








# CISESK

## Certification of Civil Services non formal and informal Skills Transfer

### COMPARATIVE REPORT

<i>Partnership</i>		
	Projectleader 	
		
		
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## 1. Introduction

CISESK is a Leonardo-Da-Vinci transfer of innovation (TOI) project within the LLL program

The objective of CISESK is to make the results and tools of the project CSA (Civil Service Apprenticeship) available to be used by Third Sector Organisations at European level.

The goal of these tools and results is the assessment and certification of competencies acquired via NF/I learning during Voluntary service, which will within CISESK be adapted to the framework of the European Voluntary Service, in order to be really transversally used and recognised.

This is the research report of the project CISESK, which is one major output of the work package “Research” of this project.

The objective of this phase is to detect all the information about the different European needs, so as to transfer the CSA product at a European level.

This phase enables the creation of the bases for building a product that envisages all the specific exigencies related to the voluntary service at European level.

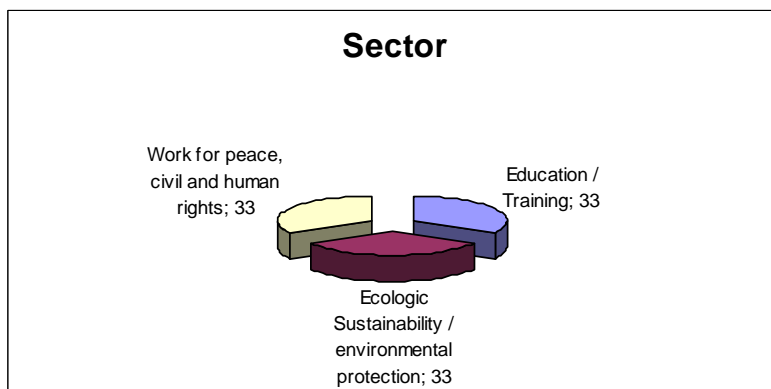
This research report is built in the following way:

- National Reporting for each country (AT, BG, ES, IT) consisting of:
  - The results of the questionnaire that was sent to associations and institutions of the voluntary sector / 3<sup>rd</sup> sector, especially in 3 target working areas. The purpose of this questionnaire was the achievement of data concerning the expectations towards certification of voluntary work, especially the EVS service.
  - An overview of the national situation concerning voluntary work generally with special regard to EVS. This overview shall give an impression what are the overall chances, opportunities and obstacles for voluntary work in the country.
  - Conclusions regarding the national situation, taking into account as well the general overview as the questionnaire results.
- Transnational Reporting
  - Comparison / conclusions regarding the questionnaire
  - Comparison / conclusions regarding the national situations
  - Conclusions for the assessment instrument

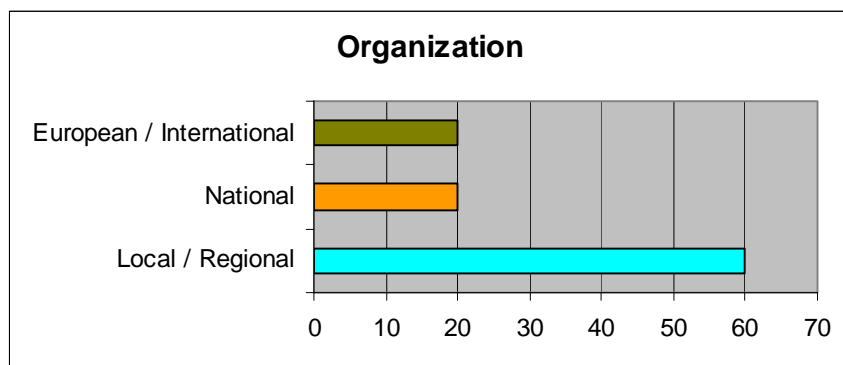
## 2. National Reporting

### 2.1. Austria

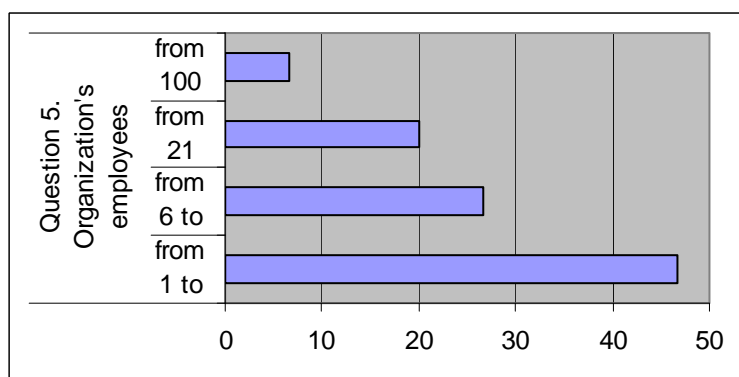
#### 2.1.1. Questionnaire Result



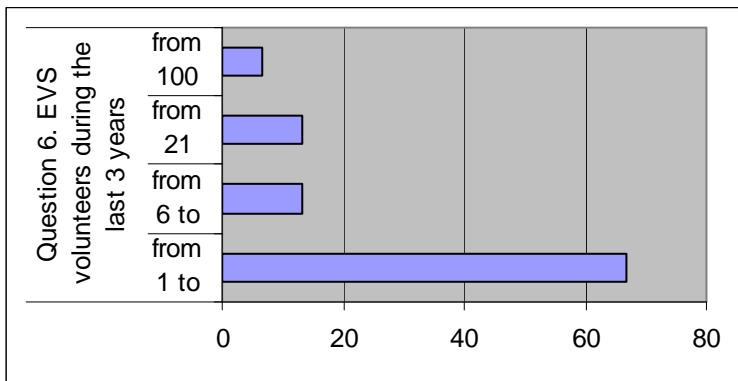
Our sample is composed by 5 organisations in each of the proposed fields.



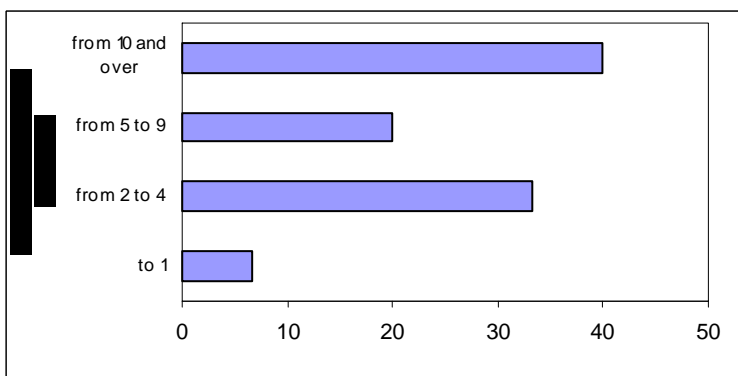
Most of the organisations work at local level, some on national, some in international.



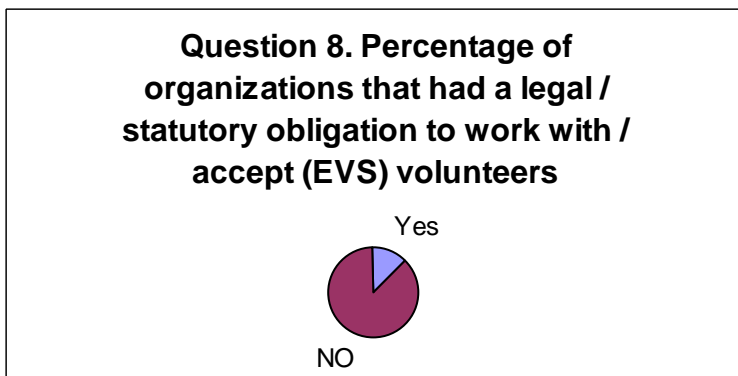
Almost 50% of the sample is made of small organisations with less than 6 employees. The Mid-sized (6-20 and 21-100) together are about the same percentage, big organisations are the fewest.



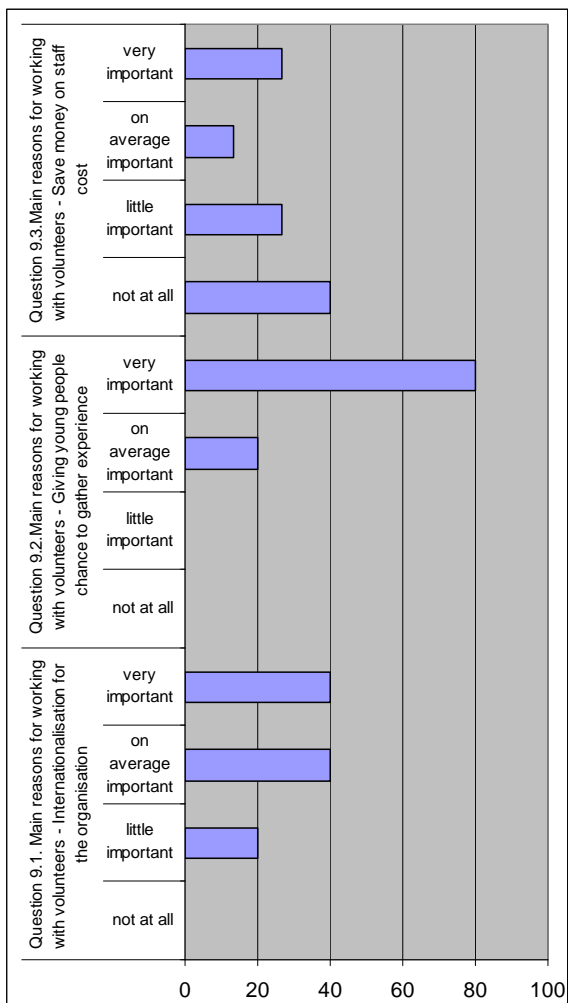
The number of volunteers corresponds more or less to the size of the organisations.



Almost two thirds of the sample consists of old organisations working in the voluntary sector since more than 5 years.

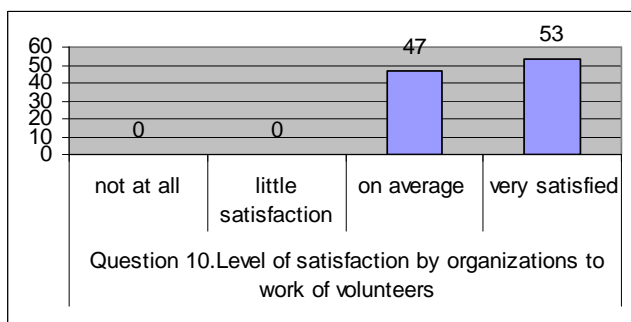


Only 12,5% of organizations have a legal / statutory obligation to work with / accept (EVS) volunteers

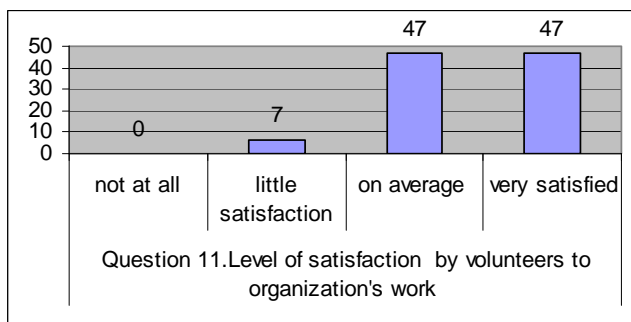


Main reasons for working with volunteers :

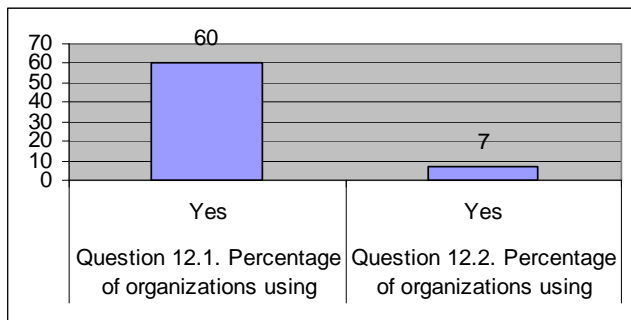
- By far most important: “Giving young people chance to gather experience;
- then follows ”Internationalisation for the organisation”
- finally “save money on staff cost”



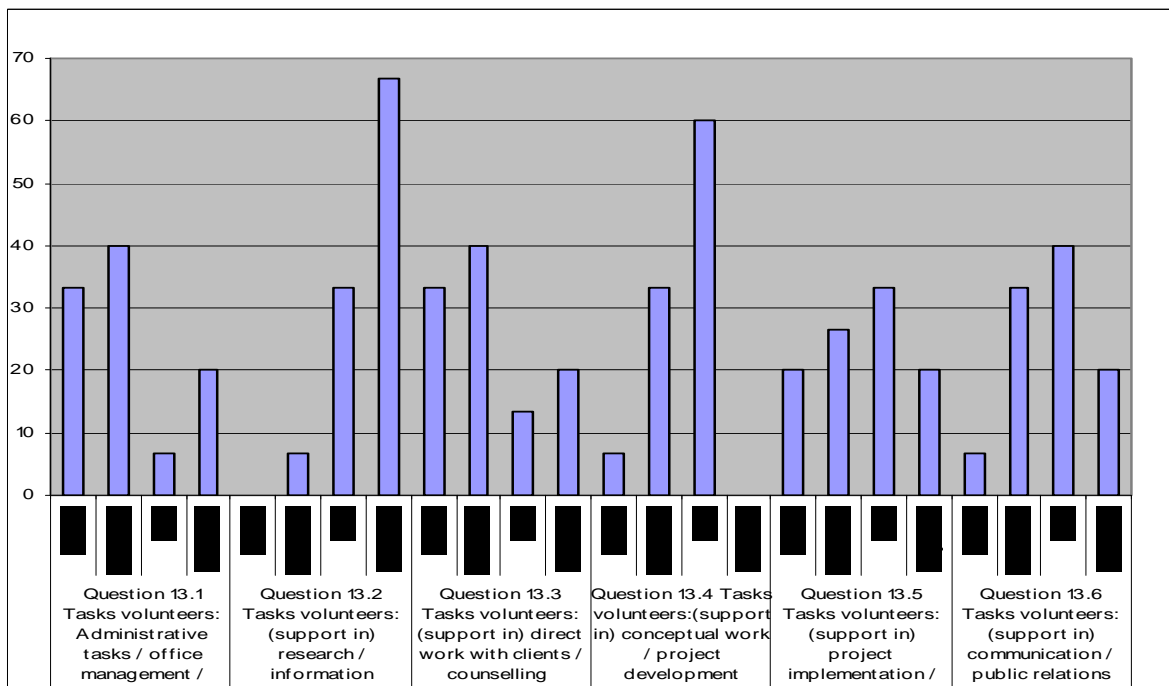
53% of organizations is very satisfied with the work with volunteers, 47% are still on average satisfied.



Distribution of satisfaction on the volunteer's side is very similar, but there are some 7% with just little satisfaction.

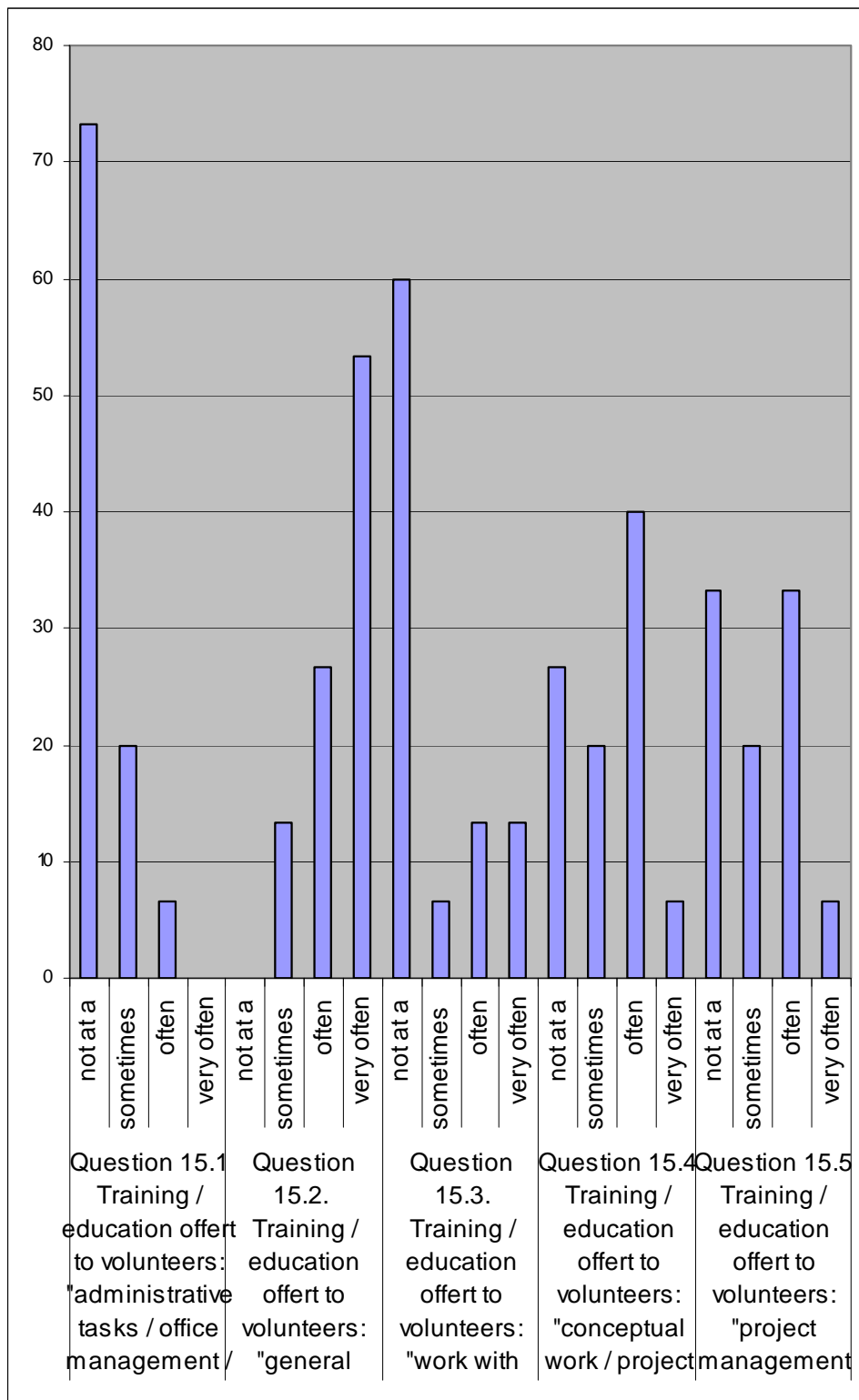


The majority of organisations (60%) uses "internal quality assurance tools", while just 7% use "external audit / certification"



What are the main **tasks** volunteers typically have to accomplish / deal with?

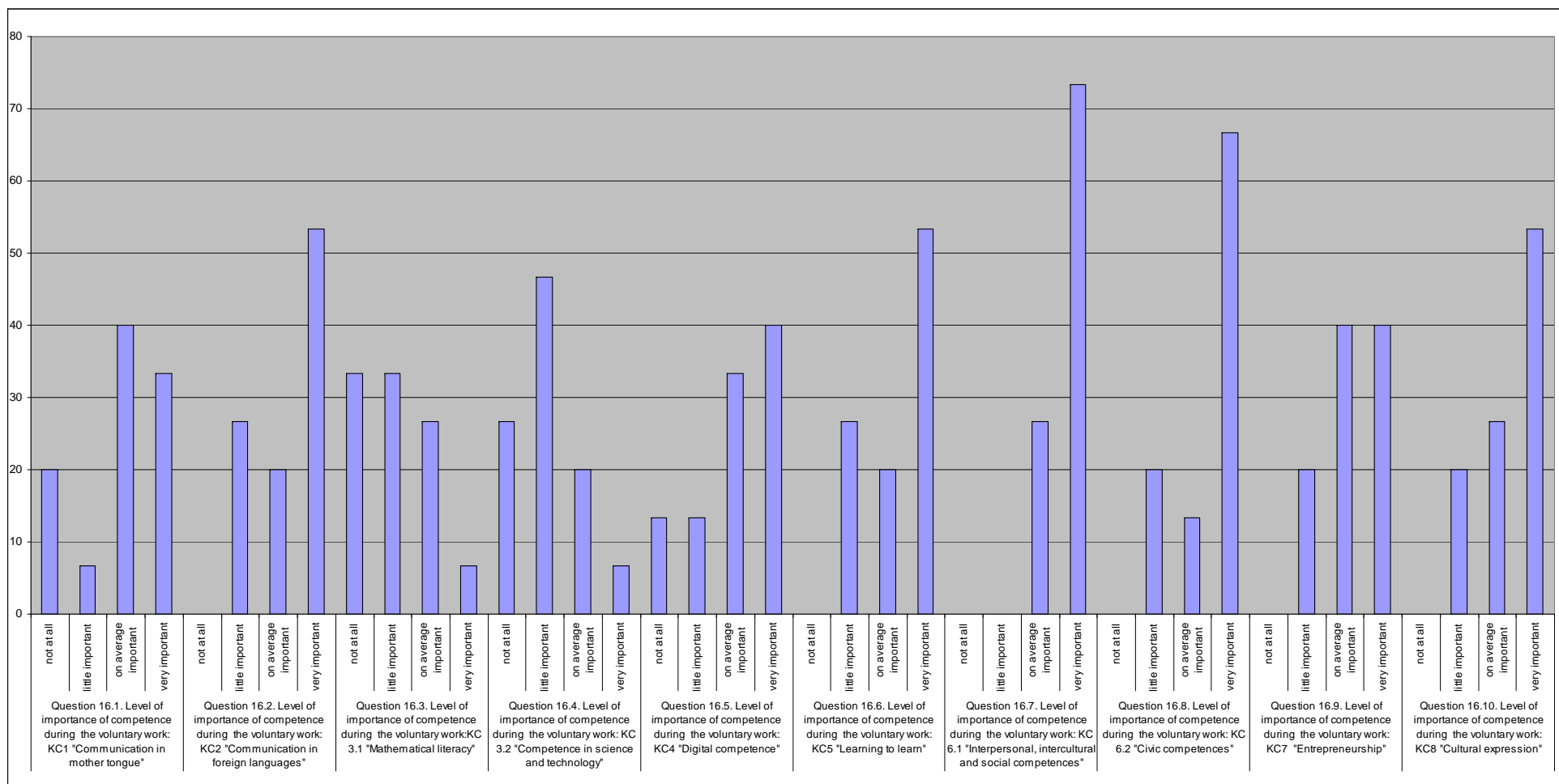
Most common is research / information gathering, also (support in) conceptual work / project development and project implementation are frequent. Direct work with clients / counselling is not so frequent. Administrative tasks are the least important.



The Training / education offered:

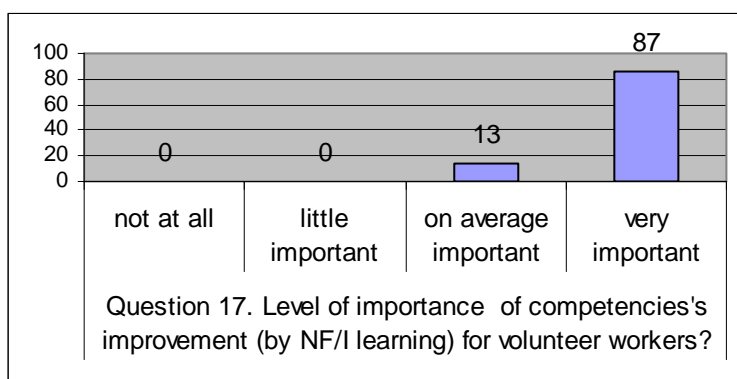
- By far the most trainings offered are “general knowledge of the field”
- “Conceptual work” and “project management” are also frequent.
- Training in working with clients is not very frequent
- “Office management” training is not important.



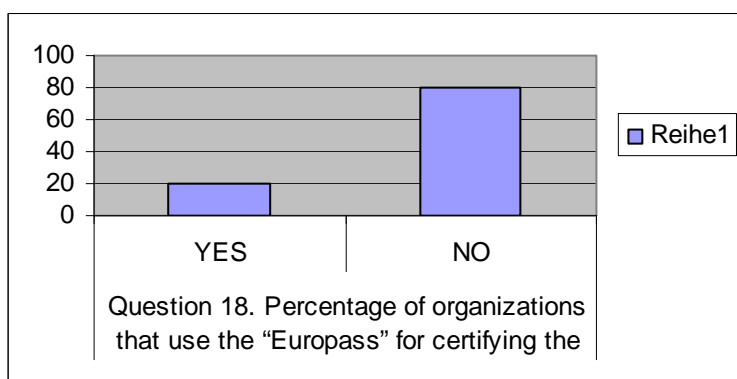


Most important competencies for volunteers are:  
 KC6.1 "Interpersonal, intercultural and social competence", followed by KC6.2 "Civic competencies".

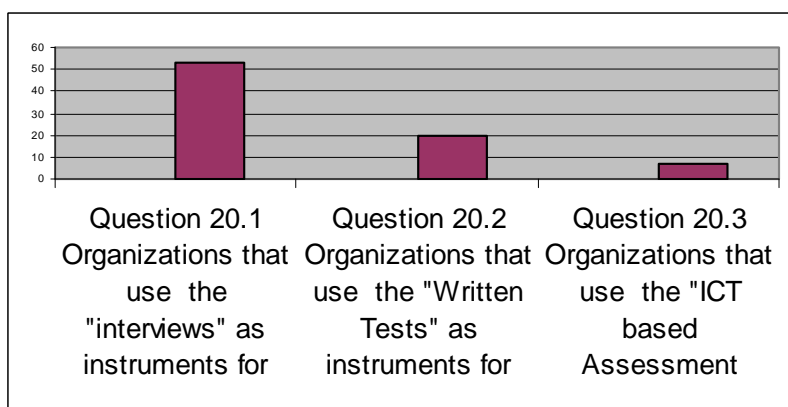
KC8 "Cultural Expression", KC5 "Learning to Learn" and KC5 "Digital Competence" as well as KC1 "Communication in mother tongue" are also over average important.



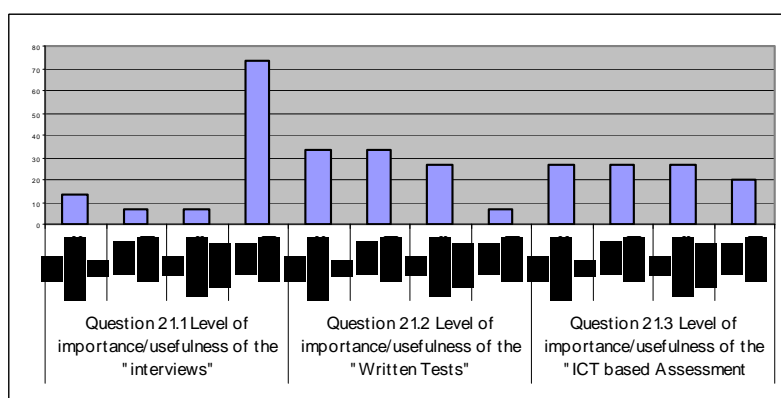
According to the respondents the importance of competencies' improvement during voluntary work is a very important factor.



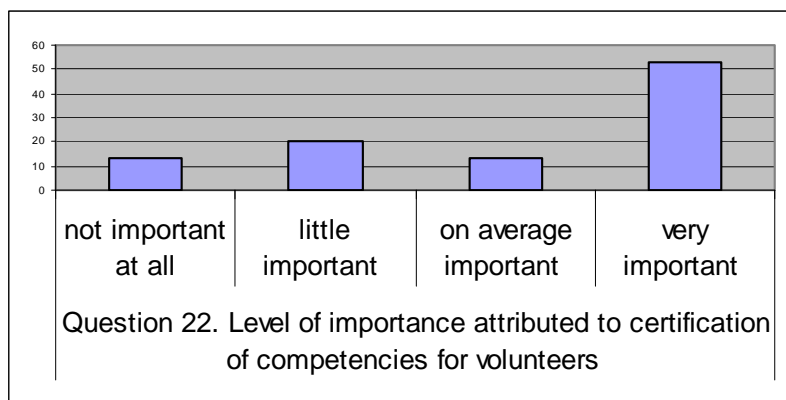
The tools as EUROPASS and Youthpass certification are (up o now) not very frequently used



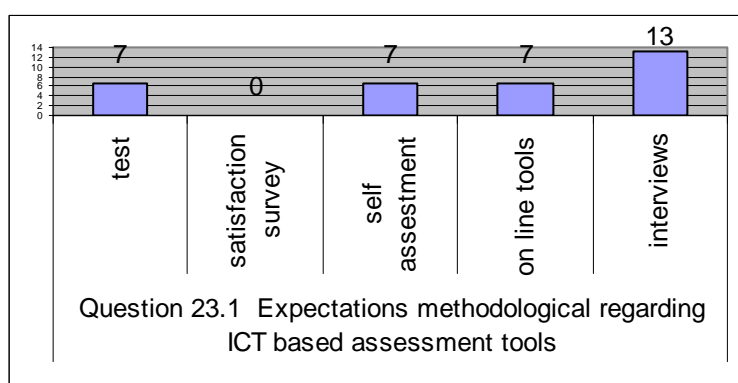
Organisations mainly use "interviews" as tools for measuring competencies owned by volunteers, written test" and ICT based assessment are not so common



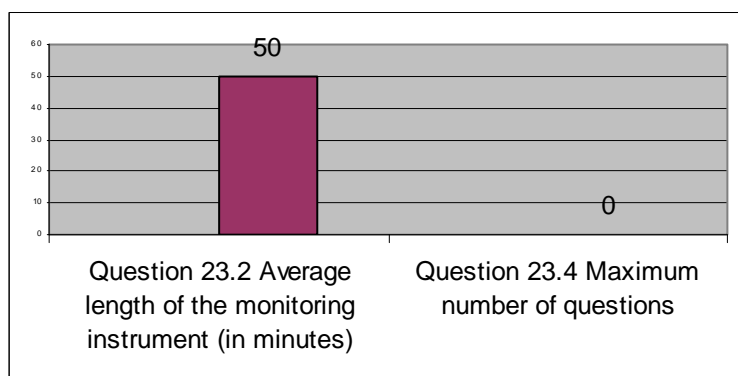
Organisations consider interviews as the best method for measuring the gain of competencies by volunteers, ICT tools are considered as more useful than written tests.



The certification of competencies is mainly considered as (very) important



The Expectations concern on-line tools with self-assessment character, but there is also the wish to have accompanying interviews and test elements.



The duration of the assessment should not be too long (most say around 30 minutes)

## 2.1.2. General Situation regarding volunteering

### 2.1.2.1. Introduction

**Austria** is a parliamentary representative democracy, comprising nine federal states, is one of six European countries that have declared permanent neutrality, and one of the few countries that includes the concept of everlasting neutrality in its constitution. Austria has been a member of the United Nations since 1955, joined the European Union in 1995, and is a founder of the OECD.

Austria is one of the 10 richest countries in the world in terms of GDP (Gross domestic product) per capita, has a well-developed social market economy, and a high standard of living. Until the 1980s, many of Austria's largest industry firms were nationalised; in recent years, however, privatisation has reduced state holdings to a level comparable to other European economies. Labour movements are particularly strong in Austria and have large influence on labour politics. Next to a highly-developed industry, international tourism is the most important part of the national economy.

Austria has around 8,3 million inhabitants. The unemployment rate in February 2009 was 8.3% (national definition) or 4.5% (Eurostat- EU definition.)

### **2.1.2.2. Definition of voluntary work**

Voluntary work is a freely chosen, external activity without payment. It has to be freely chosen by a person (volunteer) without any personal duty or legal boundary. Civil service, bare membership in an NPO (without achievements), working in own household and family work is excluded from the concept of voluntary work.

"Voluntarily", i.e. without legal obligation, is therefore of other unpaid, but legally binding activities - such as military/civil service - should be distinguished.

"Unpaid", i.e. without monetary compensation, free of charge. Effort, compensation for expenses, incurred costs (such as telephone, transportation) is not considered payment.

The work could theoretically also be done by other persons and it could also be paid work ("Third - People - Criterion").

"External", i.e. in own household's unpaid household and family work is not included in the definition of voluntary work. Volunteers engage themselves in activities that are beneficial to society as whole, or to certain parts of it.

### **Two kind of voluntary work: formal and informal**

„Formal voluntary work“ are those activities, which take place in an organised context and without obligation or pay for the benefit of others and society.

Mostly done in institutions, associations, NPO's and NGO's. This “free-will commitment by time” requires special regulations.

„Informal voluntary work“ often also as neighbourly help or assistance mentioned, comes on private/individual/personal initiative without any institutional context. In general it is not controlled.

### **2.1.2.3. Summary / Figures**

#### ***Areas of formal voluntary work***

- Emergency service and rescue services. Blue light organisations (e.g., voluntary fire brigade, mountain rescue and water rescue, Red Cross): short “emergency service”
- Art, culture, entertainment and spare time (e.g., band, amateur theatre): short “culture”

- Environment, nature and animal protection (e.g., WWF, Greenpeace): short “environment”
- Ecclesiastical, religious area (e.g., church choir, parish council): short “church”
- Social area and health area (aid organisations for the support of other people, pensioner's association, management of self-help groups) : short “social”
- Political work and interest representation (e.g., political party, professional organisation): short “politics”
- Civil activities and community (e.g., local development association, Citizen's initiatives) : short “community”
- Education (e.g., parental association, learning aid centre) : short “education”
- Sport and physical activity (e.g., sports association, exercise group) :short “sport”

### ***Areas of informal voluntary work***

- Neighbourhood assistance/help: e.g. household work, child-care, garden care etc.

### ***Volunteer workers: participation in formal and/or informal volunteer work***

The voluntary sector, or third sector, with around 3 million workers, has a big value in Austria.

**43.8% of the Austrian population starting from 15 years carry our voluntary work in any form. The percentage for men is 47.1% and among women 40.7%.**

From the 6,9 million people over 15 years old 27,9% do formal (in organisations) and 27,1% informal voluntary work („neighbourhood assistance)

Informal voluntary work is slightly more frequently provided by women (27.3%) than men (26,9%). Men are proportionately much more common in organisations, women are more engaged in neighbourhood assistance.

Especially active are the 40 - to 59-year-old, which engage themselves for other persons to nearly 50%. Also, the 20 - to 24-year-old and the 30 - to 39-year-old population have high values in this participation (47%). The rate of people aged over 70 years is (not too surprising) significantly below average.

Young people aged 15 to 19 years and elderly people from 60 to 69 years are voluntarily active to 43%. Even almost 20% of the over 80-year-olds are still voluntarily active.

### ***Formal voluntary work***

More men than women (33% to 23,2%) do formal voluntary work. 30% of the population aged 40 to 59 years are engaged in formal voluntary work and also 30% at the 15 to 24 years olds, the same rate also applies to pupils, military/civil services (alternative to military service), employed and people with *other income*. Women who are responsible for family care and household are volunteering at 27%.

*(“other income”: means not any of the groups: employed, retired, unemployed, pupil, student, military/civil service, and paternal leave, household)*

Significant below average is the participation of persons in parental leave (14%) and pensioners (19%). People with higher education work more voluntary (37 – 45%) than people with compulsory school (19%).

**Areas with lower population density have more volunteers than urban regions** (34% to 18%).

### ***Informal voluntary work***

Women do insignificant more (27,3%) voluntary work than men (26,9%). Also other characteristics show up fewer differences as noted in the formal voluntary work.

Only the eldest are more active in neighbourhood assistance than in formal voluntary work. Informal aid is done by married, divorced and single people equally. Women with compulsory school have a very low participation level (21%).

Informal voluntary work in Vienna is significantly higher than formal voluntary work. But over all nearly no difference is seen in participation level concerning the population density.

### ***Formal and informal voluntary work***

Formal and informal voluntary work is mainly done by 15 to 19 year olds (30%) and also by the 50- to 59 years old as well as by pupils, students and persons with other income. The higher the population density, the lower the participation level of volunteers.

### ***Education***

Education plays a relevant role in the engagement in the volunteer's work. About 33% of the people with compulsory education are active voluntarily.

Exceptionally active are higher educated men (vocational, higher school) and women (comprehensive school).

For people with academic education, the rate of voluntary workers increases to around 54%. Above all, approximately 60% of graduates of university-related colleges are active voluntarily. 50% of pupils and students are involved in voluntary work.

### ***Kind of Income***

50% of employed, but only 36% of the unemployed people are active in voluntary work, persons in parental leave only by around 25% (working in own household, also taking care of children or relatives is not included in voluntary work).

From the group of unemployed women 42% do voluntary work, but only 30% of the unemployed men.

### ***Urban or Rural Area***

Generally the commitment for volunteer work is higher in rural regions than within urban areas. The degree of urbanisation, in terms of population density, plays a role in the participation in volunteer work. The higher the population density of a region where a person

lives, the lower the activity in the volunteer work. In regions with low population density, around 48% of people are active in voluntary work, whereas in regions with high population density only about 37% are volunteers.

### ***Distribution by age***

22% of the volunteers are between 40 and 49 years old.

19% are from 30 to 39, and 16% are from 50 to 59 years old.

More people between 60 and 69 are interested in the social sector.

The highest range of volunteers is between 30 and 59 years old.

13,6% of the 60 – 69 year old and 16,1% of the 70 to 79 year old are engaged in the social and health field, which is more than twice as high as in all other age groups (6% of the 15 to 19-year-old, 7.4% of the 40 to 49-year-old and 5.5% of the 50 to 59-year-old).

Men from 15 to 19-years old are more active in the area "education".

Nearly 50% of women, engaged in "emergency services" at the age of 25 to 29 years.

### ***Distribution by activities***

62 % of volunteers work in the informal sector, mainly in neighbourhood assistance. This is followed by „art, culture, entertainment and leisure“ (short „culture“) with 17,1%, "sport and physical activity" (short "sport") with 15.7%, "ecclesiastical and religious area " (short "church") with 14.2% and "emergency aid and rescue services " (short "emergency service ") with 13.7%.

4.8% are active in the field of "civil activities and community" (short "community") and 5.8% depending on "the environment, nature and animal protection" (short "environment") and "education".

For the youngest ones "culture" is on the second place, followed by " emergency service ". Among young adults "sport" gets more importance.

From 50 years on the participation rises in the area "church". For the elderly, particularly for women "social - and health" (short "social") gets increasingly important.

Men are committed in neighbourhood assistance (57%). “sport” and “emergency service” with each 22% and in “culture” 16%. Participation level for “politics” is 11% and all others are below 10%. Only 4% are active in “education”:

67% of women working voluntarily provide benefits in the informal sector, followed by "church" with 20% and "culture" with 16%. The ratio for "sport “is less than 10%, and only 4% are volunteering in the areas of "community" and "environment".

Men are more active in different areas of voluntary work than women. “art” and “church” is the most interesting areas for all women. Younger women are also involved in “emergency service” and “sport”. For elderly women “social” gets more important besides “church”.



Men are more committed in “sport” and “emergency service” but also in “culture” and above 40 years they get stronger involved in “politics”.

Pupils, students and in general the working population are very active in different voluntary fields. Male pensioners and people with other income are also very committed.

### ***Distribution by Gender/Sex***

Men do proportionately more voluntary work than women (47 to 41%).

Men are engaged mainly in neighbourhood assistance (57%) and in the areas of "sport" and "emergency service", each with 22%, "culture" with 18% and "political work and lobbying (short: politics)" with 11%.

In all other areas the shares are below 10%, bottom is "education" with only 4% of participation.

54% of young men from 20 to 24 years are very active in voluntary work. Men who are retired or over 70 years or living in rural areas or have a higher qualification are spending more time than women in the voluntary field.

67% of women working voluntarily provide benefits in the informal area (neighbourhood assistance), followed by "church" with 20% and "culture" with 16%. Less than 10% is the ratio for "sport", and only 4% are active in the areas "community" and "environment".

Women from 60 to 69 years and unemployed women spend more time than men in the voluntary field. In urban areas both, women and men, participate more or less to the same extent.

Married couples and singles are both active with 46%. Widowed people, mostly older, are not very active.

In the field of “emergency service” 80% of the participants are men. In “politics” and “sport” their percentage is slightly above 70%. 48% of neighbourhood assistance is also done by men. Women are to 69% involved in the field of “church” and to 65% in “education”.

### ***Motivation for formal and informal voluntary work***

Motive forces for voluntary work are:

"It gives pleasure to me" - 64% fully agree and 29% rather agree

"I like to help others" - 58% fully agree and 35% rather agree

"Meet people and win friends" - 49% fully agree, 34% rather agree

"I can use my skills and knowledge" - 41% fully agree - 40% rather agree

"It helps me to remain active" - 43% fully agree and 33% rather agree

Nearly 80% of the volunteers don't hope “that this activity helps me to find a paid job” and 15% agree more or less.

This ranking is in general the same for men and women.

About 70% of those people who do not volunteer work indicate they have to fulfil family duties. Other reasons were the (in-) compatibility with the profession or statements like "I'm never asked or been asked" or "I have never thought of it" (58% to 46%).

Especially women (73%) have hardly time for voluntary work because of family reasons and men because time resources outside their professional life are low.

### ***Time - dimension of voluntary work***

Approximately 3 million people (44% of all Austrians over 15 years) work around 14,7 million hours per week voluntarily.

1.9 million people are active in the informal voluntary work, like neighbourhood assistance and help (e.g. household work, care of children, friends, relatives; garden care; etc.). In general, working in the own household and family work is not included in voluntary work.

Also 1.9 million people contribute to voluntarism in non profit organisations in the formal voluntary work. 800.000 volunteers are working as well in the formal as well in the informal sector.

The voluntary work is 11% of the volume of self-employed workers and 13% of employed workers.

On an average, voluntary active people use 4.9 hours per week for volunteer's work (partially in several areas).

In the informal area the time use is about 3.6 hours per week. At the formal volunteer's work in "culture" the average hourly number is about 3.4 hours, in the "sport" area about 3.0 hours and in the field of "church" about 2.4 hours and in "emergency service" 3.8 hours per week.

### **2.1.2.4. European Voluntary Service - EVS**

#### ***General Information:***

The European Voluntary Service enables young people to carry out voluntary service for up to 12 months in a country other than their country of residence.

It fosters solidarity among young people and is a true 'learning service'.

Beyond benefiting local communities, volunteers learn new skills and languages and discover other cultures.

An EVS project has three phases:

- Planning and preparation
- Implementation of the Activity
- Evaluation (including reflection on a possible follow-up).

Non-formal learning principles and practice are reflected throughout the project.

An EVS project can focus on a variety of themes and areas of intervention, such as culture, youth, sports, social care, cultural heritage, arts, civil protection, environment, development cooperation, etc. High-risk interventions in immediate post-crisis situations (e.g. humanitarian aid, immediate disaster relief, etc.) are excluded.

EVS Activity

An EVS Activity has three essential components:

**1. The Service:**

The volunteer is hosted by a promoter in a country other than her/his country of residence and carries out voluntary service for the benefit of the local community. The service is unpaid, non profit-making and full-time.

**2. EVS Training and Evaluation Cycle:**

The promoters involved in the EVS Activity must ensure that each volunteer participates in:

- \_ Pre-departure training
- \_ on-arrival training
- \_ Mid-term evaluation (for a Service lasting more than 4 months)
- \_ Evaluation of the Activity.

All training courses must comply with the Guidelines and minimum quality standards set by the Commission;

**3. Ongoing volunteer support:**

The promoters must provide personal, task-related, linguistic and administrative support to each volunteer involved in the Activity.

An EVS Activity involving young people with fewer opportunities includes specific elements to ensure that adequate support is provided to the volunteers.

According to the number of promoters and volunteers involved, an EVS Activity can be defined as an Individual or Group EVS Activity:

- Individual EVS Activity: 1 volunteer sent by one Sending Organisation to one Host Organisation
- Group EVS Activity: between 2 and 100 volunteers sent by one or several Sending Organisations to one or several Host Organisations. The distinguishing feature of the Group EVS Activity is that volunteers carry out their Service in the same time frame and the tasks they carry out are linked to a common thematic.

A Group EVS Activity can also be linked to a specific event; in this case the Activity requires a solid partnership with the organising body of the event and the volunteers' tasks must all relate to the event.

***Austria:***

In 2008 approximately 90 volunteers have finished their EVS in Austria. Currently 89 organisations are accredited as host organisations (this number fluctuates, because constantly new organisations come in addition, or organisations suspend their participation in the EVS again) – several volunteers can be taken up in a host organisation.

Generally about 4500 youngster have profited from the Youth in Action Program/EVS. **About 140 participants came from Austria.**

Concerning EVS in Austria there is the following info: **96 applications were made, 89 projects have been realized.**

## Areas of

### application

### Examples

Youth	37	Youth Centres, Assisted Living, Job coaching
Children	21	Children Group, Kindergarten
Office	12	Diverse, mainly in the field of Youth and Children, but without any direct contact to the target group
People with disabilities	9	Assisted Living, including assisted jobs
Art/culture/media	4	Radio, House for literature
Environment	4	Organic farm, Greenpeace
Refugees	2	Asylum for refugees
Seniors	1	Home for the aged
Short time action	6	Different areas, mainly technical

The National Agency is in charge of quality control and monitors, if the accredited host organisations fulfil the EVS Charter:

### *European Voluntary Service Charter*

The European Voluntary Service (EVS) Charter is part of the Youth in Action Programme Guide and highlights the roles of EVS Sending, Host and Coordinating Organisations and the main principles and quality standards of EVS. Each EVS Project promoter adheres to the provisions set out in this Charter.

### **EVS partnership**

A solid partnership between EVS Sending, Host, Coordinating Organisations and the volunteer is the basis of every EVS Activity. Adequate matching between the volunteer profile and the tasks has to be in place. An Activity Agreement is signed by all the partners before the beginning of the Activity.

- The Sending Organisation is in charge of the preparation and support of the volunteers before, during and after the EVS activities.
- The Host Organisation has to ensure safe and decent living and working conditions for the volunteer throughout the entire Activity period. It has to provide adequate personal, linguistic and task-related support, including the identification of a mentor for the volunteer.
- The Coordinating Organisation (applicant) has the role of facilitating the implementation of the project by offering administrative and quality support to all project partners and enabling their networking.

### **EVS principles to be ensured**

- The non-formal learning and intercultural dimension, through a clear definition of a learning plan for the volunteer.
- The service dimension through a clear definition of the non-profit-making character of the project and the volunteer tasks. Full-time service and active role of the volunteer in implementing the activities have to be ensured. EVS volunteer activities must not replace any employment.
- The benefit to and the contact with the local community.
- EVS is free of charge for the volunteers.

- **Accessibility and Inclusion:** when recruiting EVS volunteers, the organisations maintain the overall accessibility of EVS for all young people, without prejudice related to ethnic group, religion, sexual orientation, political opinion, etc. If the project targets volunteers with fewer opportunities, facilities and capacity in providing tailor-made preparation, and support have to be in place.

### **EVS quality standards to be ensured**

#### Support to the volunteer

- Before, during and after the EVS activities, in particular in crisis prevention and management;
- For insurance, visa, residence permit, travel arrangements and all the EVS administrative procedures;
- By facilitating the volunteer's participation in the EVS training cycle (pre-departure training, on-arrival training, mid-term evaluation and evaluation of the Activity);
- By foreseeing proper evaluation measures.

#### Information

- All EVS partners have the right to receive complete information on the Activity and agree on all aspects.
- Visibility, dissemination and publicity measures have to be in place.

#### Recognition

- Each EVS volunteer is entitled to receive a Youthpass.

The National Agency is supported by 9 coordinating organisations (one in each Province) to coordinate the program and to observe the quality criteria for the accredited organisations. They also support the host organisations with counselling, mentor-trainings, Youthpass training, EVS beginner training.

These trainings are partly organised by the Austrian Agency, partly by the other national agencies abroad. The cost are taken over by the program Youth in Action, except 10 € participation fee.

Furthermore the volunteers are invited to two compulsory seminars, where they also can give feedback about their EVS experience and get support if they want.

Evaluation: the University of Innsbruck is part of the National Agency ARGE Youth in Action and organises the so-called scientific accompanying research. The feedback from all interviews (in all action-lines, with participants and responsible bodies) are the basis for improving the quality of the program.

## **2.1.3. Conclusions**

### **2.1.3.1. General Situation of voluntary work and EVS**

Approximately 3 million people (44% of all Austrians over 15 years) work around 14,7 million hours per week voluntarily.

1.9 million people are active in the informal voluntary work, like neighbourhood assistance and help (e.g. household work, care of children, friends, relatives; garden care; etc.). In general, working in the own household and family work is not included in voluntary work.

Also 1.9 million people contribute to voluntarism in non profit organisations in the formal voluntary work. 800.000 volunteers are working as well in the formal as well in the informal sector. The voluntary work is 11% of the volume of self-employed workers and 13% of employed workers.

Motive forces for voluntary work are:

"It gives pleasure to me" - 64% fully agree and 29% rather agree

"I like to help others"- 58% fully agree and 35% rather agree

"Meet people and win friends" - 49% fully agree, 34% rather agree

"I can use my skills and knowledge" - 41% fully agree - 40% rather agree

"It helps me to remain active" - 43% fully agree and 33% rather agree

**Generally there is an extremely high commitment to voluntary work in various forms; almost half of the population are members in at least one non-profit association (including sports associations).**

**The EVS** is becoming more and more popular, although there have not been so many EVS volunteers sent from and hosted in Austria, but the figures are rising in the last years.

In 2008 96 applications from EVS hosting organisations were made, 89 projects have been realized.

The coordination / quality assurance by the Austrian Agency supports the host organisations with counselling, mentor-trainings, Youthpass training, EVS beginner training.

Furthermore the volunteers are invited to two compulsory seminars, where they also can give feedback about their EVS experience and get support if they want.

The coordination and quality assurance by the National Agency (supported by 9 coordinating organisations ,one in each Province) is obviously working very good, looking at the evaluation results from hosting organisations as well as EVS volunteers.

**Overall the EVS is growing sector of the voluntary work in the area of youth voluntarism. Compared to the rest of the voluntary / 3<sup>rd</sup> sector EVS is not a huge factor. Still the European perspective of the measure makes it an important issue.**

### 2.1.3.2. Conclusions regarding the questionnaire

The most important results of the questionnaire are as follows:

- According to the respondents the importance of competencies' improvement during voluntary work is a very important factor.
- 53% of organizations is very satisfied with the work with volunteers, 47% are still on average satisfied.
- Distribution of satisfaction on the volunteer's side is very similar, but there are some 7% with just little satisfaction.
- The majority of organisations (60%) uses "internal quality assurance tools", while just 7% use "external audit / certification"
- Most important competencies for volunteers are:

- KC6.1 "Interpersonal, intercultural and social competence", followed by
- KC6.2 "Civic competencies".
- KC8 "Cultural Expression", KC6 "Learning to Learn" and KC5 "Digital Competence" as well as KC1 "Communication in mother tongue" are also over average important.
- The tools as EUROPASS and Youth pass certification are (up o now) not very frequently used
- Organisations consider interviews as the best method for measuring the gain of competencies by volunteers, ICT tools are considered as more useful than written tests.
- The certification of competencies is mainly considered as (very) important
- The Expectations concern on-line tools with self-assessment character, but there is also the wish to have accompanying interviews and test elements.
- The duration of the assessment should not be too long (most say around 30 minutes)

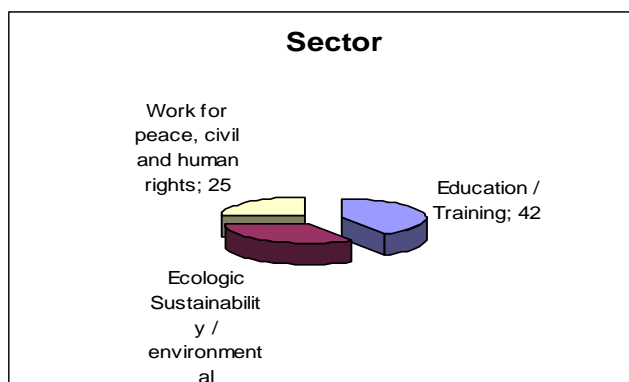
**As conclusions from these results there can be said that:**

- Certification of informal learning by voluntary work / EVS is generally seen as important and useful.
- Assessment tools should be regarded and designed as complementary to interviews and can replace written tests / assessments.
- Online self assessment can be seen as the appropriate tool, the time necessary for completion should not be too much (30-60 minutes).
- Regarding the volume of EVS compared to overall voluntary work, it seems useful to have an open or additional profile that is fitting for general voluntary work, not only for EVS.

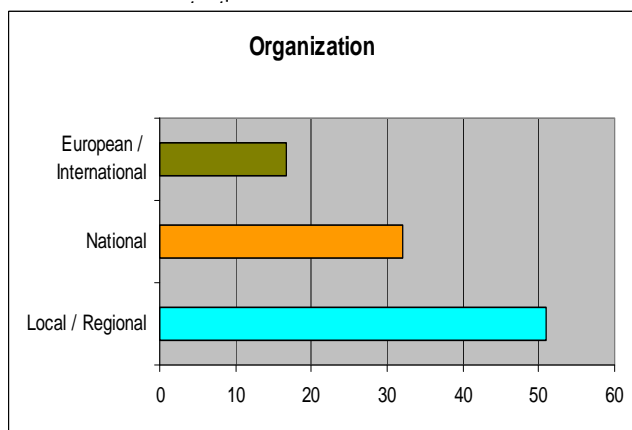
## 2.2. Bulgaria

### 2.2.1. Questionnaire Result

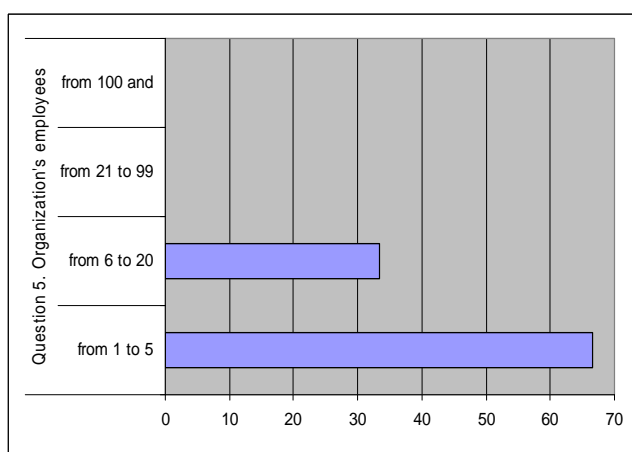
The research work conducted by interviews on the basis of a Questionnaire has showed the following findings, namely:



Our sample is composed by 13 organisations in each of the three proposed sectors: 42% education, 33% ecology and sustainability and 25% working for human and civic rights and peace.

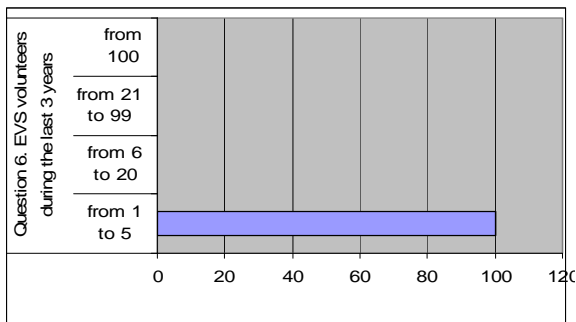


Most of the organisations work at local level - 51%, some on national - 32%, 17% - at international (including European).

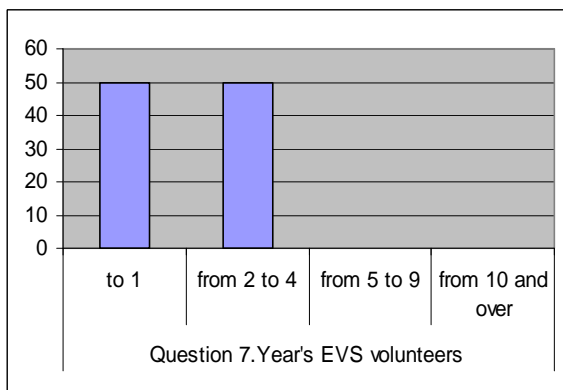


Almost 67% of the sample is made of small organisations with less than 6 employees. The mid-sized (6-20) are about 33 %, big organisations (above 21 employees) are not present.

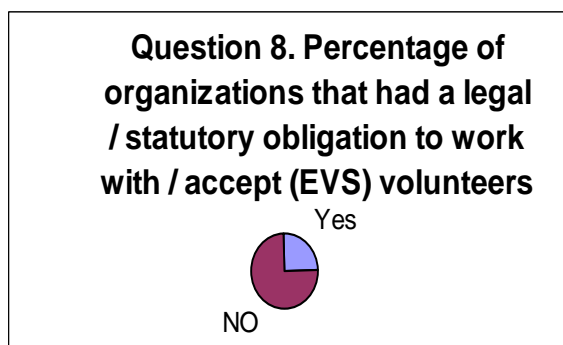




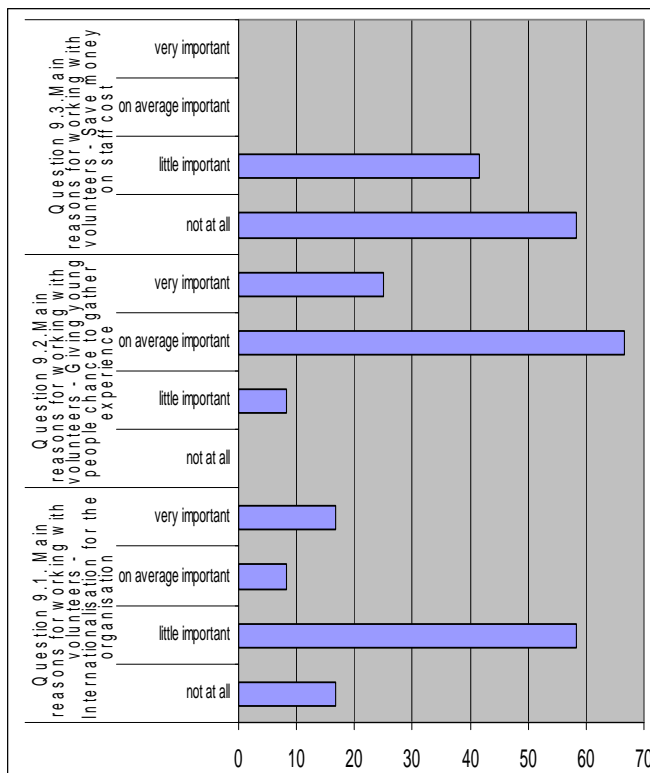
The number of EVS volunteers in the last 3 years is mainly between 1 - 5 volunteers.



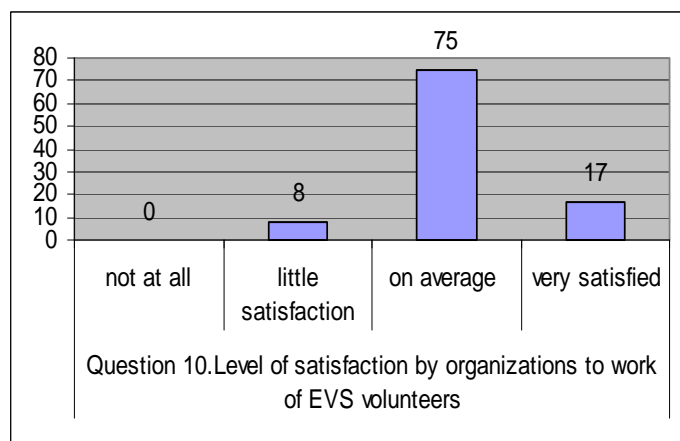
The sample consists of organisations working in the voluntary sector with EVS volunteers since less than 5 years.



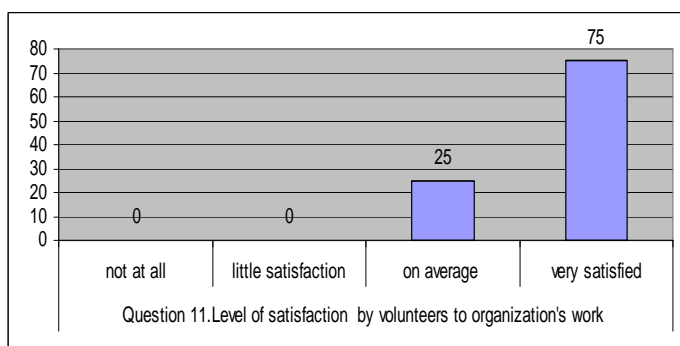
Only 25% of organizations have a legal / statutory obligation to work with and accept (EVS) volunteers, 75% not.



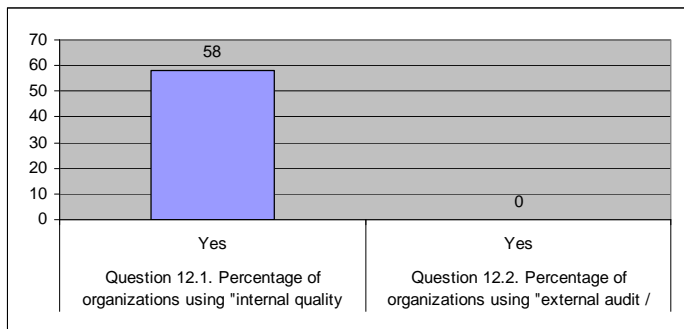
Main reasons for working with volunteers: The on average important (67%) is “Giving young people chance to gather experience; then follows ”Internationalisation for the organisation” (58%) and “Save money on staff cost”(42%) with little importance.



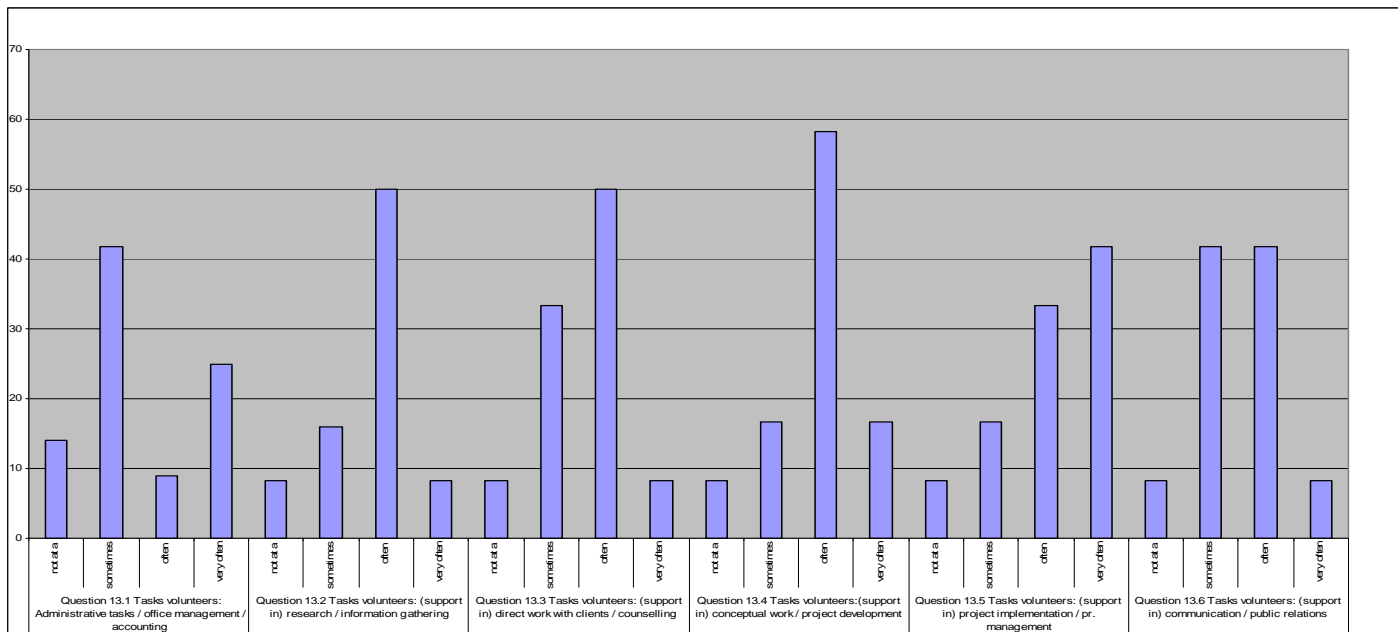
75 % of the organizations are “on average” satisfied with the work with volunteers, 17 % are very satisfied. There is 8% with “little satisfaction”.

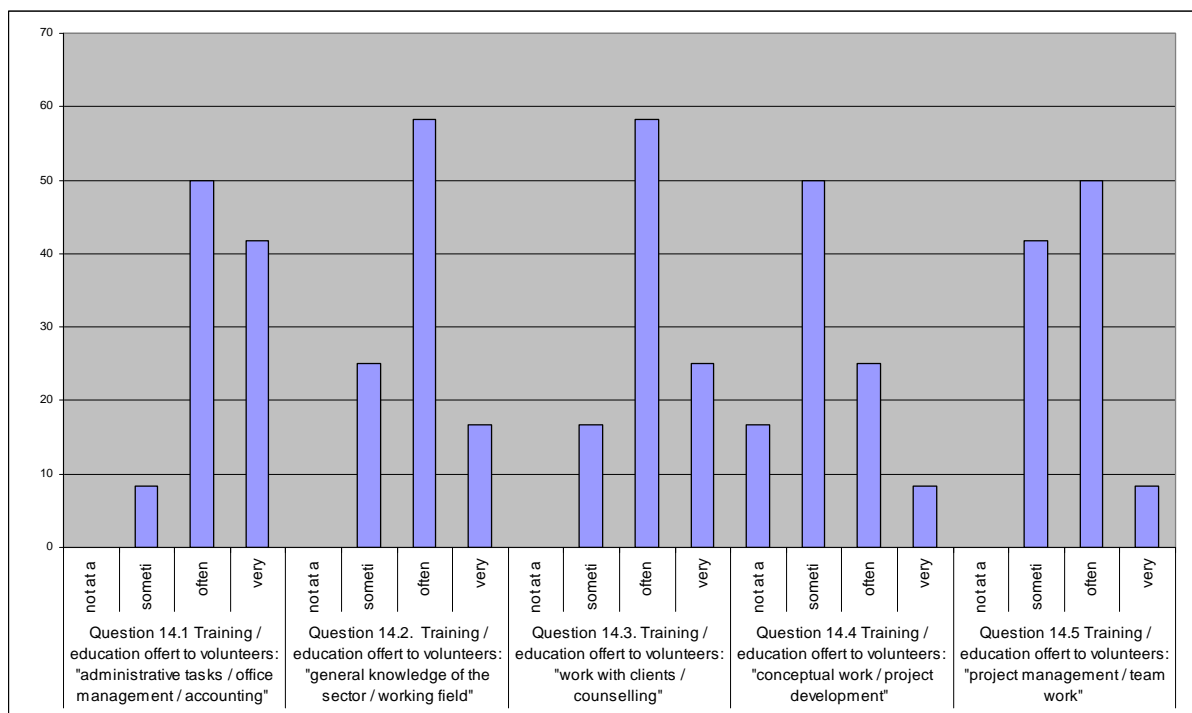


Distribution of satisfaction on the volunteers side is very similar - 75% very satisfied and 25% just “on average” satisfaction.



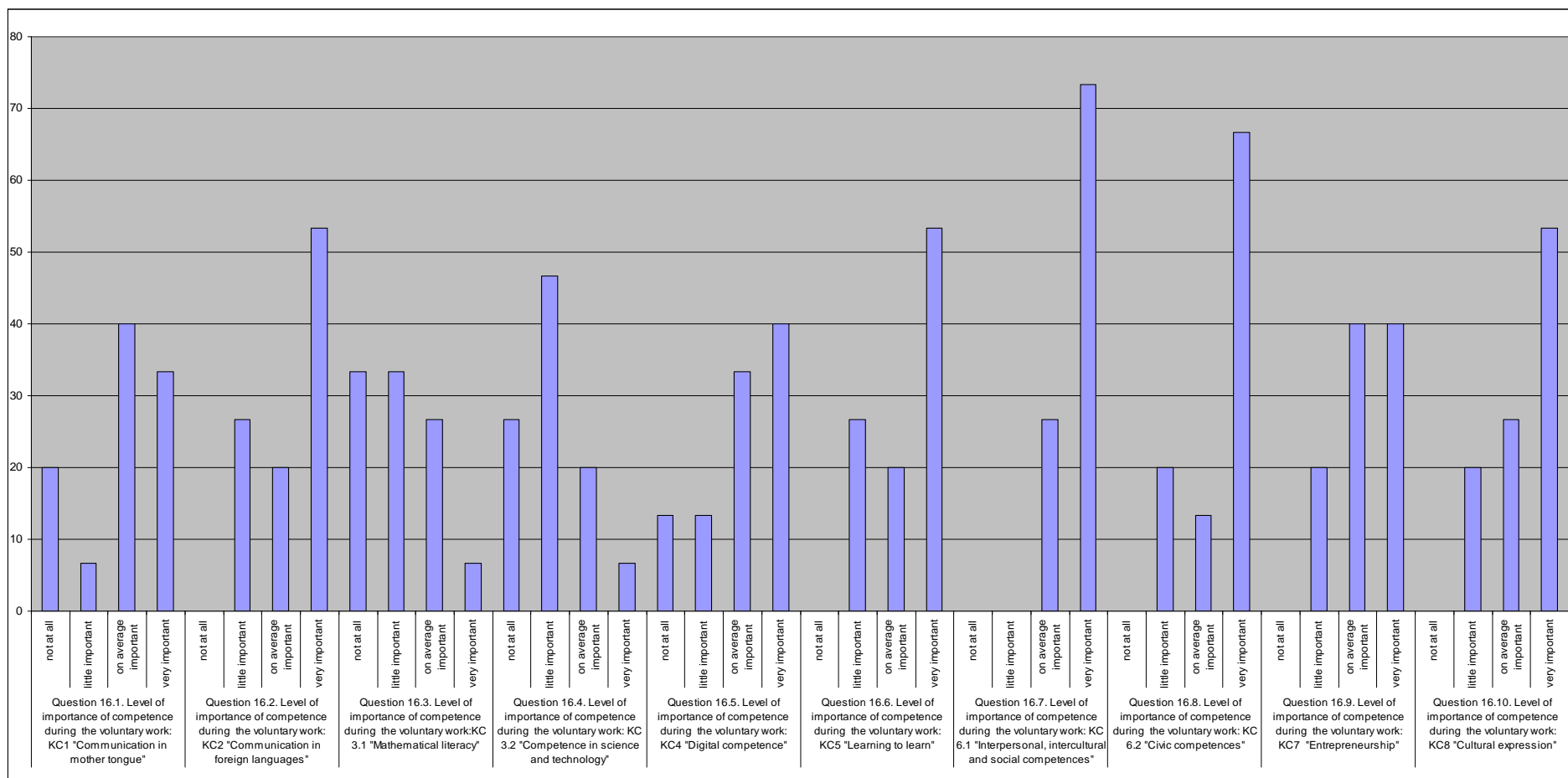
Most of the samples (58%) use "internal quality assurance tools", no one use "external audit / certification"



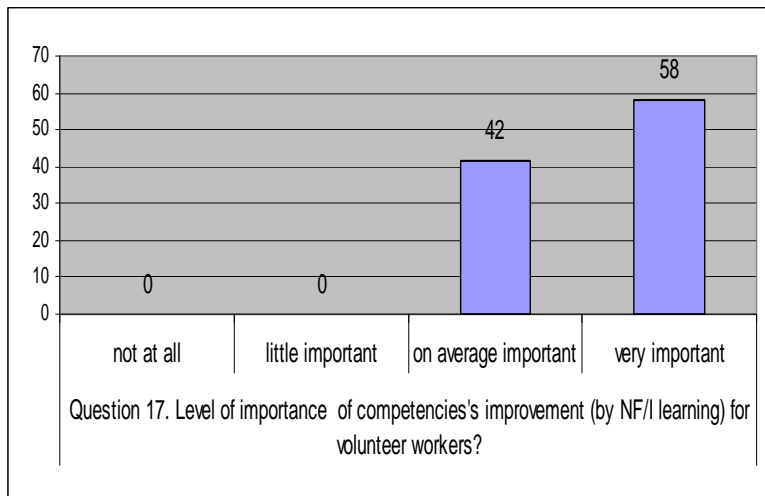


The trainings / education offered to volunteers are:

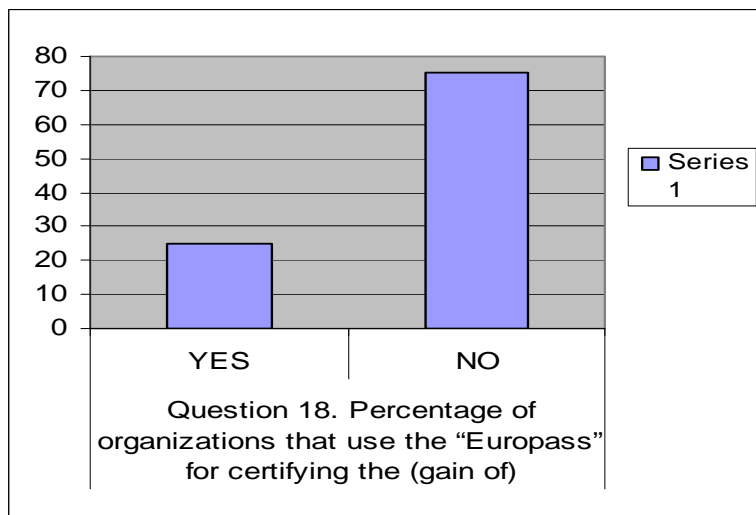
- The most frequent trainings offered are “administrative tasks/ office management / accounting” (42%) and often “general knowledge of the field” (58%), “project management / team work” (50%) and training on “working with clients / counselling” (58%).
- Trainings on “Conceptual work / project development” are conducted seldom.



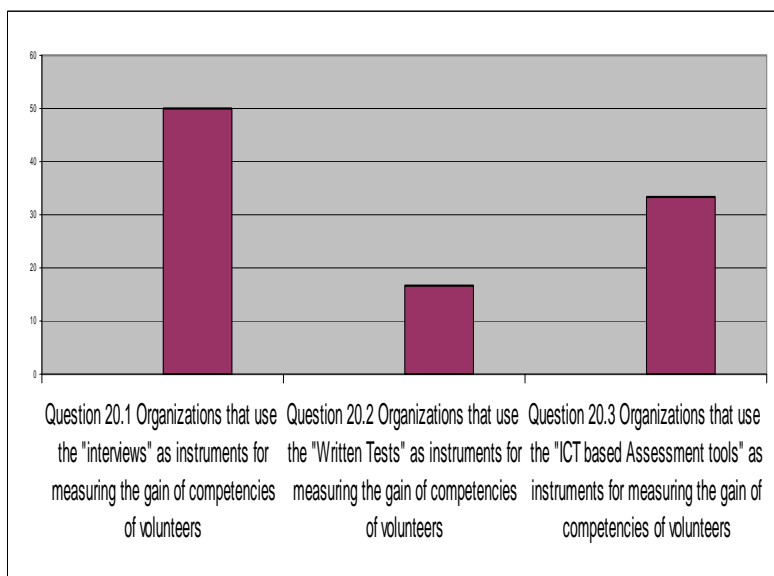
Most important competencies for volunteers are: KC1 "Communication in mother tongue" (58%), KC5 "Learning to learn" (50%), KC 6.1 "Interpersonal, intercultural and social competences" (50%), and of average importance - KC2 "Communication in foreign languages" (50%), KC 3.2 "Competence in science and technology"(50%), KC4 "Digital competence"(58%), KC 6.2 "Civic competences"(67%) and KC8 "Cultural expression" (75%), followed by KC 3.1 "Mathematical literacy" (67%), KC7 "Entrepreneurship" (42%), KC 3.2 "Competence in science and technology" (25%) are of little importance.



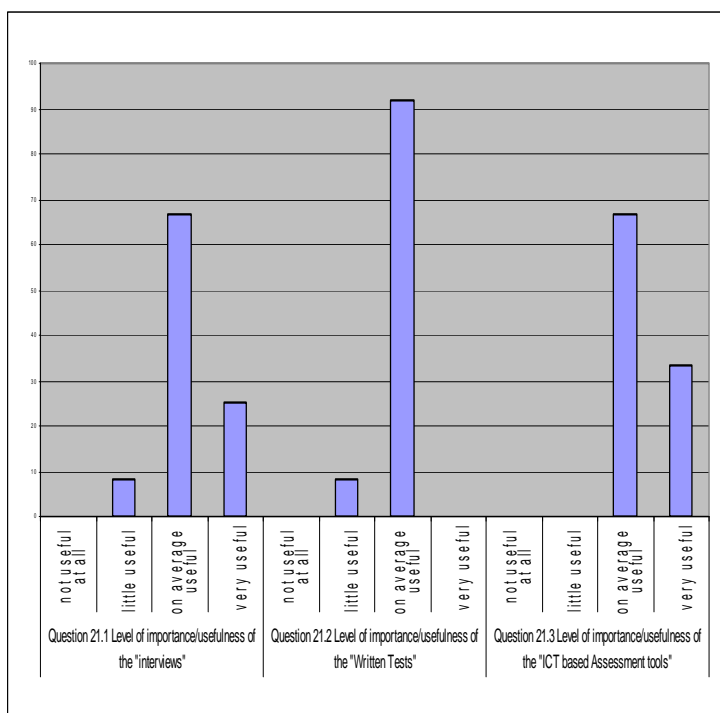
According to the respondents the importance of competencies' improvement during voluntary work is a very important factor (58%).



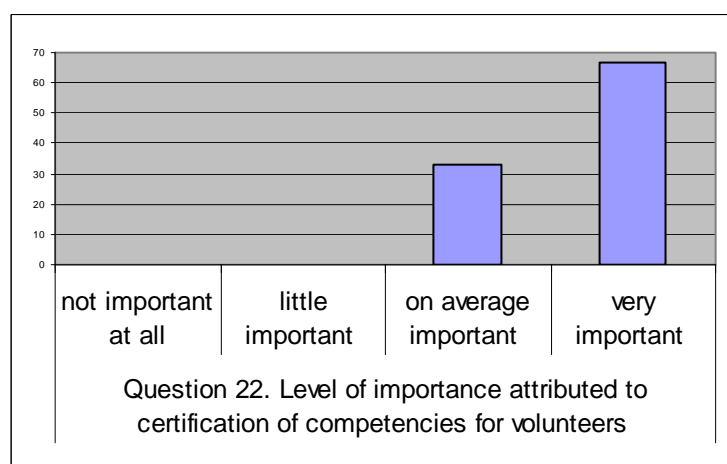
The tools as Europass and Youthpass certification are (up to now) not very frequently used (25%).



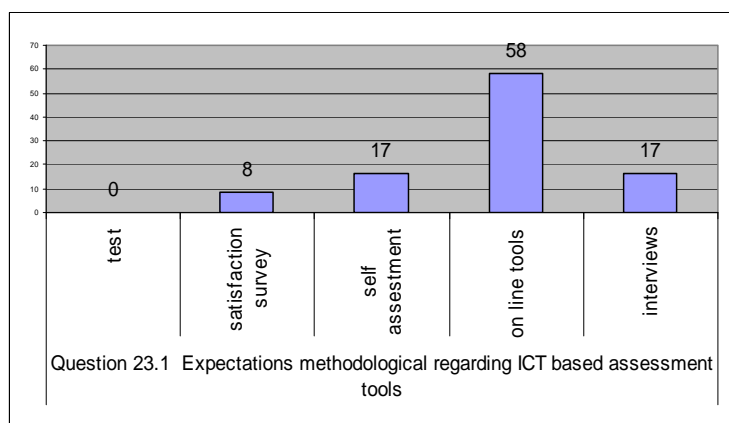
The organisations mainly use "Interviews" (50%) as a tool for measuring competencies owned by volunteers, "ICT based assessment" (33%) are also important and common, "written test" (17%) are the less important.



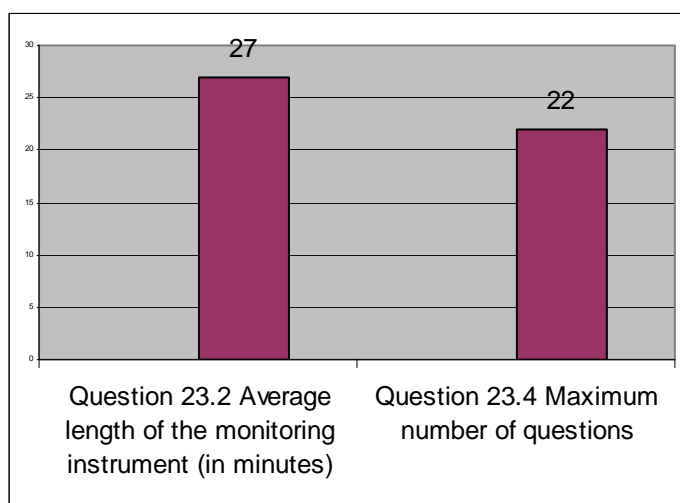
The organisations consider on average the “interviews” (84%) as the best method for measuring the gain of competences by volunteers, “written tests” and “ICT based” tools are considered useful too (67%).



The certification of competencies is mainly considered as very important (67%) by the sample organisations.



The Expectations concern on-line tools (58%) with self-assessment character (17%), but there is also the wish to have accompanying interviews (17%) and surveys (8%).



The duration of the assessment should not be too long (around 27 minutes) and the maximum of 22 questions.

### 2.2.2. General Situation regarding volunteering

In Bulgaria volunteering is an essential part of every contemporary society. Through volunteering, citizens significantly contribute to the social and economic development of their communities. In addition, they expand the influence and capacity of civil society organizations (CSOs) in the country and at the same time develop their own skills. These contributions have been repeatedly recognized through various initiatives in Bulgaria, aimed to promote volunteering nationally, internationally and throughout Europe.

The report about Bulgaria analyzes the most perspective form of unpaid work – volunteering. An attempt is made to define and structure the voluntary work in Bulgaria. Its legal principles, aspects concerning inclusion of the voluntary work in the civil society development, examples of projects, implemented with the participation of volunteers. The contributions and directions of development of the voluntary work in the social and health prevention activities, archaeological and history sector, agro and ecological field, education and for the economic and local sustainable development of the country. The focus is placed on the measuring and valuing of the voluntary labour, on its economic and social contribution aiming at achieving its adequate recognition by the society and the equality between people employed with paid labour and those with unpaid labour, in this case – the volunteers.

Traditionally, Bulgarians relate the term “voluntary action” and “volunteers” to the free-will and unpaid performance of services and work. However, the existing legislation in the field is far from developed, and there are a number of problems to defining “voluntary action” or “volunteer”.

Rendition of services is a free-will act, and subordinated to the general provisions of the civil legislation.

Services may be rendered for free. It should be noted that the law provides restrictions to the provision of free services to certain free-lance professions, such as lawyers for example. The Advocatory Act enumerates the persons entitled to receive free services from lawyers. Lawyers may provide free legal assistance to persons in financial difficulties and persons,



entitled to alimony. In addition, lawyers may provide their services free of charge to their relations and to other lawyers.

When a person is carrying out work, he or she is under a special protection. The right to work is one of the basic human rights, and is guaranteed by the Universal Declaration of Human Rights (Article 23), the International Pact of Economic, Social, and Cultural Rights (Article 6), and the Constitution of the Republic of Bulgaria (Article 48). The first proclamation of the right to work in history was made in the 1789 Declaration on Human Rights, in the aftermath of the French Revolution.

In Bulgaria the social relations, connected to provision of work, are a subject of labour law. There are two subtypes of such social relations – labour relations, and relations in direct connection to labour relations. Labour relations arise from hiring out workforce and doing work. These relations constitute the hiring of workforce (*locutio conductio operarum*). Hiring out workforce means putting it at the disposal and in the disposition of another person. The workforce cannot be separated from the person, and is defined as the total of an individual's mental and physical skills (*homo faber*). The immediate application of workforce is labour. It is characterized namely by its performance, and not by its outcome. It is peculiar that labour is always done for another person, and because workforce by nature is an ability of the human, and inseparable from the human, and therefore hiring workforce out makes the human dependant from a legal point of view on the person, to whom he or she has hired out their workforce. The main rights of the workers and employees include the right to healthy and safe working environment, minimum wage and payment that is adequate to the work done, as well as the right to rest and holidays under terms and conditions set out by the law. It is namely that retributive nature of labour that is among the cornerstones of Bulgarian labour legislation.

One of the main elements, characterizing the rendition of “voluntary action” as immediate application of workforce, is that it is made free of charge. At the moment, there is no legislation, governing the voluntary and free rendition of labour. The Bulgarian legislation does not give a definition of “labour for free”, and there is also no corresponding regulation of voluntary work in the tax, insurance, and social security regulations.

One specific and widely practiced form of “voluntary action” is “voluntary contributions”, a term that defines the contribution of materials, money, and goods, but not of efforts in the form of services and skills. Examples of this can be found in the Regulation on the Organization and Activities of School Boards of Trustees, and in Ordinance 12 on Blood Donation and Blood Transfusion.

The absence of strict legal mechanisms for the regulation of “voluntary action” may also be traced back to the fact that pure voluntary work was never a reality prior to the start of democratic changes. Voluntary work used to be related mainly to tasks, assigned by authorities and governmental organizations to aid certain governmental functions. Voluntary performance of private tasks of importance to society as a whole has only been allowed incidentally. The legislation in force gives a detailed definition of voluntary performance of social functions in the 1979 Fire Protection Act, which assigns to the voluntary fire brigades a controlling and administrative function.

The Regulation on the Organization and Activities related to Prevention and Dealing with the Consequences of Calamities, Incidents and Disasters institutes a Scientific Coordination Board and Boards of Experts associated to it, the latest being specialized voluntary bodies aiding the activities related to prevention and scientific research for the

protection of the people and the national economy, and assessing the situation at time of calamities, incidents and disasters, and determining the methods and tools for dealing with their consequences.

The Children Protection Act has among its main children protection principles the promotion of voluntary participation in children protection activities, as well as the selection of persons directly engaged in children protection in accordance with their personal and social features, and concern for their professional qualification. Thus, this law has introduced professional criteria for the evaluation of voluntary children protection work.

The Physical Education and Sports Act stipulates that the schools should provide conditions to continue sports activities additional to the compulsory physical education. The extracurricular practice of sports by the students is voluntary and organized by the headmaster under the guidance of professionally trained teachers and coaches. The out-of-school training and competition of the students is voluntary and organized by the school sport clubs, the school boards of trustees and students sport schools.

The term “on voluntary terms” is found in the Bulgarian Academy of Science Act, which reads that “for the purpose of coordination and integration of the work of the independent scientific units of the Bulgarian Academy of Science, a Board of Director on voluntary terms may be organized in certain areas, following the principle of mutual interest.” That same term has been used in the 1989 Governmental Decree 46 regarding the creation of the Charity Fund, quote: “It shall raise its funds by... organizing concerts, exhibitions, and other cultural events with the participation of prominent artists on voluntary terms.”

The By-laws of the Council of Ministers and the pertaining administration, voted as Governmental Decree 209, dd. 25 November 1999 (Appendix 1), publicized in State Gazette issue 103 of 30 November 1999, gives the Minister for Governmental Administration the right to incorporate as consultants into his political cabinet persons to perform the tasks assigned by the Minister on voluntary terms, for no charge or retribution.

There are various references to voluntary ecological and youth work in a number of revoked legislative acts, for example the Enforcement Regulations to the Nature Protection Act, which stipulates that the Environmental Protection Committees, with the assistance of the respective committees of the Fatherland Front, the Bulgarian Tourist Union, and other public organizations, would form voluntary environmental protection brigades. The members of these brigades would be publicly recruited among the members of the Dimitrov Young Communist League, the Fatherland Front, the Bulgarian Tourist Union, and the Union of Bulgarian Hunters and Fishermen. Governmental Decree 70 of 18 December 1980 also treats the terms for improving the preparation and realization of youth through “voluntary labour campaigns”. The assignment of public functions to persons acting on voluntary terms used to be a common practice, as can be seen in the Edict on the Voluntary Brigades of the Labourers.

The Bulgarian legislation has been making use of various terms that may be approximated to the term “voluntary work”. For example, “voluntary labour” is used in the Control of Anti-Social Acts of Juveniles and Minors Act, though more as a synonym of corrective labour. The act reads that an imposed fine may be substituted by the mayor on demand of the perpetrator for “voluntary labour” for a certain number of hours.

“Voluntary labour” may also be done by citizens in relation to various campaigns for the improvement and cleaning of residential buildings (Instructions 282 of 1976). The 1979 Model for Internal regulations of Residential Buildings provides that in case that this “voluntary labour” is not done by the residents (the members of the Residential Building Society), or by their relations, those who have not done it must pay certain money to cover the labour costs. Elsewhere, the Municipal Properties Act and its enforcement regulations define “municipal property” as property, acquired with the “voluntary labour and donations of the population”.

The most elaborate legislative act related to youth voluntary work used to be the Ordinance on the Organization of Youth Brigades Work, revoked by Governmental Decree 50 of 27 march 1991 on the Revocation and Amendment of Governmental Decrees, §1.25, as publicized in State Gazette issue 27 of 5 April 1991. This Ordinance governed the relations between, on the one hand, the Young Communist League committees and the bodies of the Ministry of Public Education, which used to be responsible for the organization of youth brigades, and, on the other, the socialist organizations that made use of youth brigades work (hereinafter referred to as “the socialist organizations”), and was made with the intention to perfect the organization and improve the use of youth brigades work.

The youth brigades were a form used to involve the students in performing work that is of benefit to society and helps in the solution of important social and economical tasks, for the purpose of training the youth in the spirit of communism. The brigades were organized and managed by the Dimitrov Young Communist League. The brigades used to be planned and organized on the basis of contracts respecting the principles of voluntary participation, of material and moral interest and of responsibility of the brigadiers and the socialist organizations in and of the final results, and of combining the personal, collective and social interests. The pupils and students used to do work in brigades in line with the provisions of the Code of Labour.

The term “volunteer” is also used in a number of documents related to military service and benefits for war veterans. In this sense, “volunteer” is opposed to “regular soldier” (that is, a conscripted soldier).

Government Decree 67 on the Funding of the Participation of the Republic of Bulgaria in the UN Corps in Cambodia and the Legal Labour Status of the Members of the Armed Contingent. Article 2 reads, “The Members of the Armed Contingent shall be recruited from among volunteering officers, re-enlisted soldiers, active soldiers, and reserve troops.” The Ministry of Defence contracts the volunteers for the term of the service in the army contingent and for the conditions of the service. The Ministry of Interior Act stipulates the following, “In the performance of its duties, the National Police... may involve citizens to help on voluntary terms for the protection of public order, and of the personal, state, and cooperative property.” The utilization of voluntary collaborators may only be done by specialized bodies of the Ministry of Interior, authorized by this law. The order of cooperation with the citizens in the performance of the duties of the Ministry is determined by the Minister for Interior. Involvement and activities of the volunteers is based on volunteer involvement, work, and discontinuance of involvement, protection during and in relation to the involvement, and protection of the secret of identity and activities.

In relation to this, the law makes use of the term “external co-operator”, and Decision 211-69 provides that the external collaborators, whether working for a certain payment or for

free, shall not work under a labour contract. The Protection of Agricultural Properties Act (as amended in State Gazette issue 36 of 1979 and issue 45 of 1984) provides that field protection units may consist of “volunteering collaborators”. The issue of giving privileges and compensation for the efforts of volunteers made in the process of work is settled partially and indefinitely.

The adoption of the Bulgarian Red Cross Act amended article 157.1 of the Code of labour, and the introduced sub-paragraph 7 provided additional paid holidays for voluntary participants in events and training sessions organized by the Bulgarian Red Cross, namely 5 working days for participation in events, and 3 days – for training sessions. This stipulation is one of the exceptions that provide for some way to compensate volunteers for their work. The Enforcement Regulation of the Social Security Act stipulates that the calculation of recognized income for social allowance does not take into account income from allowance to the pension of veterans, volunteers, and victims of the Second World War, and the victims of the missions in military contingents of United Nations organization. Thus, the law provides for additional income to volunteers in the Second World War.

The problems related to social security payments of persons doing volunteer work are treated in Instructions GU-05-201 of 29 December 1993 regarding the Enforcement of the Ordinance on the Social Security of Free-Lancers, Tradesmen, or Persons, Working without Labour Contract. The persons, whose professions are listed in Article 1 of the Ordinance are not subject to social security payments, when they are doing their conscription service, or have volunteered for the army service, or are at a military training camp. In all these cases, a document issued by the respective military unit must be enclosed to the Declaration-Appendix No.1. It must be noted, that the social and public security rights have a very limited field of application.

The issues of regulation of voluntary work and volunteers have been treated in a number of intergovernmental agreements. As an example we can quote the Agreement between the Government of the Republic of Bulgaria and the Government of Japan, by virtue of which, and on demand of the Government of the Republic of Bulgaria the Government of Japan would take the necessary measures to ensure in accordance with the laws and legislation in force in Japan the sending of volunteers to the Republic of Bulgaria to aid the social and economic development of the Republic of Bulgaria, in accordance with a schedule to be agreed between the interested bodies of the two governments. According to its budget, the Government of Japan would cover the costs of the Japanese volunteers on travel between Japan and Bulgaria, as well as their daily allowance in the Republic of Bulgaria, and provide any equipment, machines, materials, and medicines, necessary for the performance of their functions. The Government of Bulgaria would grant the volunteers the following privileges and relieves:

1. Exemption from duty, taxes, and any other fees of the import of equipment, machines, materials and medicines.
2. Exemption from duty, taxes, and any other fees, save for storage, transport and other similar costs, of the import of the personal belongings and household items of the volunteers.
3. Exemption from income tax and any other taxes any allowances transferred to them from abroad, such as their daily allowance.
4. Free medical assistance throughout their stay in the Republic of Bulgaria.
5. Free accommodation with the indispensable furnishing at places, where the volunteers would be able to perform the functions assigned to them by the Government of the Republic of Bulgaria.

6. Permission to install and use any radio communication equipment necessary for the performance of their functions in accordance with the Bulgarian laws and legislation in force.

7. Issue of Bulgarian identity cards to facilitate their activities. (Annex No. 1)

There is a similar agreement between the Government of the USA and the Government of the Republic of Bulgaria, which stipulates the privileges granted to the volunteer members of the US Peace Corps. (Annex No.2)

The lack of active company activities for vocational qualification and upgrading the qualification of employed is a result of the serious financial problems of the bigger part of the enterprises and the fight for survival in the new market conditions as well as of the lack of developed wide company strategies for professional development and growth of staff and maintenance of their qualification in accordance with the changing production needs. These conclusions are valid for both the state and the private sector, for the SMEs and for the big companies.

Additional difficulties are caused by the underestimation of the significance of training for the production development, the maintenance and disclosure of new jobs, normal qualitative reproduction of workforce, including prevention of the decline of national workforce's vocational qualification level or collapse of some specific national workforce's groups.

The "in company" training is also necessary to provide the new technologies application and drawing new investments because it provides appropriate qualification and qualification structure of personnel.

The basic factors that have prior importance for the qualification of workforce activities could be summarized as follows:

- the economy restructuring and the relative employment restructuring that determine the changes in the structure of workforce demands and identify the basic parameters (characteristics) of training needs;
- The redirection of flows of workforce from industry professions towards professions in the service sector; the growing importance of the qualification for a concrete job which provides a fast achievement of high productivity of labour;
- the insufficient in terms for time and unsatisfactory in terms of quality school practical preparation the discrepancy between the occupational profiles and the real labour market needs, which determines the high unemployment rates among young people and raises the potential training needs in the continuing vocational training system;
- The persons who drop out of the education system without a vocational qualification which forms a solid contingent for training in the continuing vocational training system;

The policy in the field of human resources aims at supporting the economic and social growth of the country and at decreasing the unemployment by providing the human resources' stabile and systematic development.

This can be achieved by:

- guaranteeing the economy competitiveness through provision of highly qualified workforce, adequate to the new technological and market needs;
- Provision of skills and competencies necessary to cope with the professional, structural and technological change;

- Promotion of integration and reintegration of socially isolated population groups by improvement of access to education and provision of relative, flexible and adequate to the needs programs;
- provision of effective vocational counselling and guidance towards training for vocational qualification for a promising and demanded on the labour market professions;
- upgrading the vocational guidance activities of the Ministry of Labour and Social Policy (MLSP) and the Ministry of Education and Science (MES) in order to make the product as close as possible to the direct consumer; innovation and actualization of nomenclature and widening the existing in it information for the purposes of vocational guidance;
- preparation and implementation of measures by MLSP, MES and the employers for promotion of the employers' engagement in the organization and financing of training for initial qualification through certain approaches and methods – special dissemination of training through apprenticeship based on the world experience – Germany, Austria and United Kingdom;
- restructuring and development of training curricula with the inclusion of social, psychological and behaviour knowledge and skills for achieving an attitude and habits for innovation, development and improvement of the individual vocational qualification, for redirection and adaptability of the individual vocational capacity according to the dynamics of the workforce demand; provision of an adequate infrastructure and methods by the state institutions and systems;
- Promotion of employers' engagement concerning the quality of the national workforce through provision of preferences.

With regard to the membership in the European Union, in Bulgaria, activation and additional development of the activities in the field of qualification of workforce are necessary. This concerns especially the participation of the social partners and mainly the employers who should take their responsibilities and use the opportunities for development and improvement of training. An emphasize should be put on the development of training directed towards the SMEs and the development of entrepreneurship skills and culture.

In Bulgaria, at the national level, the definitions supporting properly understanding of apprenticeship are in relation to:

- **Initial vocational training** – acquisition of an initial qualification in a vocation or a part of a vocation;
- **Continuing vocational training** – improving and upgrading or acquisition of a new qualification in a vocation or a part of a vocation;
- **Practical training** – activities that the trainee implements in bases of the training institution or on the job in the enterprise for achieving vocational competencies necessary for acquisition of vocational qualification;
- **On the job training** – practical activities that the trainee for a certain period of time implements in the enterprise for achieving vocational competencies under the guidance of a tutor and a trainer;
- **Vocational competencies** – abilities that the person has acquired on the basis of the accumulated knowledge and skills that help come up with initiatives, be fit for teamwork and good job performances according to the State educational requirements;
- **Apprenticeship** – legally determined vocational training consisting of alteration of training in training centers and on the job training. The trainee is offered the opportunity to sign a contract for payment or a job contract.

In 2008 the Bulgarian Center for non-profit law has elaborated a proposal for the Law on the voluntarism in Bulgaria and actively campaigned for it (Annex No.4).

Still the law is not in the Agenda in the Bulgarian Parliament and many NGOs believe it will be discussed and approved soon.

### **2.2.3. Conclusions**

The report on the voluntarism suggests that Bulgaria should adopt by studying and revise laws or enact separate legislation in order to promote volunteerism, protect volunteers, and remove legal impediments. The legal regulations in Bulgaria should include on the voluntarism:

- Distinguish volunteering from other types of legally recognized or regulated relationships;
- Clarify that volunteer services should be performed without compensation, as volunteering is understood as a donation of time and effort;
- Entitle volunteers to reimbursement of expenses, with such reimbursements exempt from taxation;
- Determine the rights and duties of volunteers;
- Protect volunteers while they are performing voluntary activity;
- Guarantee that volunteering will not affect one's right to unemployment benefits;
- Introduce rules to protect third parties against any damage incurred due to volunteering;
- Provide optional benefits to volunteers; and
- Enable international volunteering.

In regulating volunteering, the government of Bulgaria must set clear policies and goals, which will help determine the type of volunteering they want to regulate. Local traditions of volunteering must also be considered. Otherwise, laws might discourage spontaneous initiatives, burden on small organizations, and have a deterrent effect on the general culture of volunteering by giving advantages to one form of volunteering over others. Before launching a legal reform, the country must also comprehensively analyze their legal systems. In order to ensure that the legislative initiatives address real needs of the volunteer community, the Bulgarian government should make certain that all stakeholders are properly consulted and their comments are regarded in the draft provisions.

Finally, Bulgarian government should recognize volunteering as an initiative of citizens, based on their free will, to take action in the community in order to alleviate problems and contribute to the achievement of social and humanitarian goals. This activism should be appreciated, cultivated, and facilitated through state policies, so that formal and informal volunteer initiatives alike can flourish and help create a better society for all.

#### **2.2.3.1. General Situation of voluntary work and EVS**

In Bulgaria, the European Voluntary Service (EVS) is known as part of the EC Programme “Youth” till 2007, and nowadays, after the transformation of the Programme into the “Youth in Action” Programme. The European Voluntary Service (EVS) Charter regulates the roles of EVS Sending, Host and Coordinating Organisations and the main principles and quality standards of EVS. The organisations, promoting projects for EVS volunteers, observes the conditions and terms of the Charter.

The National Agency in Bulgaria coordinates the program and sets the quality assurance criteria for the implementation. The National Agency supports the sending and host organisations with trainings at different stages like project application writing, project management and project reporting, Youthpass issuing and EVS starting advising. Very often the National Agency organises meetings and seminars for EVS volunteers, where the young people exchange experience and tell successful stories and practices.

Mainly, the Bulgarian NGOs receive or send volunteers under the EVS after implementing the following preparation: developing a vision and mission for the organization and clarifying its future direction, conducting of an internal organizational assessment and that identifying its strength and weakness, developing an appropriate structure, trainings, organizational policies, and evaluation and assessment of the work of the volunteers.

In the country the benefits from becoming a volunteer are to serve the society and the community, socialise and participate in the civil society life, obtain new skills and understand the importance of the work done by the volunteer.

Usually, the targets are aimed at the achievement and increasing of some skills and competences of the volunteers like as team building, managing of projects, mediation and resolution of conflicts at different levels, servicing the clients and teaching.

Being member of the European Union since 1<sup>st</sup> January 2007, the role of the EVS will increase and the numbers of volunteers, using the EVS will increase more and more.

### **2.2.3.2. Conclusions regarding the questionnaire**

The results of the interviews to the Questionnaire, conducted with representatives of 13 Bulgarian NGOs revealed the following:

Our sample was composed by 13 organisations in each of the three proposed sectors: 42% education, 33% ecology and sustainability and 25% working for human and civic rights and peace.

Most of the organisations work at local level - 51%, some on national - 32%, 17% - at international (including European).

Almost 67% of the sample is made of small organisations with less than 6 employees. The mid-sized (6-20) are about 33 %; big organisations (above 21 employees) are not present.

The number of EVS volunteers in the last 3 years is mainly between 1 - 5 volunteers.



The sample consists of organisations working in the voluntary sector with EVS volunteers since less than 5 years.

Only 25% of organizations have a legal / statutory obligation to work with and accept (EVS) volunteers, 75% not.

Main reasons for working with volunteers:

The “on average” (67%) is “Giving young people chance to gather experience”; then follow “Internationalisation for the organisation” (58%) and “Save money on staff cost”(42%) with little importance.

75 % of the organizations are “on average” satisfied with the work with volunteers, 17 % are very satisfied. There is 8% with “little satisfaction”.

Distribution of satisfaction on the volunteers side is very similar - 75% very satisfied and 25% “on average” satisfaction.

Most of the samples (58%) use "internal quality assurance tools", no one use "external audit / certification”.

The main **tasks** volunteers typically have to accomplish / deal with:

Most common (very often) is volunteers (support in) conceptual work / project development and project implementation (42%), often the tasks are conception work and project development (58%) and research / information gathering (50%), direct work with clients / counselling (50%) and communication and public relations (42%), and administrative tasks / office management / accounting (42%) are done “sometimes”.

The trainings / education offered to volunteers are:

- The most frequent trainings offered are “administrative tasks/ office management / accounting” (42%) and often “general knowledge of the field” (58%), “project management / team work” (50%) and training on “working with clients / counselling” (58%).
- Trainings on “Conceptual work / project development” are conducted seldom.

The most important competencies for volunteers are: KC1 "Communication in mother tongue" (58%), KC5 "Learning to learn" (50%), KC 6.1 "Interpersonal, intercultural and social competences" (50%), and of average importance - KC2 "Communication in foreign languages" (50%), KC 3.2 "Competence in science and technology"(50%), KC4 "Digital competence"(58%), KC 6.2 "Civic competences"(67%) and KC8 "Cultural expression" (75%) , followed by KC 3.1 "Mathematical literacy" (67%), KC7 "Entrepreneurship" (42%), KC 3.2 "Competence in science and technology" (25%) are of little importance.

According to the respondents the importance of competencies’ improvement during voluntary work is a very important factor (58%).

The tools as Europass and Youthpass certification are (up to now) not very frequently used (25%).

The organisations mainly use "interviews" (50%) as a tool for measuring competencies of the volunteers, "ICT based assessment" (33%) is also important and common, "written test" (17%) is the less important.

The organisations consider on average the "interviews" (84%) as the best method for measuring the gain of competences by volunteers, "written tests" and "ICT based" tools are considered useful too (67%).

The certification of competencies is mainly considered as very important (67%) by the sample organisations.

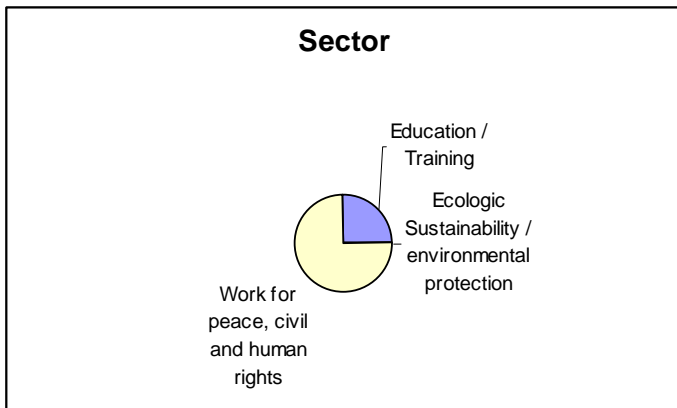
The expectations for methodological assessment concern on-line tools (58%) with self-assessment character (17%), but there is also the wish to have accompanying interviews (17%) and surveys (8%).

The duration of the assessment should not be too long (around 27 minutes) and the maximum of 22 questions.

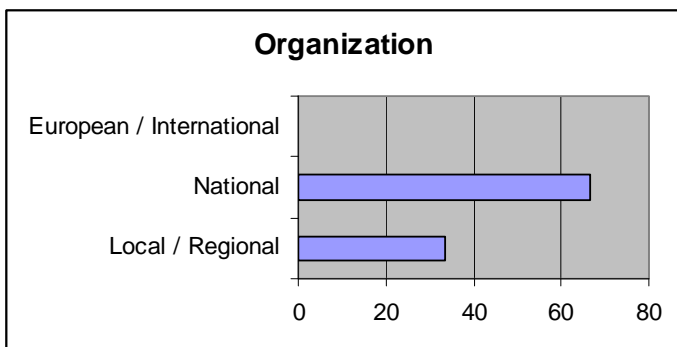
All these characteristics come out from the development of the civil society in the country and the voluntary work specifics and the evolution of the sample organisations.

## 2.3. Italy

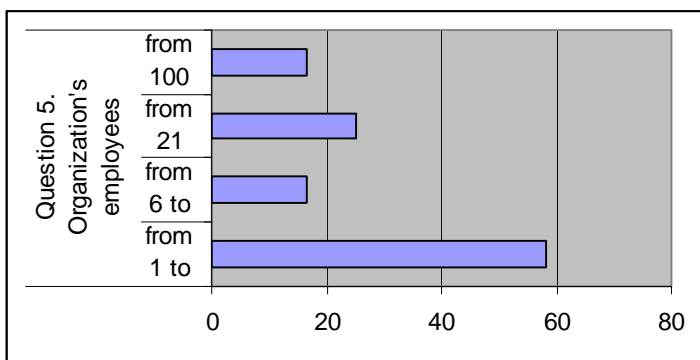
### 2.3.1. Questionnaire Result



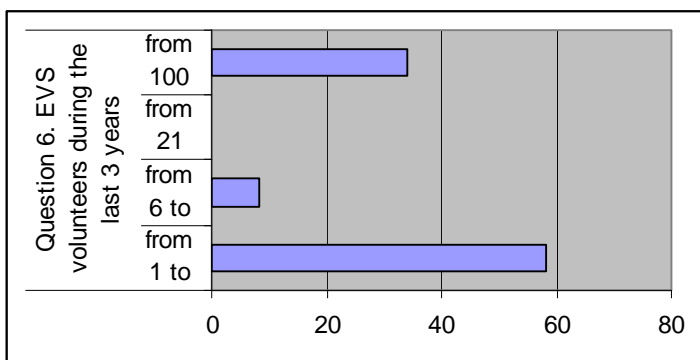
Our sample is composed by 3 organizations that work in education/ training sector; and the rest of the sample works in peace promotion field.



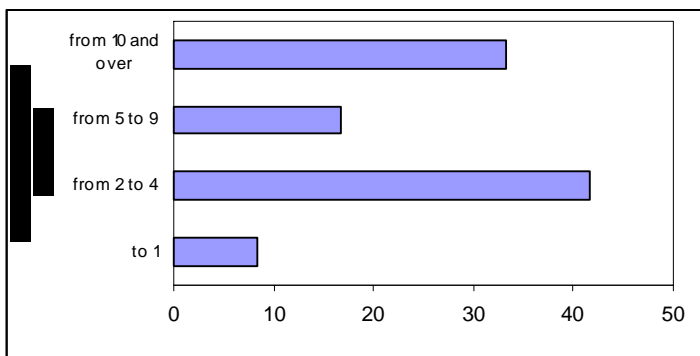
Most of the organizations work at national level



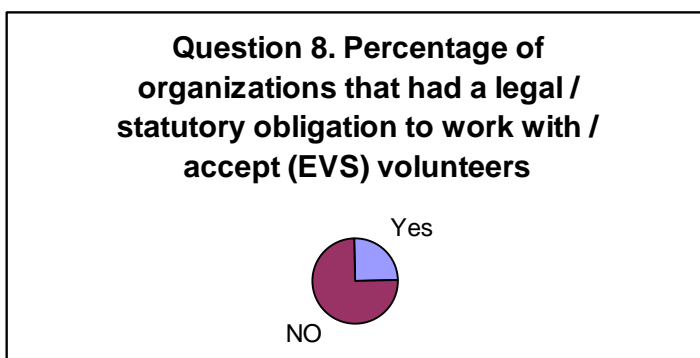
The 60% of the sample is made of small organizations with less than 6 employees



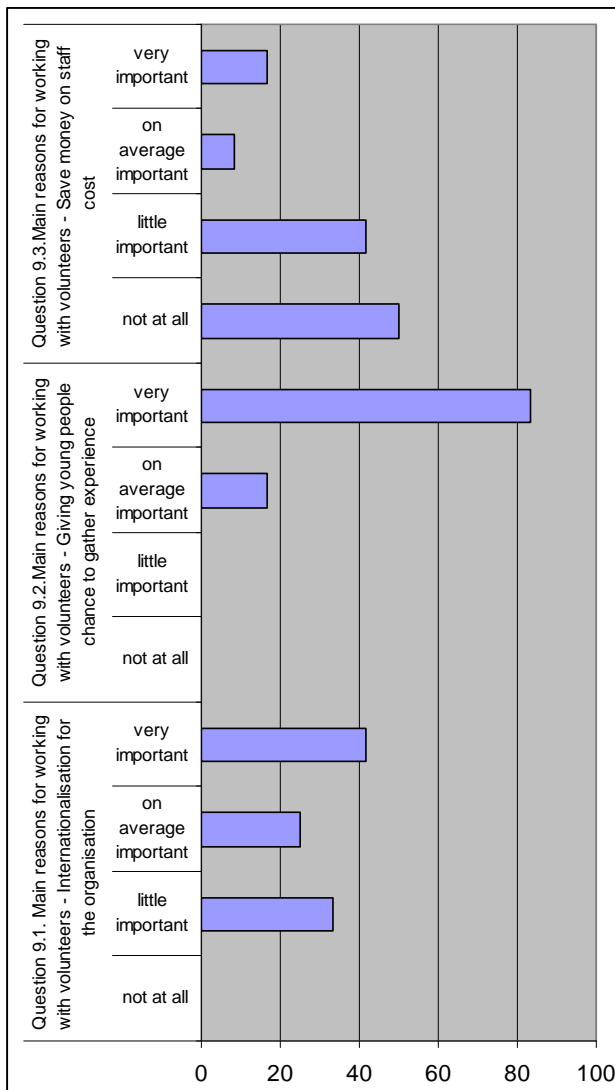
The larger organizations engage hundreds of volunteers.



One third of the sample consists of old organizations, working in the voluntary sector since more than 5 years.

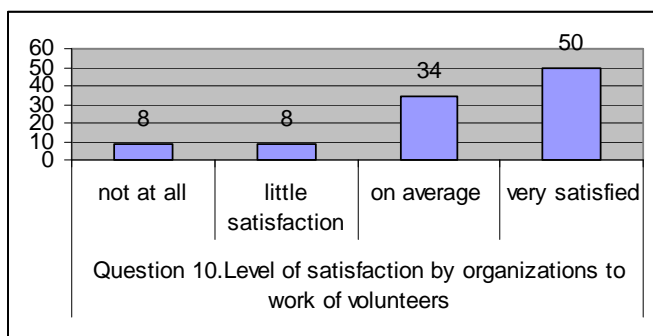


Only 25% of organizations have a legal / statutory obligation to work with / accept (EVS) volunteers

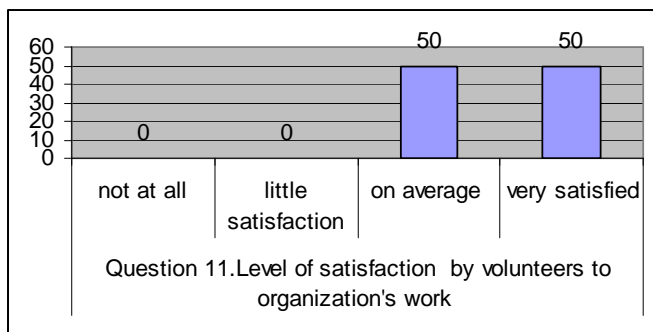


Main reasons for working with volunteers :

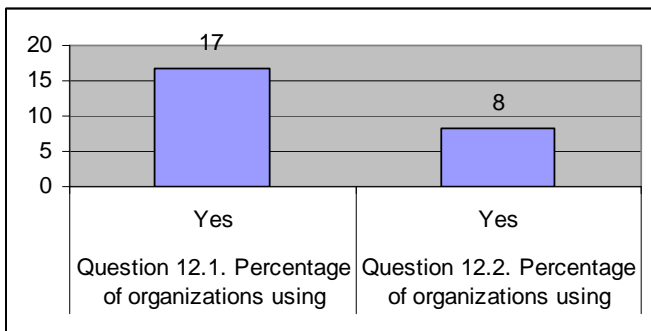
- in first position Giving young people chance to gather experience;
- then follows "Internationalisation for the organisation"
- finally "save money on staff cost"



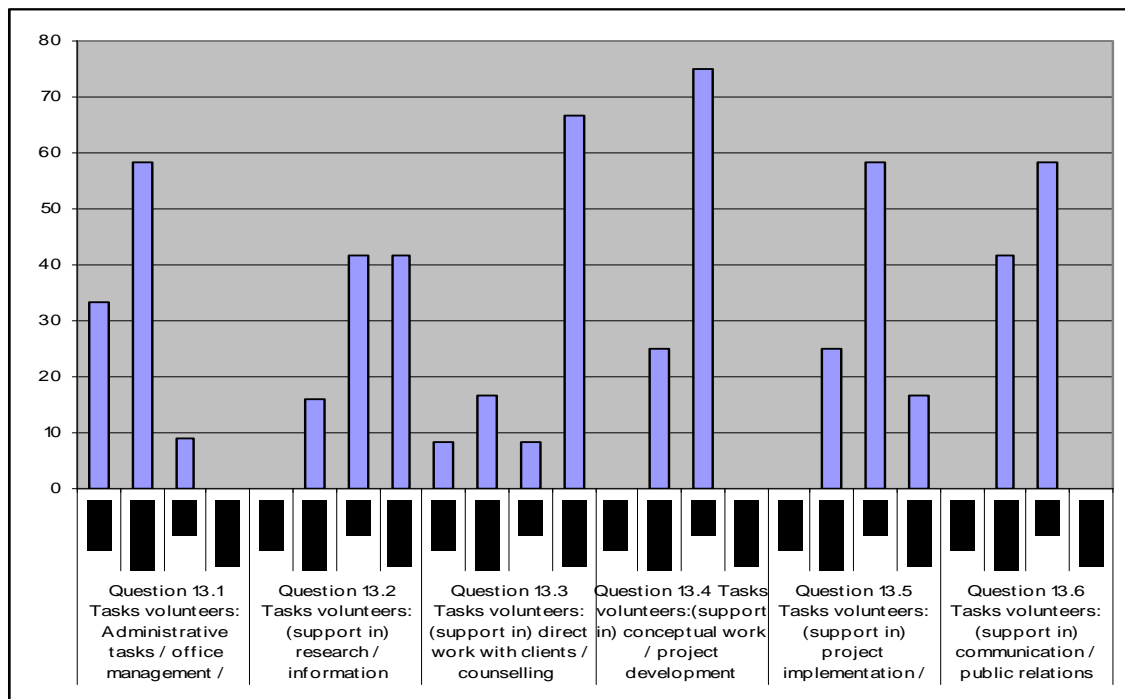
Only 50% of organizations are very satisfied with the work with volunteers



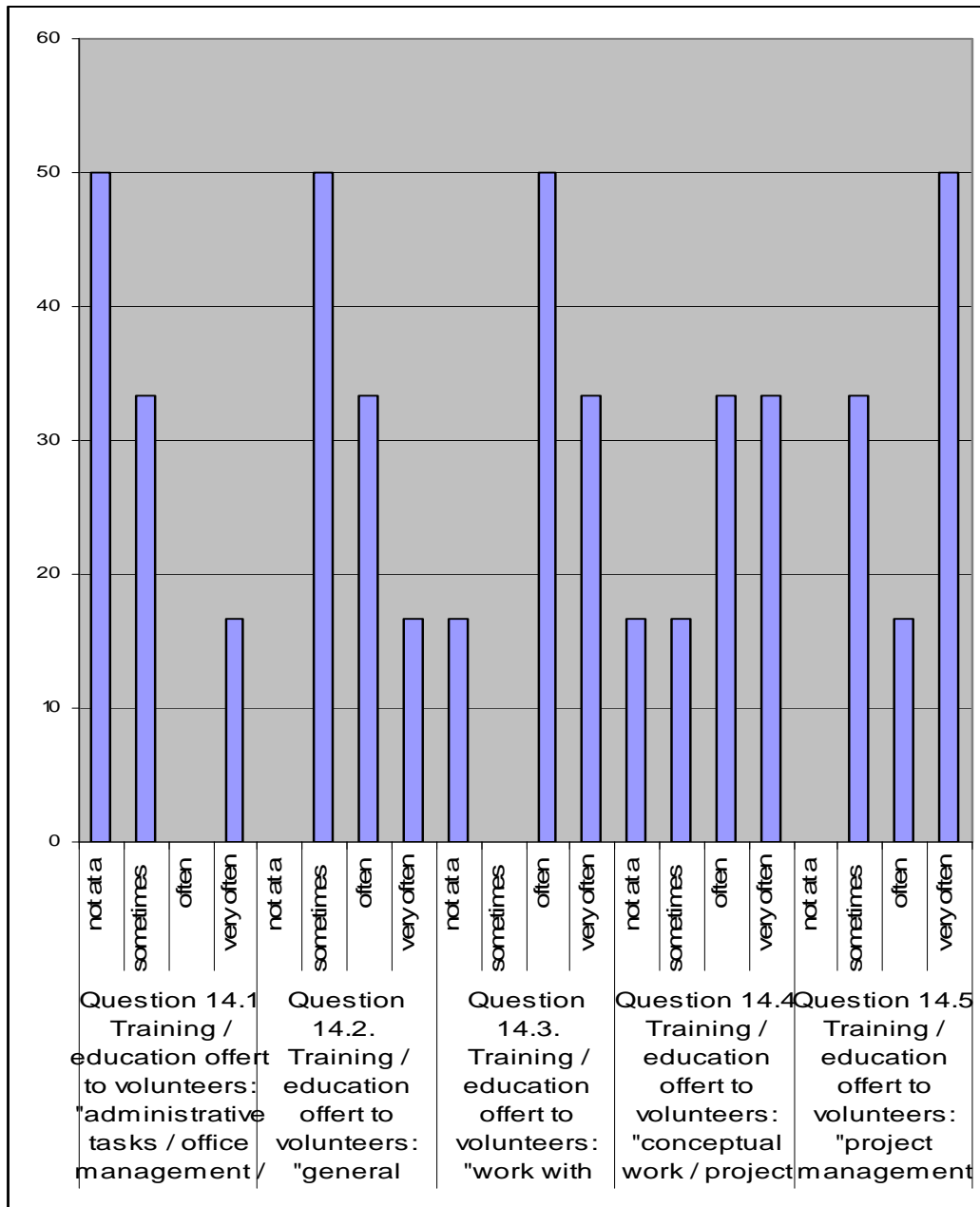
In the view of organizations, volunteers are more satisfied than the managers.



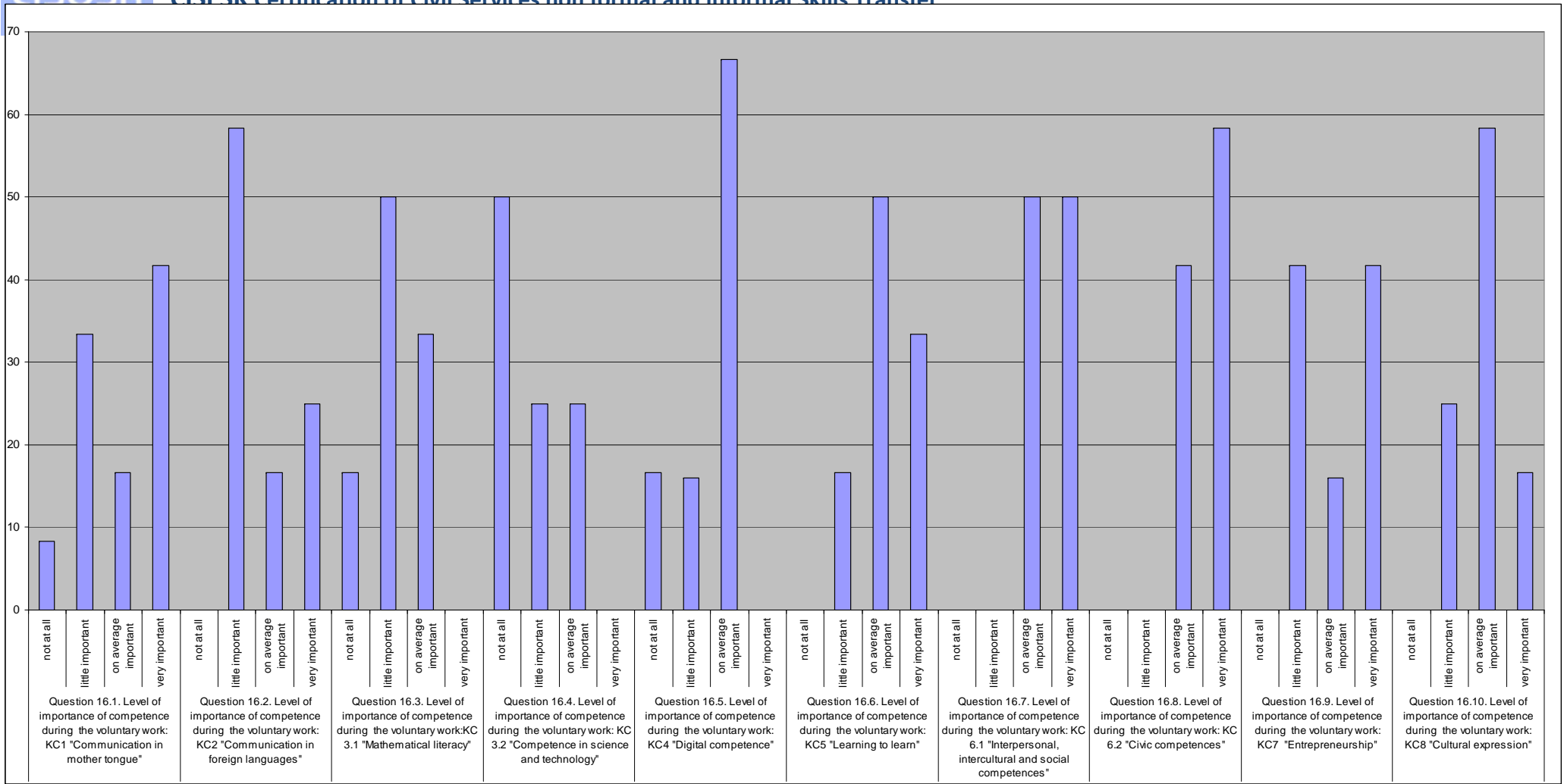
Only 17% of organisations uses "internal quality assurance tools", while the 8% use "external audit / certification"



What are the main tasks volunteers typically have to accomplish / deal with? (support in) direct work with clients / counselling and (support in) conceptual work / project development. Administrative tasks are not very frequent.

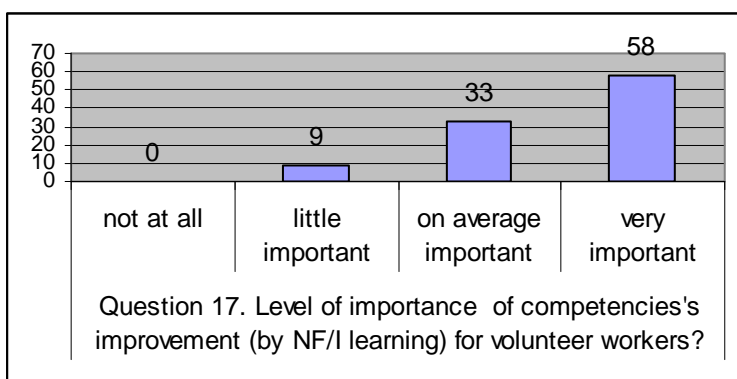


The Training / education more frequently offered to volunteers concerns:  
"Work with clients / counselling" "conceptual work / project development"

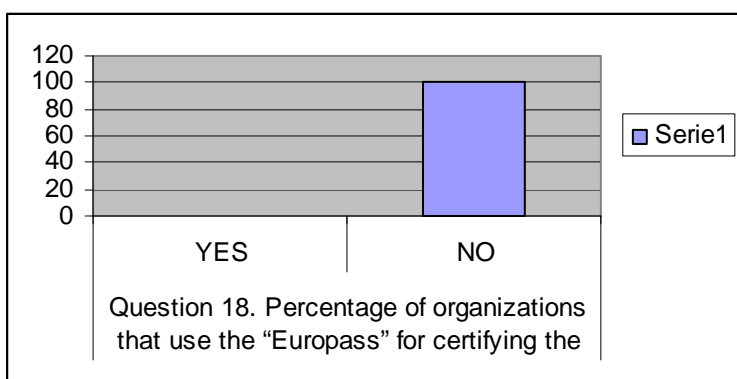


The competencies of the voluntary service are: KC4 "Digital competence"- KC5 "Learning to learn" - KC 6.1 "Interpersonal, intercultural and social competences" - KC 6.2 "Civic competences" -KC8 "Cultural expression"

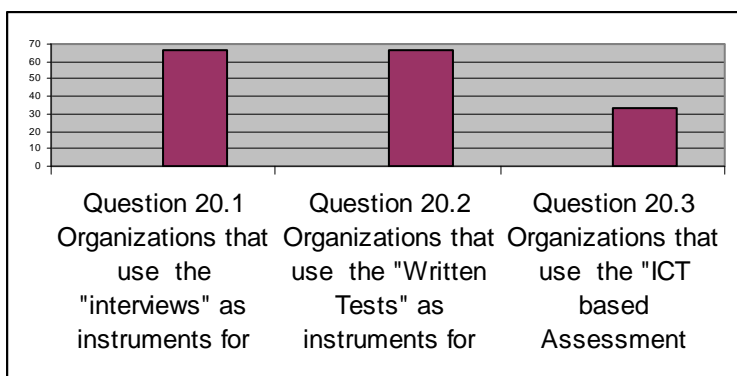




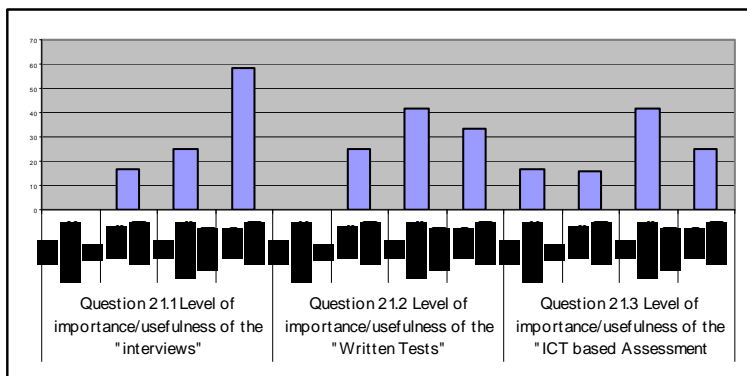
According to the respondents the voluntary service improves skills



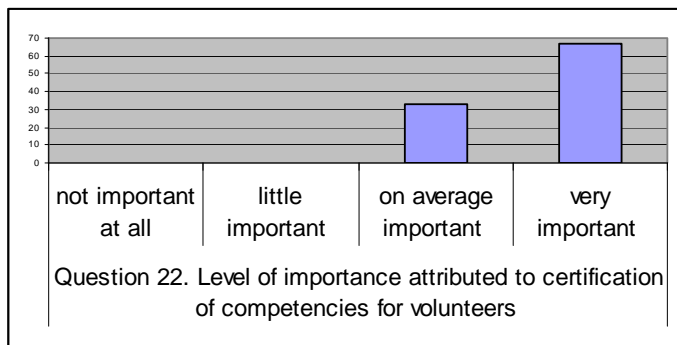
The tools as EUROPASS certification are not used



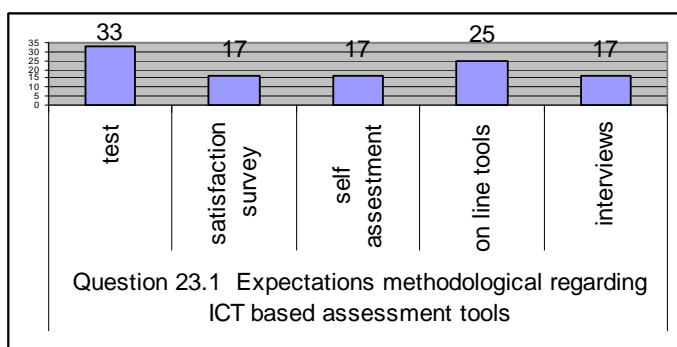
Organizations use "interviews" and "Written test" as tools for measuring competencies owned by volunteers



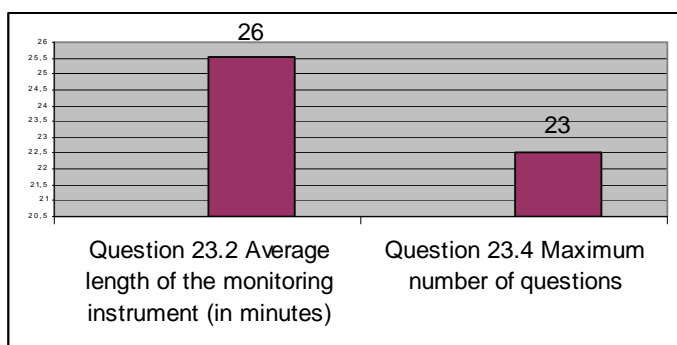
The Organizations do not use the "ICT based Assessment tools" as tools for measuring the gain of competencies by volunteers, but they consider these tools as very important



The certification of competencies is considered as very important



The Expectations mainly concern on-line tools



Tools fast, simple and effective

### 2.3.2. General Situation regarding volunteering

In Italy there is a "framework law" on volunteering, which was approved unanimously by the Italian Parliament in August 1991 with the purpose of regulating relations between voluntary organizations and the State. For some aspects this is believed as one of the most advanced legislations in Europe.

This law is working well to such an extent as to foster growth and increased articulation of volunteering in our country.

There is an ongoing debate about possibilities to modify this law so as to streamline bureaucratic procedures for recognition of voluntary organizations and their taxation.

The framework law details the voluntary activity: it must be provided in a personal, spontaneous and free way, through the belonging organization of the volunteer, non-profit and only for solidarity purposes.

Among the requirements of the voluntary activities, this law states that this "can not be remunerated in any way, nor beneficial. Volunteers may only be reimbursed for the actual expenses incurred for the business purposes by the belonging organisation."

Thus, volunteering organizations are organizations designed to manage the provision of welfare services, using the personal, spontaneous and free, non-profit purposed and trusted activities of each individual volunteer.

Up to now, volunteering organizations can freely select the best juridical form for the provision of welfare services, but they must foresee in their constitutional act their "non-profit mission, democracy in management, electivity and spontaneity in performing work, gratuity of members' performances, criteria of admission and exclusion of the latter, and their rights.

Although the law is definitely dated and therefore needs an update, the results obtained thanks to an ad hoc regulatory framework are undeniably impressive. According to the latest census (November 2009) undertaken by the National Center for volunteering, there are more than 21,000 voluntary organizations (51.3% approved, 47% is not). The associations' activities are mainly in the field of social welfare (31%), followed by health (28.5%) and culture (13.5%). Civil defence (10.2%) and environment (4.3%) conclude ranking.

Overall, the volunteers active in the Italian organizations are just under 1 million, of which 54.4% are men and 45.6% women. More generally, the human resources of the third sector are equivalent to 868,000 people, divided as follows: 826,000 volunteers, 12,000 employees, 13,000 co-operators, 7,000 religious men, 9,000 volunteers in the civil service. The age of volunteers includes moreover all age groups, and it is divided as follows: between 30 and 54 years (41.1%), under 29 years (22.1%). Between 55 and 64 years (23.3%). More than 13.5% of the volunteers are 64+.

But the Italian system of volunteering foresees also another institution, that is independent from volunteering per se, but similar in the purposes: the National Civil Service. A special law regulates this system and groups undertaking projects under the national civil service, which can be also implemented abroad. Most of the organizations that implement projects for Youth EVS (EVS) belong to this group. The national civil service and the EVS share the will towards personal and professional growth of the volunteer, in the shape of a real learning experience.

But let's see what it is.

In Italy, the history of National Civil Service is linked to the one of conscientious objection. In 1972 - under the pressure of protest actions undertaken by non-violent groups, the growing interest of citizens towards conscientious objection, together with the large number of young people preferring prison instead of providing an armed service - the government approved the Law No. 772 "Rules about conscientious objection". This law established the right to objection based on moral, religious and philosophical grounds, establishing a civilian service in lieu of military service, so mandatory.

The initial experience of few braves became in the late '80s the experience of thousands of young people thanks to the decision of the Constitutional Court (1989), which equalises the length of both military and civil services. In 1999 the requests raised up to 110,000 units.

On 8 July 1998, through the Law 230 "New standards on conscientious objection", conscientious objection was finally recognized as a right of the citizen.

Subsequently, on 14 November 2000 the reform of military service is approved; the Law 331 "Standard for the establishment of professional military service" sets 1 January 2007 as the date of suspension of conscription, which was subsequently brought forward to 1 January 2005 (Law of 23 August 2004 n. 226).

In the March 2001, in Italy the institution of National Civil Service (Law 64) has been definitively approved.

The competences Concerning the Civil Service, as well as its administration, has been transferred from the Ministry of Defence to the Office of Presidency of Council (National Office for the Civil Service - UNSC).

The purposes of this new law are expressed in the Article 1, Which foresee that the Civil Service should Contribute to the defence of country not with military means and activities, to favour the achievement of constitutional principles of social solidarity, to promote the solidarity and cooperation at the national and international level, with a particular reference to social rights tutelage, to the assistance to the person and to the education for the peace between people, to participate in a protection of national patrimony ...; to Contribute to the civil, social, cultural and professional education of young people through the activities performed also in a foreign bodies and organizations.

The persons admitted to participate into the Voluntary Civil Service, from the beginning of Transitory phase, are: The Young Recruits declared ineligible to the military service and in females Age 18 - 26. This explains why, at the beginning,, the young volunteers of a new VCS are almost totally in the female and in the measure are less negligible (3% - Source: The National Civil Service Office). For the men eligible for the military service, until the abrogation of obligatory military service, the possibility to participate the civil service is connected to the conscience's objection.

2005 is therefore also the year when people are allowed to participate voluntarily in the SCN: this range from 6% of male accessions in 2004, to 25% in 2005.

In 2005, the UNSC activates 45.175 volunteers in 3.451 projects involving 1601 institutions, both in Italy and abroad. Projects abroad, just over 2%, contribute to exportation of the ideals of peace and brotherhood of our democracy.

In 2006, the National Civil Service celebrates its first five years of life. Since then, the consensus among young people has grown from year to year: from 181 people in 2001, we moved to 45.175 in 2005, to get to about 50.000 in 2006, and to 52.500 in 2007 (latest data available).

On 31 December 2008, 3.780 are the institutions accredited for the national civil service in Italy.

The novelties introduced by the Voluntary Civil Service, to respect the conscience's objection, we can synthesize into following points:

- the new people admitted: females and ineligible to the military service;
- The training obligation: 30 hours for general training and specific training for 50 hours (from 1st of January 2006);
- Unlike the modalities of selection: The candidates for the call instead of Conscience's objection's declaration;
- A different duration (12 months instead of 10);
- Unlike remuneration: in proportion to those of the soldier in voluntary service (€433.80 monthly to volunteer, while for objectors and army selection board are €100);
- An amplification of options for the civil service abroad;
- The forecast of participation to the creation of economic fund for the civil service, in addition to budget's authorization of resources, with other public and private sources.

But, more importantly, the Italian national civil service can be implemented abroad. This made Italy a leader country in the promotion of European citizenship, being this opportunity established before the activation of the European Voluntary Service, provided through the Action 2 of the Youth in Action.

So in Italy the participation of young people to various forms of voluntary activities, both inside and outside the EU, is supported by the national civil service and by the Youth in Action programme.

But the participation of young people to civil service projects abroad is quite small. According to data from the National Office of Civil Service, the share of young people starting service abroad is about 1.0%. Even the national participation in EVS is braking. In 2009 139 projects were presented, of which 72 agreed (51%) but belonging only to 34 organisations - the 12% of institutions accredited in the EVS database (total number of accredited bodies was 278; 31 -12-2008).

### **2.3.3. Conclusions**

#### **2.3.3.1. General Situation of voluntary work and EVS**

In conclusion, from contextual data and the findings of the survey conducted within the project CISESK we can state that:

- The experience of voluntary service is implemented within non-profit organizations that operate for solidarity purposes and pursuing social development, providing fruitful relationship or civic support to the society. Civil service and other forms of volunteering, as well as being deeply rooted in the Italian society, have increased their social function by integrating the welfare services and sometimes also the market ones;
- There is a substantial convergence in the definition of the figure and of the vocation of the volunteers. Their social action is orientated towards the code of reciprocity, exchange and relational solidarity;
- Volunteers have many guarantees from trade unions, such as the right to have costs reimbursed, an insurance cover for risks linked to their activities, the right to work in a healthy and protected environment;
- Italy is among the few European countries where volunteers (within the national civil service) receive as a right a certificate of experience and skills gained through the implementation of voluntary activities;

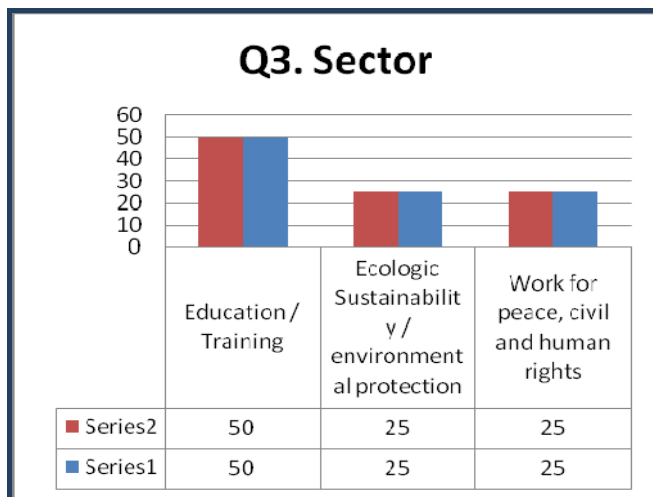
- during the selection of volunteers the choice doesn't follow specific business skills, but rewards motivation and consistency of the value of volunteering with the mission of the organization;
- the scope of learning in the voluntary service tends to be articulated in the integration of two significant learning areas: the classroom training and the on the job one;
- the learning process that characterizes the voluntary civil service integrates a declarative knowledge (concerning places, facts, names, meanings) and a procedural knowledge (concerning the way of execution of tasks or activities);
- in general, the work of volunteers is characterized by a fair degree of autonomy in the role implementation, a certain variability of the task, a strong interaction with the organization and its members;
- The EVS is not largely diffused in Italy. Only the 10% of the Organisations implementing National civil service also promote EVS activities.

### **2.3.3.2. Conclusions regarding the questionnaire**

- Validation of experience acquired by the volunteer is considered of extreme importance, although by now there are neither common models nor tools, resulting in a fragmentation of approaches and methodologies.
- Training of volunteers is a central aspect in volunteering projects.
- The priority competencies for the voluntary service are: KC4 "Digital competence"- KC5 "Learning to learn" - KC 6.1 "Interpersonal, intercultural and social competences" - KC 6.2 "Civic competences" -KC8 "Cultural expression".
- The organizations use "interviews" and "Written test" as tools for measuring competencies owned by volunteers.
- The Italian Organizations do not use the "ICT based Assessment tools" as tools for measuring the gain of competencies by volunteers, but they consider these tools as very important.
- The certification of competencies is considered as very important but often in Italy, the tools as EUROPASS certification are not used.
- For what concerns certifications, the expectations are mainly focused on on-line tools, and tools that are fast, simple and effective.

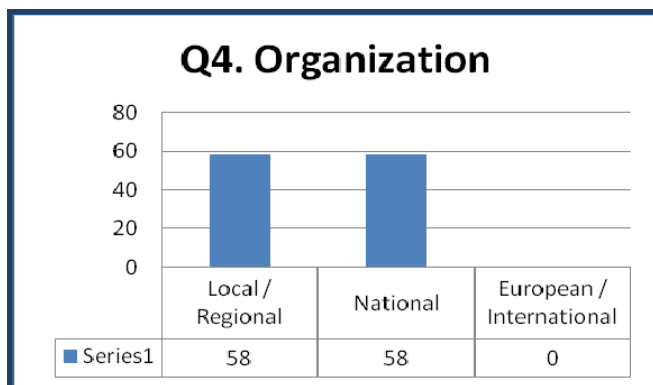
## 2.4. Spain

### 2.4.1. Questionnaire Result

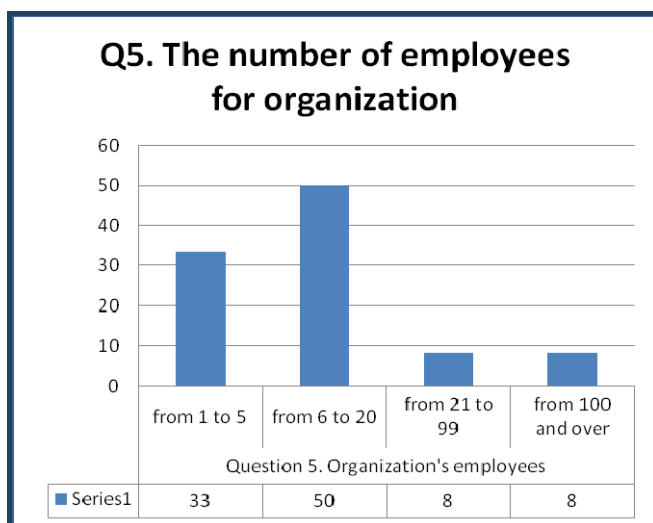


Our sample is composed by 13 organizations:

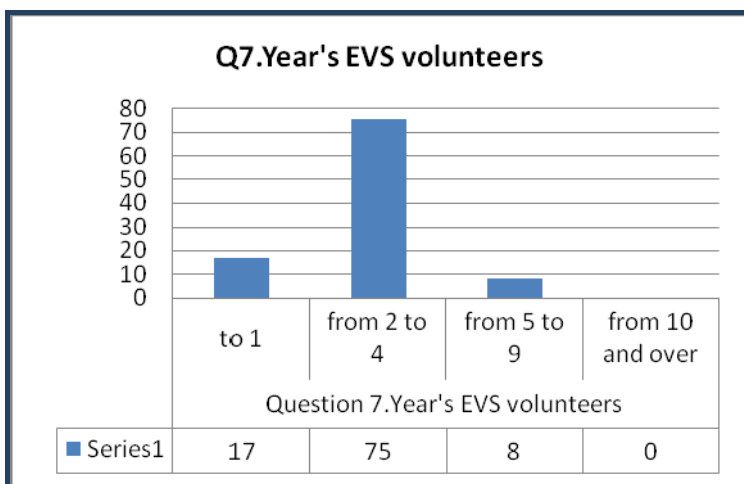
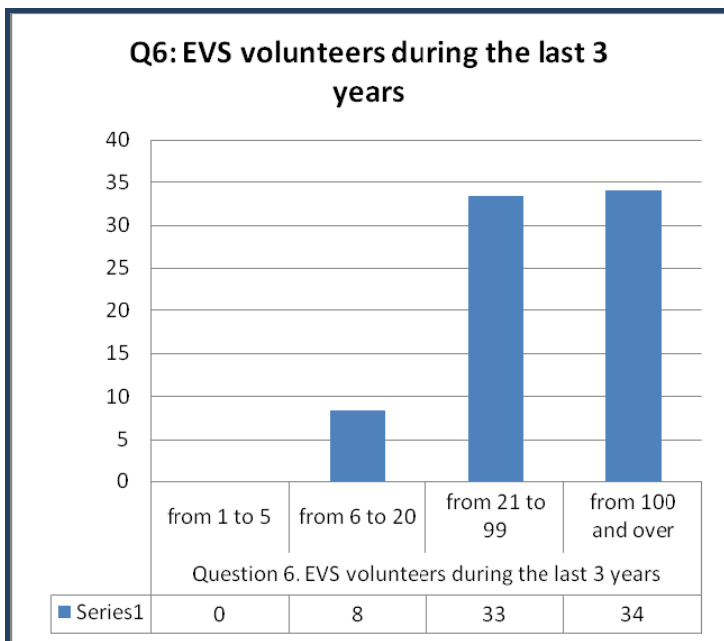
- 7 work in education/
- 3 ecological sector
- 3 in peace and human rights.



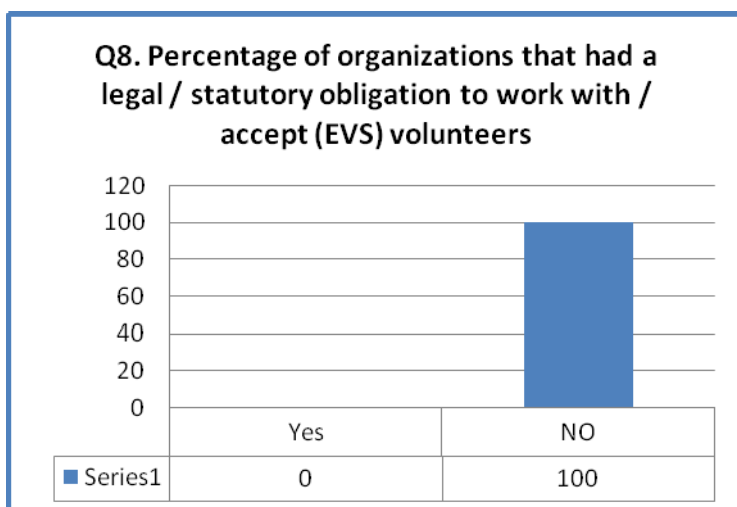
Most of the organizations work at national level, although some of them are represented in each autonomy region, but with their own strategy



50% of the organizations have 6-10 employees, some of them part time.

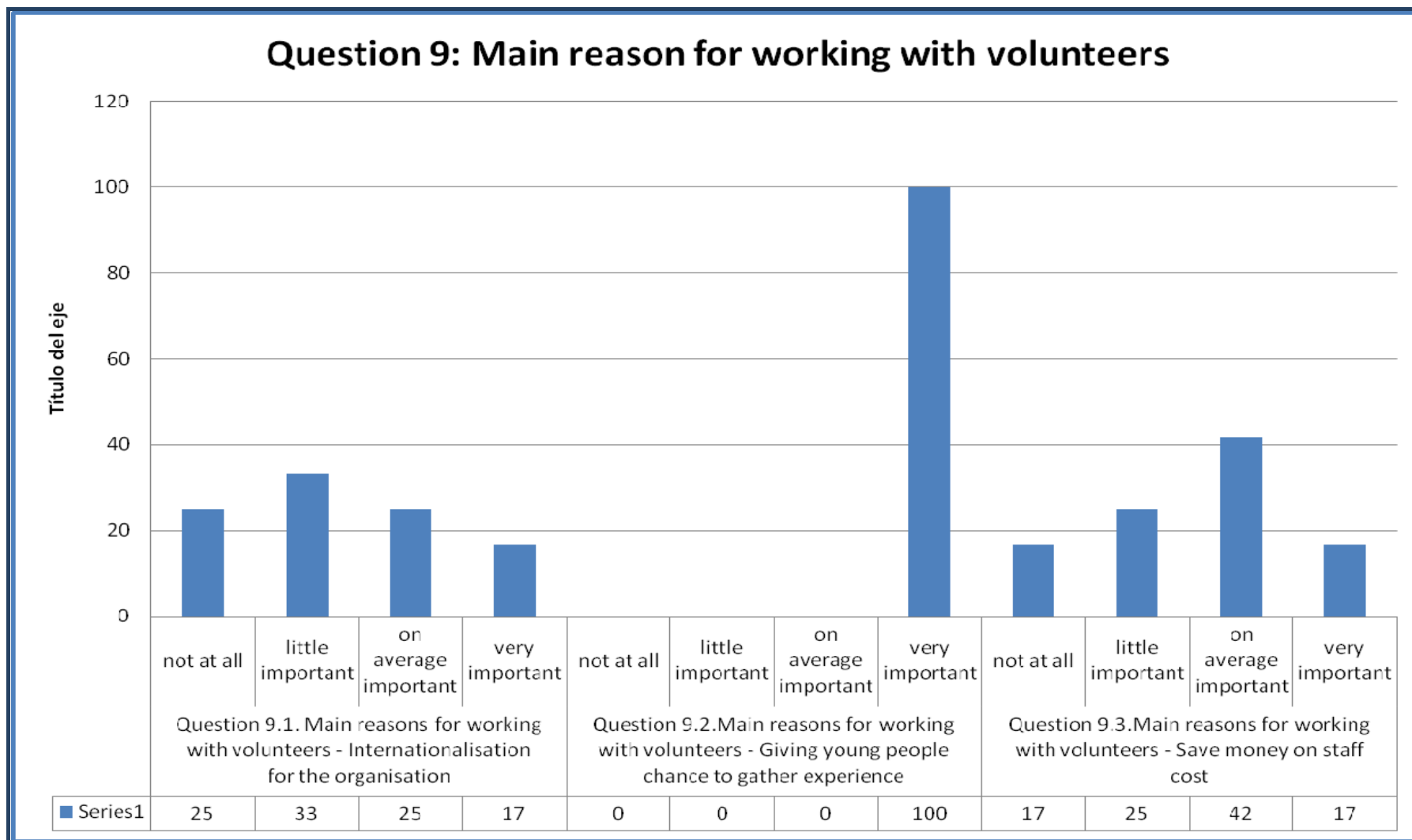


75% works at least from two to 4 years. Many of them are retired people or young people



No one of the organizations has a legal / statutory obligation to work with / accept (EVS) volunteers





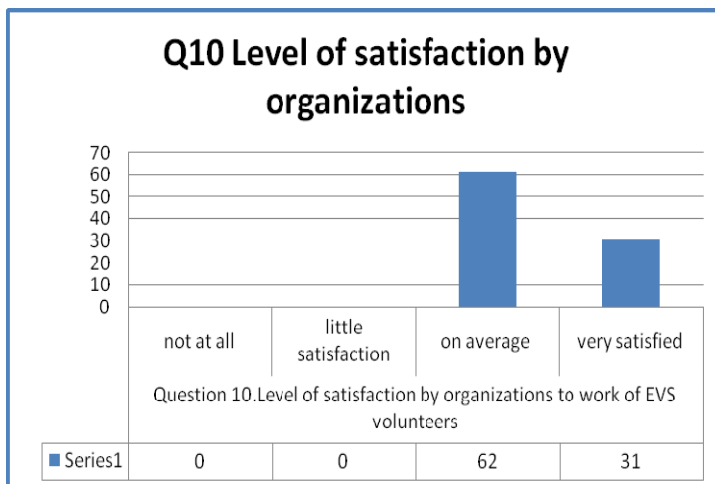
The main reasons, clearly, is to give the young people the chance to gather experiences. 42 to save money on staff, so they can use the saved money on other matters.



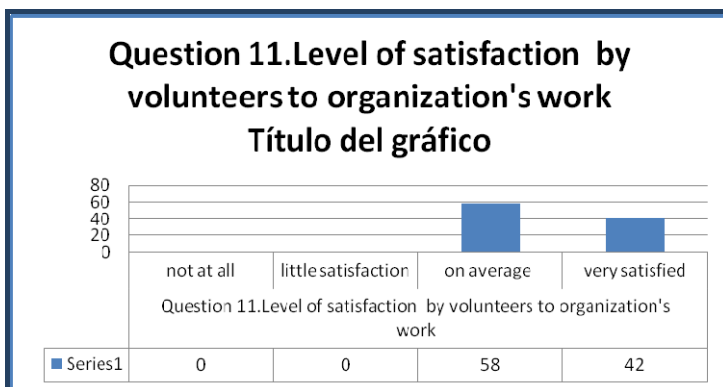
## CISESK Certification of Civil Services non formal and informal Skills Transfer

E S/08/LLP-LdV/TOI/149029

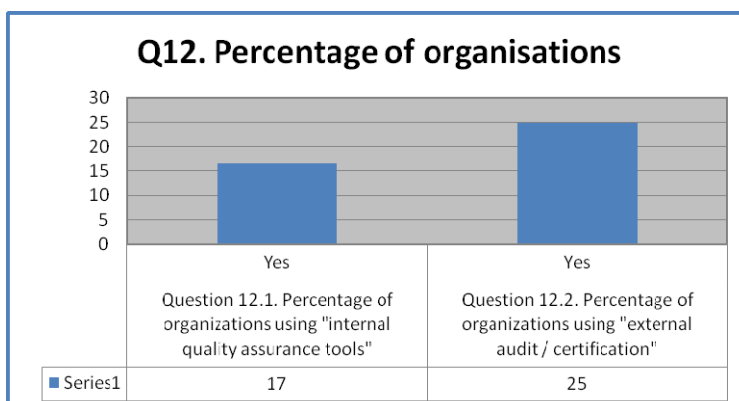
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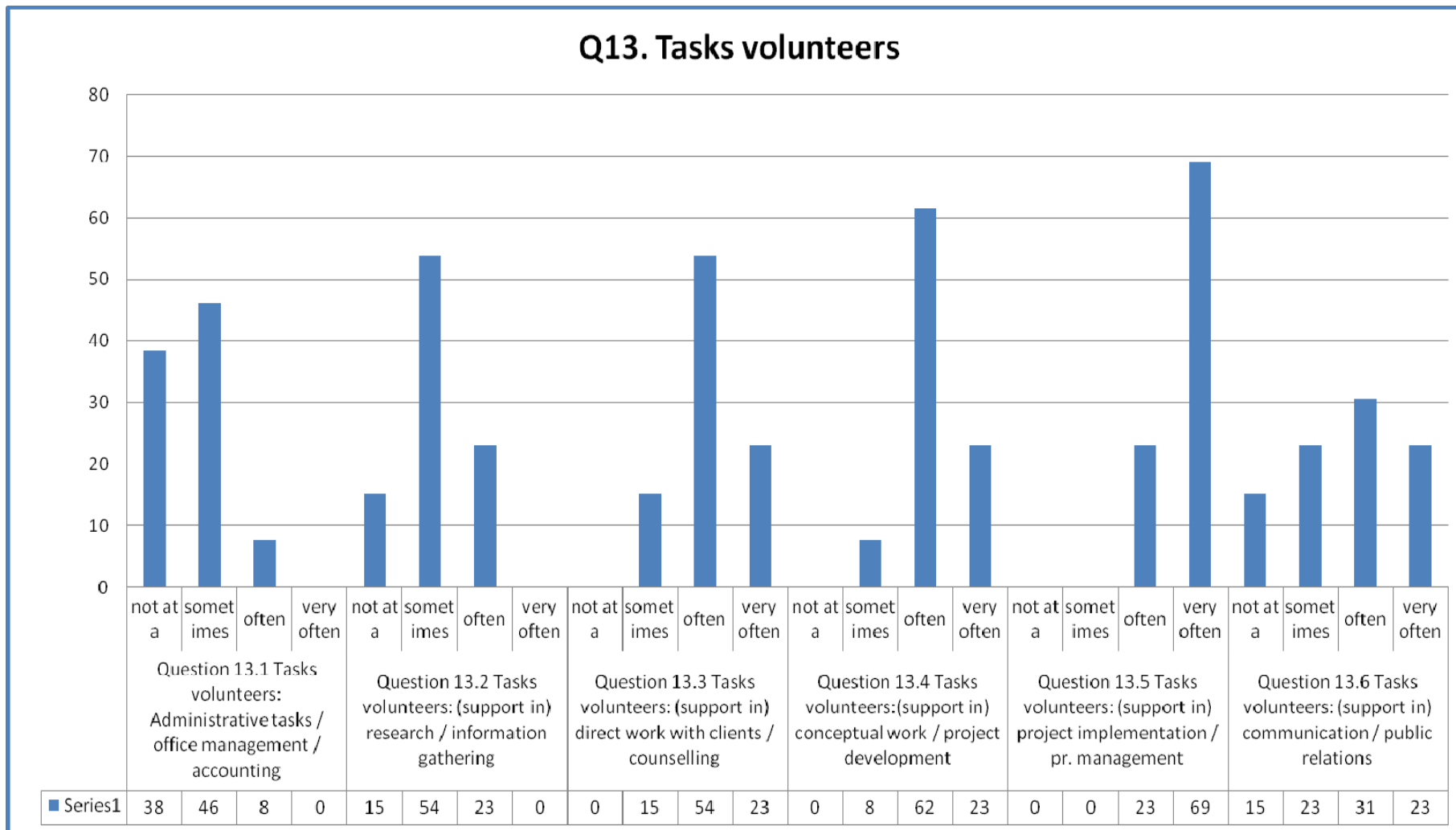
Most of the organisations are satisfied working with volunteers. Also they have been set up with the idea of working with them.



58% of the volunteers are satisfy with the organizations

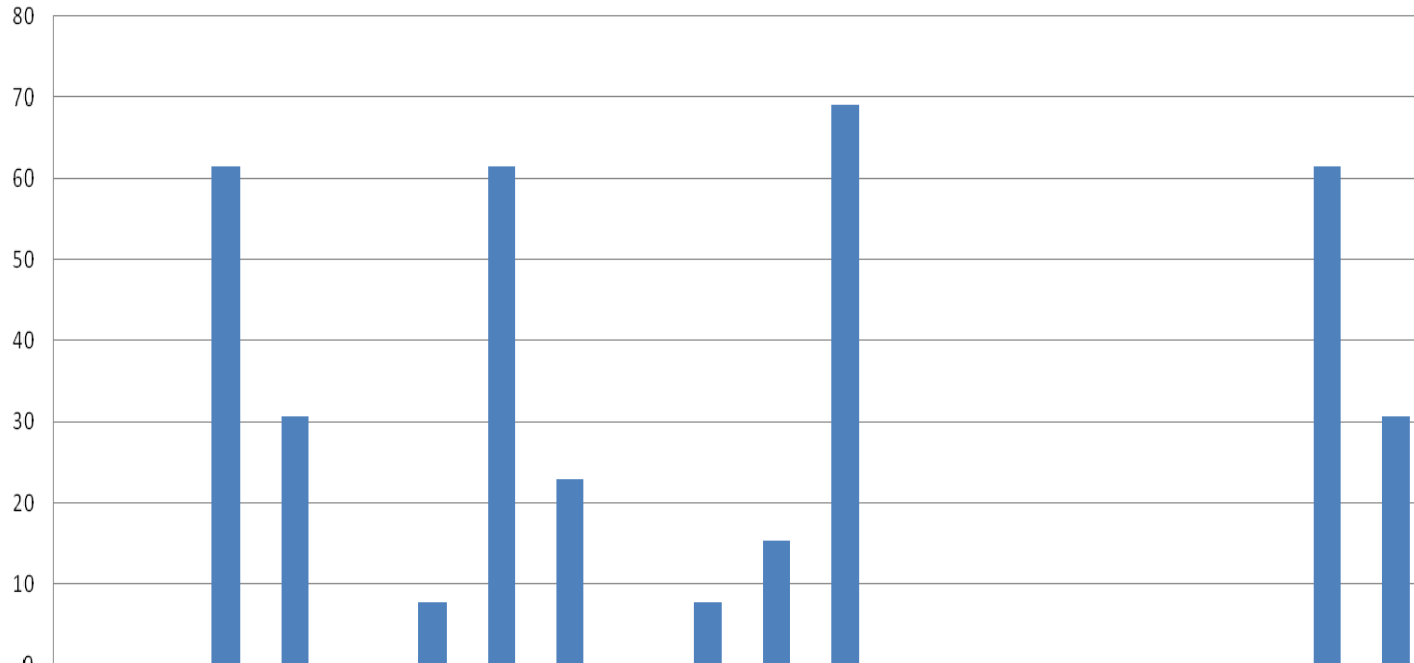


Only 17% of organizations uses "internal quality assurance tools", while the 25% uses "external audit / certification"



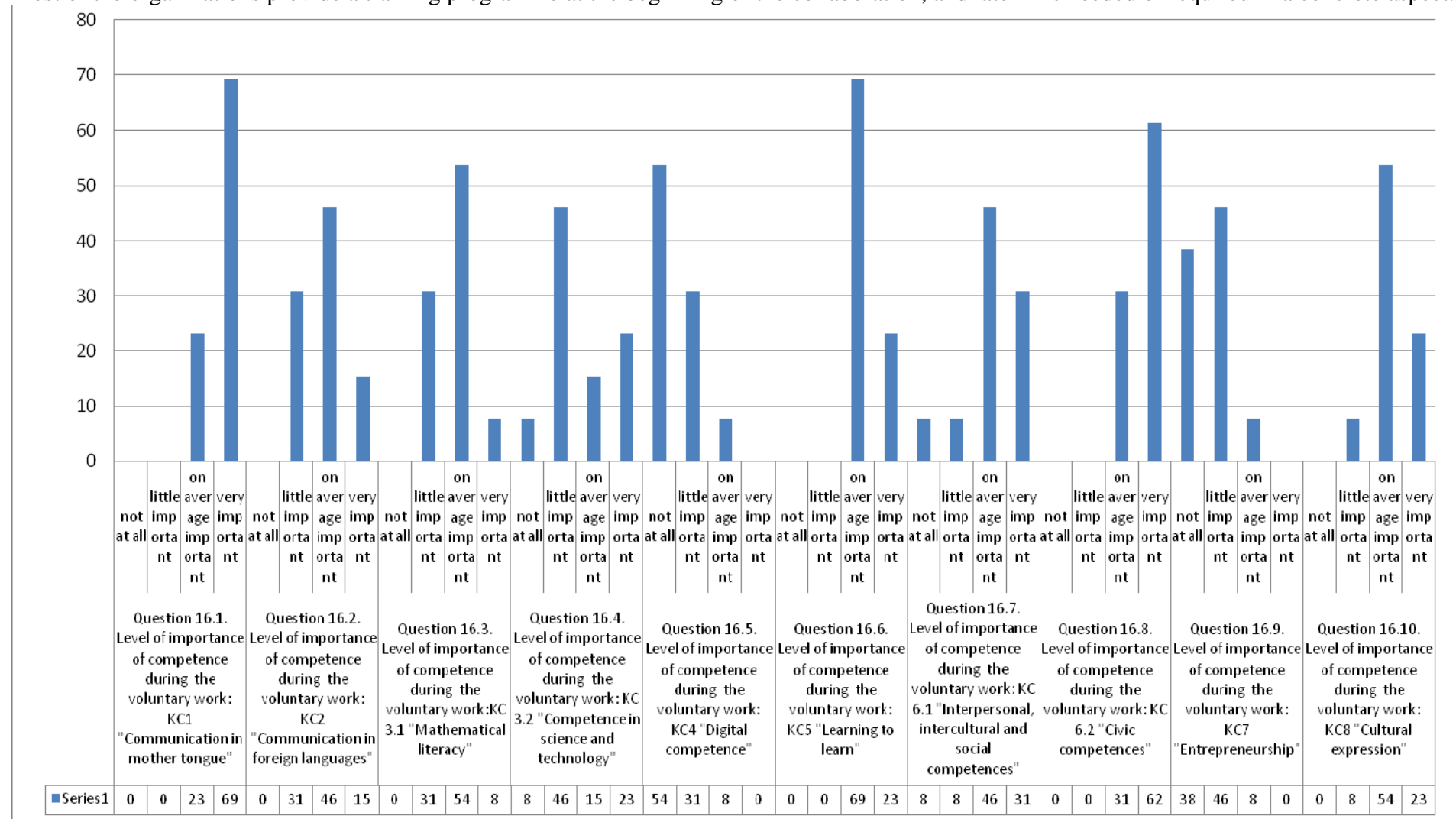
The main task is implementing the project, that means, most of them have direct contact with the target group of the project.

### Q14 Training



	not at all	sometimes	often	very often	not at all	sometimes	often	very often	not at all	sometimes	often	very often	not at all	sometimes	often	very often	not at all	sometimes	often	very often
Question 14.1 Training / education offert to volunteers: "administrative tasks / office management / accounting"	0	0	62	31	0	8	62	23	0	8	15	69	0	0	0	0	0	0	62	31

Most of the organizations provide a training programme at the beginning of the collaboration, and later if is needed or required in a concrete aspect.



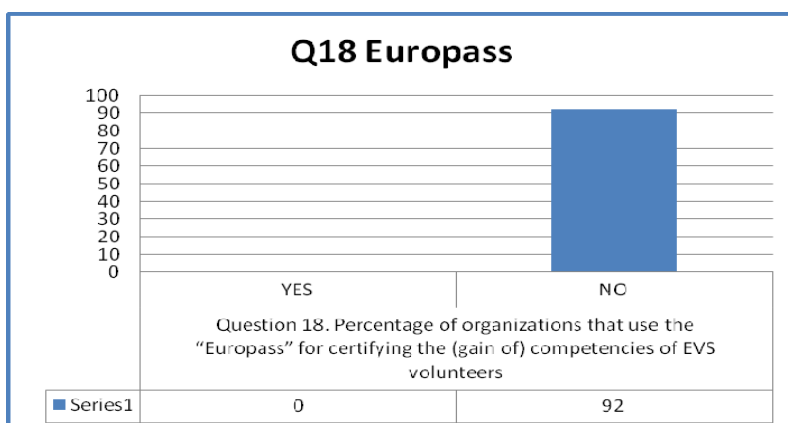
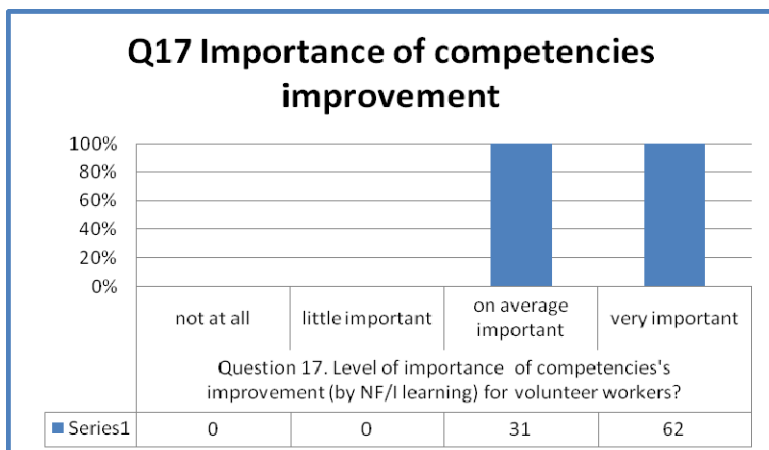
Most important competence for volunteers is: KC1 “Communication in mother tongue”, also important are KC6.2 “Civic Competencies”, KC6.1 “Social Competencies”, and KC5 “Learning to learn” and KC8 “Cultural Expression”. KC4 “Digital competence” seems not so important.



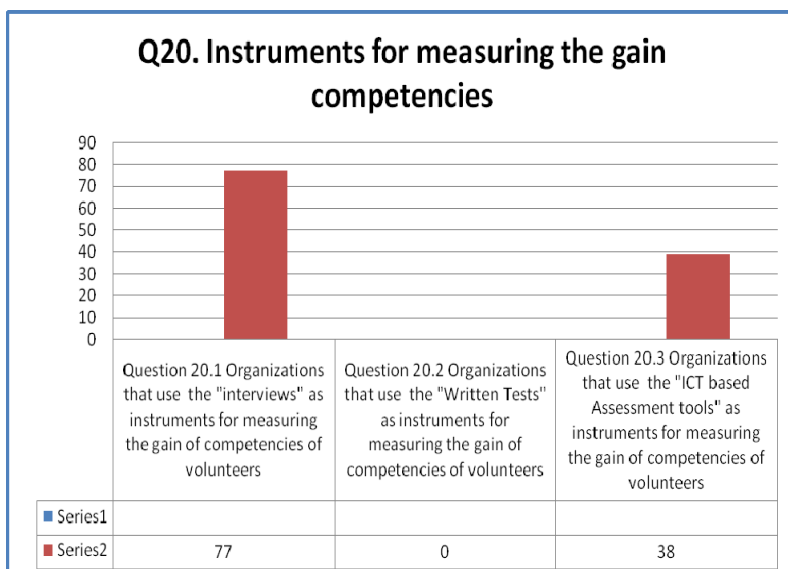
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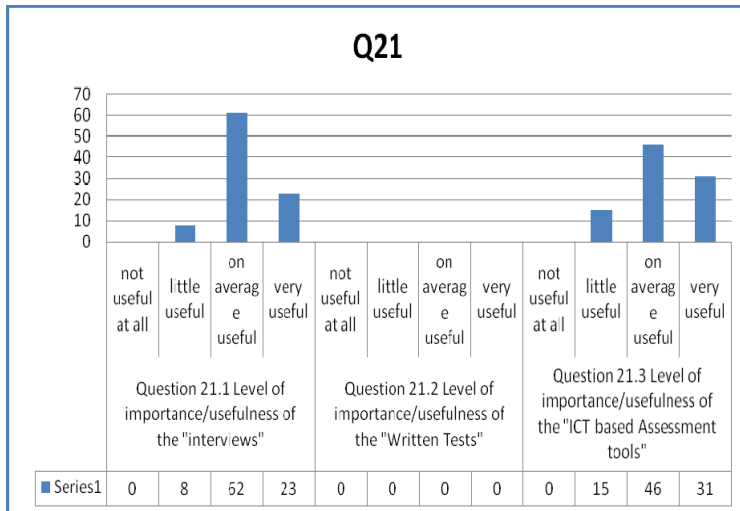


92% of the organizations do not use the Europass and they do not know what it is.

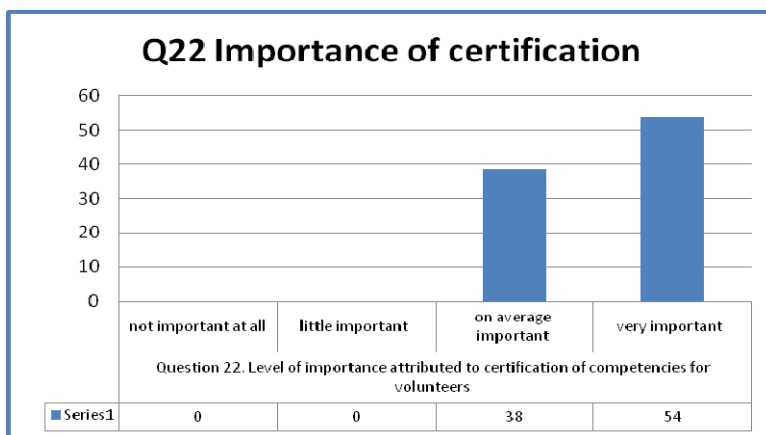


They do not have an official way of measuring, but the organisations know how the volunteer works.

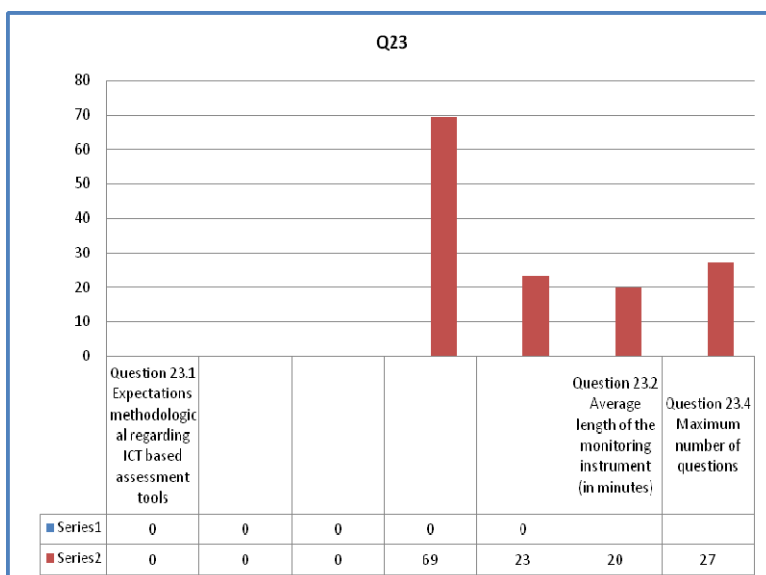




The organisations consider the interviews as more important way. If there is an “easy” ICT tool they would utilize



For the young volunteer is important, but not at all for older people



## 2.4.2. General Situation regarding volunteering

### 2.4.2.1. Concept

Under current legislation, a volunteer is defined as a person who freely commits himself/herself to carry out volunteerism.

Volunteerism in Spain is defined as the group of activities of general interest, developed by individuals, not carried out on the grounds of a labour, public service, mercantile or any other paid relationship. It must fulfil the following requirements:

1. • The work must be of an altruistic and solidarity character;
2. • It must be freely chosen and not subject to any personal duty or legal boundary (for example, obligatory civil service performed by conscientious objectors);
3. • It must be carried out without economic gain, and without prejudice to the right of the volunteer to be reimbursed for any expenses s/he may incur while fulfilling their tasks;
4. • It must be developed through public or private non-profit organisations in the framework of a concrete programme or project.
5. Voluntary activity that takes part in an isolated, sporadic, or individual way, outside the framework of public or private non-profit organisations, or motivated by family relations or friendship, are expressly excluded from the concept of voluntary work in Spain.

### 2.4.2.2. Volunteers and the law

There are different laws applying to volunteering in Spain:

1. At the State level: Law 6/1996 On Volunteerism of 15 January 1996
2. At the Regional level the law has been adapted. Most of the Autonomous Communities have their own legislation. In order to understand the applicability of these State and Regional Laws, it is important to note that, according to the constitutional distribution of powers, the Spanish Autonomous Communities have power to rule on this matter. Support for, and the promotion of volunteering, is thus not an activity exclusive to the central authorities.

Indeed, the national law on volunteerism was issued in order to bring together the various laws on volunteering that exist in the different Autonomous Communities. The intention was not to limit the activities of the Autonomous Communities, but to co-ordinate them more effectively.

The national law on volunteerism therefore limits the scope of its application to those volunteers and organisations developing national or supra-autonomous community level programmes, or working in areas that fall under the exclusive jurisdiction of the State (as provided by Article 149 of the 1978 Spanish Constitution).

*The Spanish Law 6/1996 On Volunteerism of 15 January 1996* has three clearly defined parts relating to:

1. General aspects of volunteering;
2. Relationship between the volunteer and the organisation for whom they volunteer;
3. Measures to foster volunteering.

The Law on Volunteerism applies to volunteer programmes of a national or cross regional nature (for example between Andalucía and Valencia), and volunteers who work in areas that fall under the exclusive jurisdiction of the State only (however note that, according to the constitutional distribution of powers, the Spanish Autonomous Communities may have power to rule on this matter).

### **2.4.2.3. General Aspects of Volunteering**

The Spanish law stresses the importance of establishing boundaries between the concepts of "volunteer" and "employee". In this sense, a volunteer is a person who carries out a work without economic gain, despite the right of the volunteer to be reimbursed for any expenses s/he may incur while fulfilling their tasks. Moreover, a volunteering work must be of an altruistic and solidarity character.

#### ***Relationship between the volunteer and the organisation for which they volunteer***

The law lays down a broad framework of rights and duties of volunteers, including:

- The right to information, training, supervision, personal and technical support;
- Insurance against accidents and illness;
- Proper conditions of security and hygiene;
- Reimbursement of expenses;
- A document proving the nature and length of the voluntary activity undertaken.
- The obligation to respect the objectives and regulations of the organisation for which they are volunteering their time and skills;
- To reject any payment;
- To respect the rights of the beneficiaries;
- To participate in any necessary training courses provided by the organisation.

The rights and duties of non-profit private and public organisations involving volunteers include:

- To subscribe to an appropriate insurance policy which covers volunteers against risks of accident and illness directly related to the execution of their volunteer activity;
- Reimburse costs volunteers may incur while fulfilling their duties, and provide volunteers with the appropriate instruments needed to carry out their tasks;
- Establish internal systems of information and guidance necessary for the effective execution of the volunteers' tasks;
- Provide volunteers with any necessary training;
- Guarantee volunteers the proper conditions of security and hygiene, according to the nature and characteristics of the volunteer activity;
- Provide volunteers with the required identification cards, and issue certificates detailing the nature and length of the voluntary activities undertaken.
- Keep records of any discharge or dismissals of voluntary staff.

The law also requires an agreement is drawn-up between the volunteer and the organisation for who he is volunteering. This agreement should include as a minimum: the rights and duties of both parties, the nature of the tasks to be undertaken by the volunteer, the number of hours committed by the volunteer, any necessary training of the volunteer, duration of the agreement, causes and means to end the agreement.

In practice however, smaller, less well-resourced organisations involving volunteers in Spain have found it difficult to comply with these minimum conditions, since the state does not provide any accompanying support to cover the cost of properly insuring, training, reimbursing volunteers' expenses, etc. Many have therefore taken non volunteers "illegally."

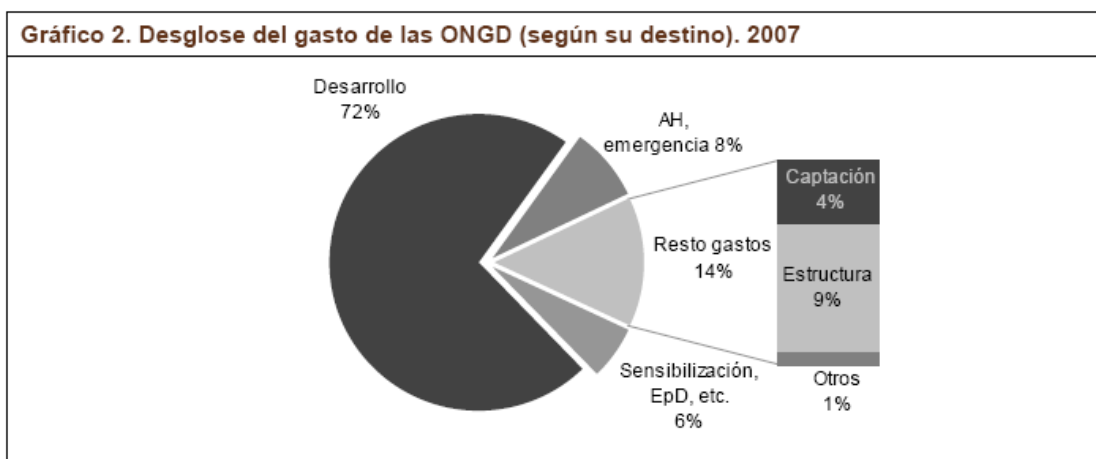
In Spain, 3 states plans have been set up:

- **The first one has been approved in 1997.** It was valid until 2000. The main objectives were promotion, support and coordination. There were not criteria of evaluation.
- **The second one 2001-2004:** the three areas were: awareness program, support and coordination. Criteria of evaluation were introduced.
- **The third one 2005-2009:** follow the second plan, but has added some new criteria of evaluation.

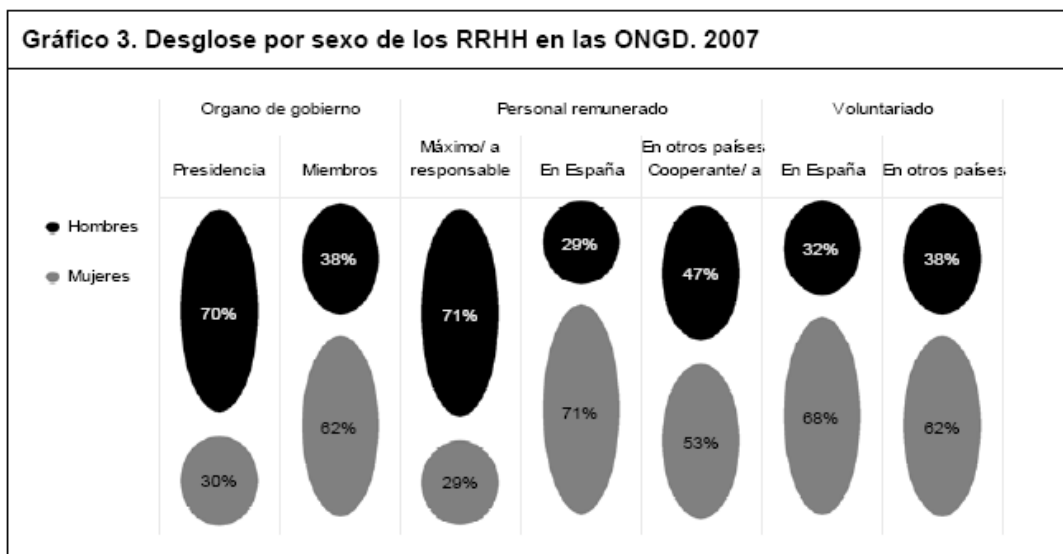
#### 2.4.2.4. Financial Resources



#### 2.4.2.5. Expenditures of the NGOs



### 2.4.2.6. Breakdown per sex working in NGOs



### 2.4.3. Conclusions

#### 2.4.3.1. General conclusion regarding EVS and voluntary work

##### THE NGOS NEED TO

- Conduct an internal organizational assessment that identifies strengths and weaknesses.
- Develop a vision and mission statement for the organization to clarify its future direction.
- Develop a management structure, training plans, organizational policies, etc.
- Train volunteers
- Works as professional in the volunteer sector
- Provide a “recognition” to the volunteers to be added to the portfolio
- Monitor the volunteers involved in the project
- Follow an assessment of the work done by the volunteers

##### THE VOLUNTEERS DEVELOP SEVERAL OF THE FOLLOWING SKILLS:

- Leadership skills
- Experience working with community service organizations
- Team working
- Strategic planning
- Working with people from diverse backgrounds
- Client care
- Teaching
- Public speaking
- Working with diverse populations
- Managing the time
- Sharing information and experiences
- Managing conflicts

- Valuing differences in people
- Being an effective team member
- Identify, describe, and assess needs, values, interests, strengths, and weaknesses of individuals
- Friendship, open mind

#### MAIN REASONS TO BE A VOLUNTEER:

- Learn new skills
- Meet people and socialise
- Get involved in the community
- Feel like you are doing something worthwhile and 'good' for others
- Share your interests, strengths and talents with others
- Get experience in an area that could help you with your current career
- Have something useful and interesting to do.

#### **2.4.3.2. Conclusions regarding the questionnaires**

- It is necessary to provide a recognition of the young voluntary work, using EUROPASS
- The initiation of the volunteer occurs because the individual has been motivated by himself or by a colleague. Usually, there are not political reasons behind.
- The compromise with the organization enlarge the volunteer services
- The main group involved as volunteers are young people (18-25) or retired
- The NGOs need to define a better strategy related to the volunteers
- Most of the organizations have not defined a strategy into a long term, because a lack of time and people
- The volunteers need to be motivated and informed about the development of the project as well of the NGO
- The full utilization of the whole potential of the personnel involved in the project
- Enable the volunteers to perform the best of their abilities
- Develop a clear and effective communication with the volunteers.
- The management of the NGOs should be more professional
- The main motivation of the volunteers is self development and citizenship.
- It is necessary to work as a team
- The compromise of the volunteers should be total
- The organizations use the interviews as a tool for measuring the gain of competencies of the volunteer.
- Establish administrative systems and controls to monitor progress, evaluate results and control the expenditures.
- The certificate is not important for old people (+45), but it is for young people.
- The main skills required to be a successful volunteer are: Communication skills: (to adapt to different levels of groups, as immigrants, prisoners, analphabetic, drop out) Problems solving; Interpersonal skills (most of the work is doing in group and for groups) Supportive skills; Responsibility (the permanence in the decisions taken to work as volunteer and to be consequent until the end of the cooperation); Optimism; Open mind; Good initiatives; Integration in the aims of the organization and high sensibility

- The simple organizations do not provide a training programme during the incorporation. Just an explanation what is the project about and what are the responsibilities and compromises.
- Nowadays it is an obligation, to have a percentage of certificates, as a „Monitor de Tiempo Libre“(Monitor of Recreational activities) from the Autonomous Community, if the volunteers want to work with young people.

### 3. Transnational Reporting

#### 3.1. *Comparison of Volunteering Situation and Conclusions*

Concerning the general situation of volunteering the four countries are quite different. This is due to a lot of factors, one of them the differences in legislative situation regarding compulsory military (or civil) service, which has big influence on the existence and kind of a civil service. In Austria for example, there is compulsory military or civil service, which leads to the situation of many national young men doing one year of civil service. In Italy and Spain, where there is no compulsory service, the situation is quite different. Italy has an own voluntary civil service, and together with Spain they differ from Bulgaria and Austria by the higher number / degree of participation in the EVS, which can mainly be explained by the longer membership in the EU. Bulgaria finally has a difficult “psychological” situation, as in the communist area “voluntary work” was something to be done in a compulsory manner in reality, and voluntarism has a rather bad reputation for that reason.

The common things that can finally be found in analysing the situation could be formulated as follows:

- There is common understanding and little doubt on the value of voluntary work for the society. Still many sectors are facing severe problems in finding volunteers. In order to maintain a good system of voluntarism the volunteers need to get improved conditions for voluntary services.
- What is necessary / helpful for any kind of voluntary work (EVS, civil service, ...) is the existence of clear legislation concerning the legal and social situation of the volunteer, especially in terms of social insurance (covering risks of accidents and illness and if possible including pension insurance), that makes volunteering a comparable and maybe more attractive choice for young people.
- Volunteers need established and well-known / well-documented internal systems of information and guidance necessary for the effective execution of the volunteers' tasks.
- Besides financial and related issues (social insurance) one of the most important factors is the “usefulness” of the voluntary work for the volunteer, both in terms of personal satisfaction, but, too a very important extent, the personal long-term “profit” for the volunteer, which mainly consists in a documented gain of competencies and qualifications.
- For that reason, it is – besides giving the volunteers training and opportunities to “learning by doing” – a very important factor to document / assess / certificate the competencies and qualifications, and especially the gain of those during the voluntary service.

#### 3.2. *Comparison of Questionnaire and Conclusions*

Some of the most important results of the survey / questionnaire results are summarised below:

Reasons for organisations to work with volunteers:



In Austria, Bulgaria, Italy and Spain the main reasons for working with volunteers is “Giving young people the chance to gather experience”, followed by “Internationalisation of the organisation” (in all countries except Spain). “Saving money on staff cost” has the lowest priority in the choice of these 3 answers (except Spain, here 2<sup>nd</sup> high-test priority).

This means the motivation for working with volunteers can highly be seen as a “Win-Win-Situation”, where the volunteers are gathering experience, while the organisations gain internationalisation, given that the volunteer program is an international one (like the EVS).

### Satisfaction of organisations and volunteers

Most of the organisations are very satisfied with the work of their volunteers (highest in, Italy with 50%, Austria 47%, Spain 32%), except for Bulgaria (17%). The percentage for average satisfied or very satisfied is generally high (100% in Austria, 99% Bulgaria, 84% Italy, 93% Spain), which means only little percentages are not happy with the work the volunteers do.

Concerning the (assumed) satisfaction for the volunteers, the figures are very similar, which means the relation between organisation and volunteer is seen as fruitful for both sides.

The only exception here is Bulgaria, where just 17% of the organisations are very satisfied with the volunteers, but 75% think that the volunteers on the other hand have been very satisfied with their work. This sounds like a discrepancy that should be worth further examination of reasons in ongoing research in Bulgaria.

### Typical tasks of volunteers:

The biggest “common sense” among all countries is, that volunteers are not often used for administrative tasks, like office management. There can a correspondence be seen to the results for the motivation of volunteering. (Saving money on staff would easiest be accomplished by letting volunteers do inevitable administration tasks, for which usually no special qualifications or trainings are required.)

Besides of that many volunteers in all the countries are involved in project development (conception etc.) and project implementation (== actual implementation of the activities in the field the organisation is specialised in).

The number of volunteers involved in research (and information gathering), counselling / direct work with clients, research tasks and public relations tasks varies a lot, obviously due to the different structures and focus of the different organisations.

### Trainings offered:

The picture at the situation in trainings offered to volunteers is very dispersing, no strong heterogeneous patterns can be found here. While in Italy and Spain: trainings related to “Counselling / direct work with clients” are the most frequent ones, in Austria this is “General knowledge in the field” and in Bulgaria “Administration / office management”.

### Competences required:

The competencies volunteers typically need in their voluntary work are not the same comparing the participating countries, obviously they are not even the same within one country. Still some patterns can be seen and the following conclusions can be drawn:

- The competencies that seem to be important everywhere are:
  - KC6.1 "Interpersonal, intercultural and social competence",
  - KC6.2 “Civic competencies” and

- KC8 "Cultural Expression".
- Competencies still over average important are:
  - KC1: "Communication in mother tongue",
  - KC5 "Learning to learn" and
  - KC4 "Digital Competence" (except for Spain).
- The competencies considered not so important for volunteers are:
  - KC2 "Communication in foreign languages",
  - KC3.1 "Mathematical Literacy",
  - KC3.2 "Competence in science and technology" as well as
  - KC7 "Entrepreneurship"

This result is quite interesting and shows that the "soft skills" (KC6.1 "Interpersonal, intercultural and social competence", KC6.2 "Civic competencies" and KC8 "Cultural Expression". are obviously by far the most important competencies that organisations working with volunteers expect. Polls and inquiries at (private) employers often give similar results, which leads to the conclusion that the development and strengthening of these soft skills is among the most important tasks in education and training as well for personal development as for the labour market.

"Communication in foreign languages" is not seen as very important competence, in contrary to "Communication in mother tongue", which is of high importance over the entire sample. Yet when thinking of the EVS, communicating in the mother tongue of the hosting organisation mostly means communication in foreign languages, which adds some importance to that point.

Digital competence is over average important in all countries (Austria, Bulgaria, and Italy) except Spain, which would be worth further examining.

That mathematical and scientific / technical competence is not considered very important is not too surprising, as the are the questioned organisations are active in (Education, Peace Work, Ecology) are generally more into social tasks, campaigning and so on and not into research or production of complex goods.

### Improvement of competencies and validation

For the vast majority of organisations in all countries the improvement of competencies of volunteers throughout a voluntary service is of very high importance or at least of high importance. This result is obviously caused by the Win-Win-situation in the competencies gain as well for the organisation as for the volunteer himself; there are obviously only positive effects in enhanced competencies.

For many of the organisations it is also important or very important to validate / assess the competencies / the gain of competencies of volunteers. Yet the majority of organisations do up to now not make any assessment.

### Assessment / certification:

Most of the organisations think it would be important to do assessment and / or certification of competencies of volunteers. But most of them do up to now not make efforts to really do

so. (Except for Italy, where volunteers doing the national civil service have a right to get a certificate.) The most relevant conclusions from this part of the questionnaire are:

- Online assessment instruments used for assessment / certification of competencies are seen as good method in general, but are not really used at the time being. This means that providing a useful online assessment instrument will probably fill a demand / niche of the “market”.
- Assessment instruments are to be seen as complementary to interviews, in order to get direct feedback. The assessment is rather to be seen as the part the volunteer can profit from in the long term.
- Europass and Youthpass are differently known and used, generally the acceptance and use of these instruments is rather little. (In Bulgaria and Spain it is more or less unknown, in Austria there is an actual campaign promoting Youthpass for EVS).
- Most of organisations state that they would be interested using online assessment tools, if they are easy to use and do not require too big resources in terms of time and effort for completion.

### **3.3. Conclusions for the Assessment Instrument**

The conclusions that can be drawn from the questionnaire and the research work concerning the assessment instrument can be summarised as follows:

- Assessment tools should generally be regarded and designed as complementary to interviews and can replace written tests / assessments.
- Online self assessment can be seen as the appropriate tool, the time necessary for completion should not be too much (not more than 60 minutes).
- The main focus of the assessment should be the gain of competencies during the voluntary service, so as to document a training success (by NF/I learning methods) gained by the voluntary service.
- Regarding the volume of EVS compared to overall voluntary work, it seems useful to have an open profile that is fitting for general voluntary work/service, not only for EVS.

The assessment instrument implemented within CISESK (based on the product of CSA) will therefore fulfil the following features:

- It will be available and submittable online.
- It will allow for self assessment of volunteers in a two step assessment:
  - One assessment right after the begin of the voluntary service
  - One towards the end of the voluntary service
- It will focus on the key competencies gained / improved during the voluntary service.
- It will be available in all project languages (English, Bulgarian, German, Italian, Spanish)
- The result will be a kind of certificate on the improvement of the key competencies.