 ...</li></ul></li><li>8) Linking Relief Rehabilitation and Development (LRRD)<ul style="list-style-type: none"><li>- Subtopic 1 ....</li><li>- Subtopic 2 ...</li></ul></li></ol> <p>Please record here the main points of the discussion.</p> <p>Please record here your own observations.</p>
Conclusions and wrap up	<p>Record here any remaining issues the participants want to add.</p> <p>Please record here your observations and any final remarks.</p>

## ANNEX B

Please watch this video in English for an overview of the project:

[http://ec.europa.eu/echo/funding-evaluations/funding-humanitarian-aid/eu-aid-volunteers-calls-proposal\\_en](http://ec.europa.eu/echo/funding-evaluations/funding-humanitarian-aid/eu-aid-volunteers-calls-proposal_en)



### Key messages of the EU Aid Volunteers Initiative

- The EU Aid Volunteers initiative provides opportunities for volunteers to engage in humanitarian aid. In the period from 2016 to 2020, 4 000 individuals will be deployed by humanitarian organisations to support projects worldwide. A further 10 000 opportunities will be available for online volunteers to provide support.
- The initiative is open to a variety of profiles, from newcomers to experienced humanitarian experts. Opportunities will be provided for staff and volunteers from local organisations and local communities to strengthen their capacities to deal with disasters.
- Strengthening the humanitarian system and the capacity of humanitarian organisations and local responders to be more effective and principled in the delivery of humanitarian assistance is also supported under the initiative, with dedicated funding to support technical assistance and capacity building for sending and hosting organisations.
- European standards on the management of volunteers by humanitarian organisations have been developed in the context of this initiative. A European training programme for volunteers will ensure volunteers are well-trained and prepared before deployment.
- The EU Aid Volunteers initiative is an innovative instrument to complement the delivery of humanitarian aid, strengthen resilience and build capacities of local communities. The initiative corresponds to the EU's commitment to address the challenges of disaster risk reduction and aligns itself closely to the Sendai Framework for Disaster Risk Reduction and the objectives of the World Humanitarian Summit.
- Become a certified sending or hosting organization: all organisations wishing to send or host volunteers under the EUAV initiative must be certified under the initiative. The certification process verifies that the high standards and procedures of volunteer management set to protect and manage volunteers during their deployment under the EUAV initiative can be fully realised and met by all participating organisations.
- The EU Aid Volunteers initiative will:
  - Offer opportunities to show solidarity with those who most need it
  - Provide professional support by well-prepared volunteers to people in need
  - Benefit local organisations with capacity-building measures.
- The EU Aid Volunteers initiative is managed by the Commission's Education, Audio-visual and Culture Executive Agency (EACEA).

## FREQUENTLY ASKED QUESTIONS



### 1.1 What is the EU Aid Volunteers initiative about?

The EU Aid Volunteers initiative offers opportunities for European volunteers to strengthen humanitarian aid operations globally, outside the EU. It also offers opportunities for capacity building of humanitarian organisations and local communities working in disaster-affected countries outside Europe. Online volunteering assignments will also provide the opportunities for volunteers from around the world to support humanitarian action.

### When will it happen?

The first deployments of EU Aid Volunteers to humanitarian projects outside Europe will take place in 2016 for the organisations that have already got the funding from EACEA within the deployment call for proposal. This project is only for capacity building of local organizations, so deployment of volunteers is not foreseen.

### Where can I find the detailed rules of the EU Aid Volunteers initiative?

There are three legal acts defining the different aspects of the EU Aid Volunteers initiative. Regulation (EU) N. 375/2014 established the EU Aid Volunteers initiative and provides the framework for the initiative. Standards and procedures for the EU Aid Volunteers initiative can be found in the Implementing Regulation N. 1244/2014 and the Delegated Regulation N. 1398/2014.

Links:

[\\* Regulation 375/2014](#)

[\\* Implementing Regulation 1244/2014](#)

[\\* Delegated Regulation 1398/2014](#)

### Who does what?

- Commission:
  - Sets out the priority areas for the deployment and the capacity building to be funded each year, based on assessment of need;
  - Runs the database, the network and communication to promote the initiative.
  
- ECHO field offices: Engage with volunteers where relevant; a few may directly host volunteers where need has been clearly identified (as of 2016).
  
- Sending and hosting organisations:
  - Through certification, commit to the quality standards in volunteer management;
  - In consortia, submit project proposals to undertake capacity building, technical assistance and deployment: select, and provide candidate volunteers with apprenticeship postings, deploy and manage EU Aid Volunteers.
  
- The Commission Executive Agency EACEA:
  - Manages calls for proposals and tender and resulting contracts and grants;
  - Manages the certification process;
  - Manages training programme through external provider;
  - Provides insurance contract for all volunteers.

### Who can become an EU Aid Volunteer?

The EU Aid Volunteers initiative is open to EU citizens from a wide range of backgrounds and with different experiences, from newcomers to experienced professionals. The selection of EU Aid Volunteers will be driven by the humanitarian needs in the sector at the time of recruitment and guided by equal opportunities and

non-discrimination principles. Volunteers are European Union citizens and long-term residents in an EU Member State. Citizens of potential candidate countries, countries from the EEA or the European Neighborhood Policy may apply at a later stage when the EU has signed bilateral agreements with those countries.



#### What is the role of sending and hosting organisations?

Sending organisations are entrusted with all the aspects of identification, selection, preparation, deployment and management of EU Aid Volunteers. They shall ensure that the hosting organisation is consistently involved throughout the entire project life cycle.

Hosting organisations will receive the volunteers and are responsible for the induction phase, designating mentors and ensuring the provision of adequate accommodation and working conditions throughout.

#### Is my organisation eligible for certification as sending/hosting organisation?

Hosting organisations must:

- adhere to the standards and procedures of the EU Aid Volunteers initiative;
- be active in the field of humanitarian aid;
- belong to any of the following categories:
  - o non-governmental not-for-profit organisations operating or established in a third country under the laws in force in that country;
  - o public law bodies of a civilian character governed by the law of a third country;
  - o international agencies and organisations.

#### Why are organisations required to become certified under the EU Aid Volunteers initiative?

Each organisation wishing to take part in the EU Aid Volunteers initiative is required to commit to implement the high quality standards of volunteers management outlined in the EU Aid Volunteers legislation. This is a quality assurance indicator of the management of the initiative.

Sending organisations need to complete an evidence-based self-assessment form, showing that they comply with and commit to all the standards and procedures of the EU Aid Volunteers initiative, in areas such as duty of care rule, health and safety, equality rules, amongst others.

Hosting organisations need to complete a self-assessment form and submit it together with three references, in order to demonstrate their capacity to comply with and commit to the requirements of the EU Aid Volunteers initiative.

#### Who can act as a reference for a hosting organisation?

To apply for certification, a hosting organisation must submit a completed self-assessment form for certification, accompanied by three references.

The references shall be from a minimum of two of the following groups of stakeholders:

1. A certified sending or hosting organisation with which the applicant hosting organisation has already had, or envisages to set up, a partnership for participation in the EU Aid Volunteers initiative;
2. A humanitarian aid partner of the Commission with a framework (partnership) agreement in force, with whom the applicant hosting organisation has successfully worked on a humanitarian aid project;
3. A relevant international organisation or not-for-profit organisation or public law body of a civilian character with which the applicant hosting organisation has successfully worked on a humanitarian aid project;
4. An accreditation or auditing organisation that has certified the applicant hosting organisation in areas relevant for the EU Aid Volunteers initiative, in which case the relevant accreditation or auditing documents should also be provided.

What is the process for submitting applications for certifications?

The certification process is free of charge and it is organised on a rolling basis until September 2020, so no specific deadlines need to be respected.

Within six months upon receipt of the completed application form, the EU Commission will communicate the outcome of the certification to the applicant organisation.

Evaluation committees established to assess the submitted applications for certification meet monthly. In order for an application to be considered, it must arrive at the Agency's premises no later than 15 calendar days before the 1st day of the month in which the Evaluation Committee meeting takes place.

Organisations that have failed certification can apply with priority for capacity building for hosting organisation and/or technical assistance for sending organisations.

Unsuccessful organisations can resubmit an application for certification after 12 months.

The self-assessment forms for certification are available in English and French only. However, submissions of self-assessment forms completed in any of the official EU languages are accepted.

