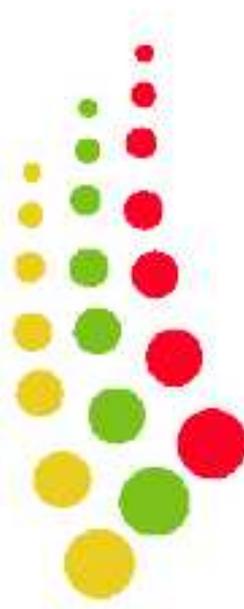


# ProVol

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## Professional Volunteering



### Concept for the „European ProVol-Network“

Dieses Projekt wurde mit Unterstützung der Europäischen Kommission finanziert. Die Verantwortung für den Inhalt dieser Veröffentlichung trägt allein der Verfasser; die Kommission haftet nicht für die weitere Verwendung der darin enthaltenen Angaben.



Erasmus+



Gemeinsam Leben & lernen  
in Europa e.V.



**dobrovolnické  
centrum**



CENTRUM  
DOBROVOLNÍCTVA



projektmanagement

**VOLUNTEERING MATTERS**

# **ProVol Europe Network Proposal**

## **“Professional Volunteering (ProVol) Crossborder”**

### **1. Introduction**

“Professional Volunteering (ProVol) Crossborder” is a five year international cooperation between Germany, Czech Republic, Slovakia, Austria, Romania and United Kingdom. Coordinated by the German NGO Gemeinsam leben & lernen in Europa e.V., the cooperation has developed an accessible, flexible and sustainable European model for training volunteer coordinators and volunteers to improve the effectiveness of volunteering activities and the quality of services they deliver. The training program aims at promoting professional skills and competences like for instance, in the fields of communication, team or project management. Although these skills should primarily help people to perform their voluntary work more economically and efficiently, training participants also benefit in terms of developing crucial employability competences and skills and acquire work references.

In the last two years German and the Czech have cooperatively further developed an ‘easy language’ version of the existing training. The aim is to provide the training to refugees and migrants with limited language skills of the host society, and also for people with learning disabilities/limitations.

German has managed to promote volunteering as a pathway into social and professional inclusion among refugees and migrants, and a lot of refugees and migrants are now very active in their projects and activities.

Through these projects, the cooperative partners from the six countries aspire to establish a ProVol network to deliver high quality volunteering programs across Europe. This proposal provides for a descriptive suggestion on the establishment and functioning of the ProVol Europe network.

The information in this document is the outcome of research and discussion by and between cooperative partners and stakeholders in Europe.

#### **1.1 Objective**

The main objective of ProVol is to professionalise volunteer activities in Europe. Develop skills through flexible learning (informal learning) that responds to social and professional changes.

#### **1.2 Mission**

The mission is to consolidate nationally and transnationally independent operating network of professional volunteer trainers of trainers; create harmonised training syllabus and materials and a system of quality assurance; establish a recognition and harmonisation framework of different qualification systems within European countries with a common European reference framework, the European Qualifications Framework for Lifelong Learning ([EQF](#)).

#### **1.3 Vision**

The vision is for a harmonised and a quality professional volunteer training of volunteers and professionals across Europe.

#### **1.4 Expected results**

Improved sustained transnational cooperation, professionalised volunteer training, innovation and coordination of volunteer coordinators, trainers and volunteers; volunteering, training and knowledge transfer after project end.

The ProVol-Project is funded by the EU-program Erasmus +.

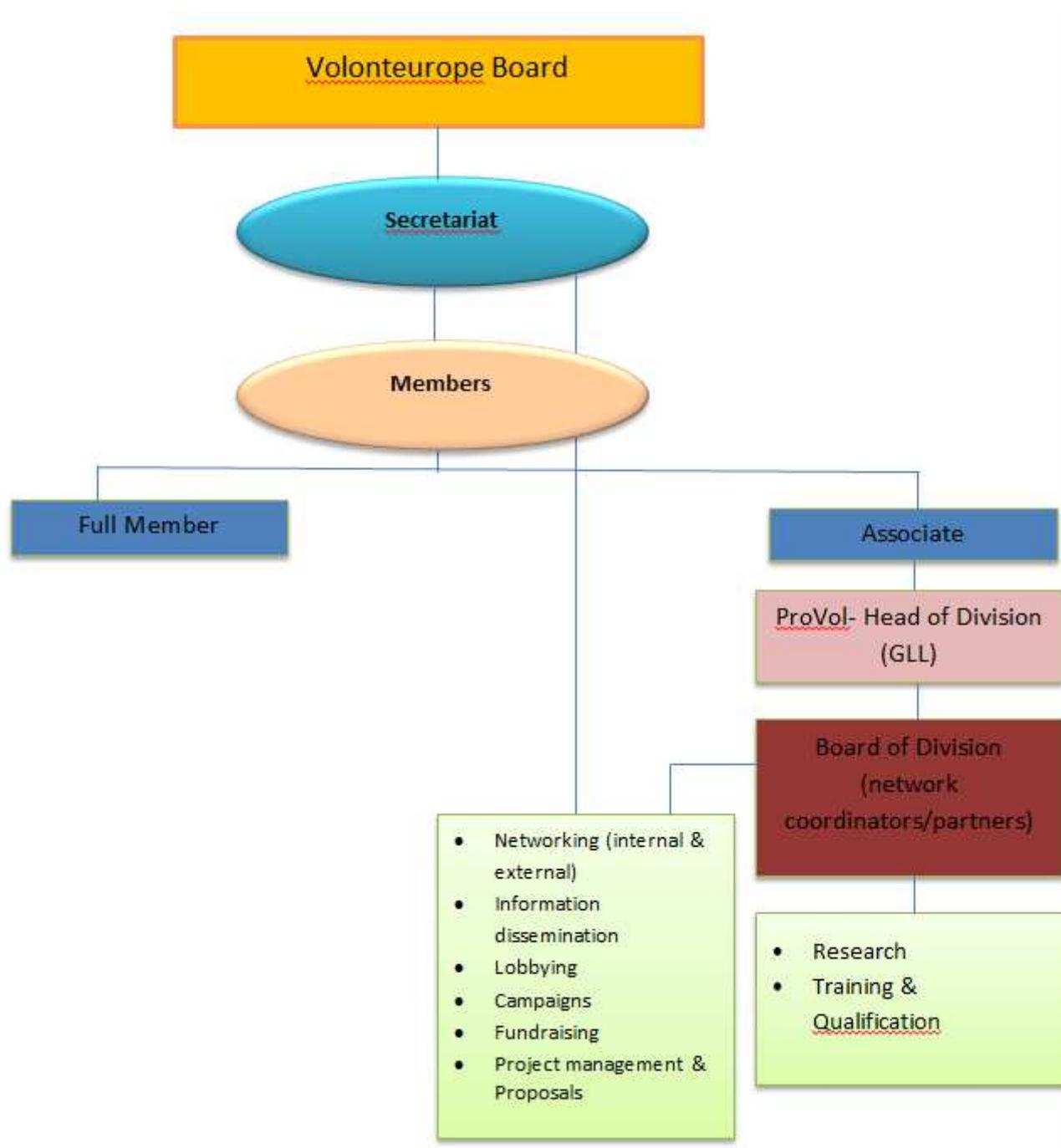
More details: [www.professional-volunteering.eu](http://www.professional-volunteering.eu)

## 2. ProVol structure

A proposal is to have ProVol network as a Franchise, sub division of Volonteurope. In this arrangement, ProVol network will be working as a sub division of the Volonteurope in pursuit of its own objectives (as stated in the introduction) as well as those of Volonteurope which are aligned with ProVol network as stipulated on paragraph 2 of the Volonteurope Statutes.

Gemeinsam leben und Lernen in Europa (GLL) is an associate member of the Volonteurope. The GLL can act as the Volonteurope sub division and for purposes of the ProVol network, GLL will be the network coordinator.

### An illustration of the proposed ProVol structure



### 3. ProVol network: partnership and coordination

#### 3.1 Partners

ProVol partners are independent organisations across Europe with similar objective(s) as the proposed ProVol network objectives. The partners are the ProVol coordinators within their mandate to oversee the functioning of the network and implement ProVol objectives in accordance with the code of conduct. Therefore, each partner organisation as a coordination centre/point represents ProVol network in respective country or region.

Coordination centres coordinates, manage ProVol activities and conduct ProVol trainings. For this reason, to qualify as a coordination centre, partner organisation must have an established management, staff (at least 3) trainers, resources (offices, human and financial) experience in volunteer work and connection/network.

**Note:** Before becoming a ProVol partner, a Memorandum of Understanding or a Partnership agreement/declaration is to be drawn stipulating the rights and duties of the partner (or each partner) towards the network. In general, the partnership agreement or the MoU should stipulate the need for binding commitment of partners, define joint objectives of the network and develop concrete actions, joint implementation of actions, joint management and fulfillment of requirements by each partner;

or, in alternative;

A code of conduct can be drawn and adopted by partners and any organisation wish to join the network as a partner. The code of conduct can specify rights and duties of the partner (or each partner) towards the network. Like the proposed memorandum, the code of conduct bind partners towards the promotion and implementation of the network objective and should undertake to

cooperate with other partners and implement joint actions and other required administration for the network.

#### 3.2 Coordinators

ProVol coordinators are intercultural competent. This is important since their role involves managing cross-border programmes and activities. Regardless of any assumed similarities between European countries, there are in fact differences in many aspects, this would require a culturally competent person to be able to understand cultural influences in patterns of communication, processes and working approaches, assumptions, projections and strategies to be able to communicate, develop trust and work to a common ProVol goal.

ProVol coordinators should have long experience in training volunteer trainers and committed to contribute to the development and achievement of ProVol network's objectives. ProVol coordinators should also be ready to work with other ProVol coordinators, the HoD and Volonteurope in strategising and preparing required documents for ProVol trainings, fundraising and other administrative and managerial activities.

#### 3.3 Super trainers

Volunteer training and volunteer professional accreditation are the main objectives of ProVol; for this reason, each coordination centre must have a super trainer who should be responsible for the training of volunteers, coordinators and trainers, oversee the execution of ProVol training as well as course and curriculum development strategy.

In general, a super trainer should have an in-depth knowledge and experience in training volunteers, pedagogical and intercultural skills. Super trainers should be able to appreciate participants' background, experience and their working expectations and be able to offer practical advice and useful feedback.

ProVol Head of Division (HoD) is responsible for

vetting process and approves the appointment of the super trainers. The HoD also oversees the training of super trainer across the network.

Coordination centre should not operate without a super trainer for more than 6 months. In case of termination, resignation or death of a super trainer, centre coordinator must coordinate with the HoD to ensure replacement of the super trainer within 6 months; either by training/recruiting new super trainer or fill the vacancy with a qualified super trainer.

#### **4. ProVol membership**

ProVol membership is partially attached to the Volonteurope membership. To become one must first become Volonteurope member and undergo ProVol training. This means, a person has to have Volonteurope membership; in accordance with Articles 4 and 5 of the Volonteurope Statute read together with article 8 of the Volonteurope Code of Practice. However to become a full member of the ProVol network, one must also attend ProVol training and obtain a certification the specific training.

ProVol training for member are categorised into 3-star levels. Level 1 star is for volunteers, level 2 is for coordinators and level 3 is for super trainers. Apart from the three categories which give a person a full membership to ProVol, ProVol offer additional/advanced trainings to its members on specific topics including training on 'easy language'.

On completion of the primary training that gives a person full membership to ProVol, a person is issued with a respective certificate which should entitle a person to an EU-wide professional recognition as a volunteer, volunteer trainer, trainer of trainers or volunteer coordinator.

#### **4.1 Membership benefit**

In additional to Voloneurope membership benefits, a ProVol member has the following additional benefits:

- Certification and professional accreditation
- Free training throughout a year
- Access to ProVol network of friends
- Access to ProVol publication, e-learning course materials at convenience on online platform through members account
- Seminars, workshops and learning colloquium, collegial conversation with other members
- Current information and research on trends
- An option to different professional development programmes

#### **5. Training: Scheduling and methodology**

ProVol training content and format are designed based on the parameters for the establishment of the network, that is;

- training of volunteers (1-star level, 40 hours)
- training of coordinators (2-star level, 55 hours)
- training of super trainers (3-star level, 100)
- training on easy language

Training contents are aligned with the ECVT standards/guidelines; in particular;

- address practical aspects of volunteering
- focus on the non-formal learning and training methods
- designed to encourage active participation of trainees

ProVol trainings are conducted both online and face to face. Online courses are important to allow

members who may not be able to attend to the face to face training (due to geographical, or logistical challenge) to undertake the course, update their knowledge and renew their membership. Training materials are also to be made available on ProVol website to training participants to access through their accounts at their convenience.

The timing and location of training is based on the training theme and participants. Trainings can be conducted at a national or a regional level. For regional trainings involving participants from different nationalities, training programmes will/might also include training at decentralised locations.

Trainings are designed as 5-days, full-time program. Separate training activities with linked themes should be scheduled strategically to allow participants a choice for a combined advantage. Such trainings could be conducted either simultaneous in the same venue. In this way, participants have an opportunity to mix and exchange ideas during breaks, and it also gives a room for a switch of trainers.

For trainings conducted at the regional level, the language of the training is English. The trainings conducted at national level can be offered in that specific national's language. Each partner has a responsibility to translate the training materials into their specific national's language.

Training on demand and on special themes can be conducted based on the need, upon request by substantial number of members or stakeholders or whenever appropriate.

## **6. Certification and accreditation**

ProVol certificates are issued upon successful completion of a ProVol training. Trainings are expected to have a national accreditation/ based on national standard training or ECVT for countries that are yet to adapt to ECVT standards to their national training standards. The certificate entitles a holder to

renew ProVol membership for two consecutive years. Further renewal of membership requires a person to undergo update training either online or attend a face to face training.

## **7. Finance**

### **7.1 Financial management**

The financial year begins.....and ends on.....the following year.

All financial, employment matters relating to individual partner organisation remains the responsibility of the respective partner. This includes, any financial and employment/ engagement contract with network's coordinators, trainers and volunteers. It means, partners are responsible and accountable for the finances, report, audit and employment of staff in their respective countries/ mandates.

All finances relating to the network are to be submitted to the Head of Division. The HoD is responsible for proper financial record keeping, preparation and presentation of the overall network's accounts before network's Board and the Volonteurope Board. HoD should ensure the accounts are prepared in manner sufficient and in accordance with and for audit purposes.

### **7.2 ProVol funds**

ProVol network's funds include:

- Grants and donations.
- Subsidies.
- Revenue from ProVol activities and operations.
- Any legally acquired asset/ funds.

# MEMORANDUM OF UNDERSTANDING

Between

**GEMEINSAM LEBEN & LERNEN IN EUROPA E.V., - GERMANY**

**DOBROVOLNICKÉ CENTRUM, Z.S., - CZECH REPUBLIC**

**CENTRUM DOBROVOLNÍCTVA, - SLOVAKIA**

**EB PROJEKTMANAGEMENT GMBH, - AUSTRIA**

**CENTRUL DE VOLUNTARIAT CLUJ-NAPOCA, - ROMANIA**

**VOLUNTEERING MATTERS, - UNITED KINGDOM**

**TO FORM A PROFESSIONAL VOLUNTEER NETWORK IN EUROPE (PROVOL)**

## **PREAMBLE**

RECOGNISING that volunteer activities are the most powerful and effective way towards social and professional inclusion and individual development.

NOTING that there is no established system of training, recognition and accreditation of volunteers and volunteer activities across Europe.

NOTING that volunteer activities contribute significantly to the European workforce.

REALISING the need for regional cooperation towards the regulation, training, accreditation and quality management in volunteering.

AWARE OF shared interests, objectives, and vision of Gemeinsam leben & lernen in Europa e.V., Dobrovolnické centrum, z.s., Centrum dobrovolníctva, EB projektmanagement GmbH, Centrul de Voluntariat Cluj-Napoca and Volunteering Matters in promoting, coordinating the training and accreditation of volunteer activities in Europe.

FURTHER NOTING the common interests of Gemeinsam leben & lernen in Europa e.V., Dobrovolnické centrum, z.s., Centrum dobrovolníctva, EB projektmanagement GmbH, Centrul de Voluntariat Cluj-Napoca and Volunteering Matters in expanding the training, systemise volunteer activities across Europe, collaborate with and involve other organisations in professionalising, valuing and developing volunteer activities across Europe.

Gemeinsam leben & lernen in Europa e.V., Dobrovolnické centrum, z.s., Centrum dobrovolníctva, EB projektmanagement GmbH, Centrul de Voluntariat Cluj-Napoca and Volunteering Matters AGREE to promote regional cooperation, establish a system of training, recognition and accreditation of volunteers and volunteer activities as professionals in Europe, and create a network (or platform) for volunteer to exchange professional experience through the creation of a Professional Volunteer Network in Europe (ProVol), and cooperation and action between the parties to this MOU.

## 1. AREAS OF COLLABORATION AND MUTUAL OBLIGATIONS

The parties specifically agree to the following:

1. To jointly promote volunteering as a professional undertaking in Europe.
2. To jointly develop skills through flexible learning (informal learning) that responds to social and professional changes in the field of volunteering.
3. To jointly develop training syllabus and curriculum, test the training materials; update the training in line with the changes in the field.
4. To jointly develop and publish materials/ a book on volunteering in an easy language to promote inclusive volunteering.
5. To jointly conduct ProVol trainings as scheduled.
6. To develop webcasts, podcasts and e-learning materials for and upload them on ProVol website for online courses.
7. To work jointly to ensure recognition and accreditation of volunteers, volunteer training within European accepted training and professional standards.
8. To cooperate with other European organisation in proving a platform for volunteers to expand their skills, forge networks and receive update information, news and research on volunteering in Europe and in other parts of the world.
9. To promote understanding of the importance of volunteer activities in Europe and to share that knowledge with decision-makers considering the need to value and recognise volunteer activities as an integral part of the European work force.
10. To jointly organise and host, with additional partners where appropriate, regional or other small-scale workshops on professional volunteering research, policy, and management issues in association with the respective General Assembly, Annual Meetings, Chapter/ Division, Affiliate, Commission Meetings, and Congresses of the member/partner societies.
11. To develop and host a web portal among the ProVol partners to facilitate sharing of information and outreach to the public of research and information on Professional volunteering.
12. To develop joint proposals for funding.
13. To seek opportunities for sharing of expertise and professional standards among ProVol partners and beyond.
14. To share management, quality assurance and other best practices and lessons learned to promote better efficiency and effectiveness of individual partner of the ProVol.

## **2. QUALITY STANDARDS AND MANAGEMENT**

Partners are responsible for the delivery of all obligations as stipulated in clause 2 of this MoU within the agreed time, format (style) and acceptable quality. For the purpose of quality standard, control and management each partner remains responsible within its organisation. The network coordinator remains as an overseer and enforcer of quality standards.

## **3. NETWORK COORDINATION/MANAGEMENT**

1. The network appoints Gemeinsam Leben und Lernen in Europa e.V as the coordinator of the network to oversee the functioning of the ProVol network.
2. The network coordinator will communicate regularly to conduct ProVol business, including the discussion and planning of ProVol trainings and other related events.
3. Partners shall submit periodic reports in accordance with requirements of the donors/ funder and shared with each partners for quality management purposes. Reports should include information on the status of network activities, challenges faced and addressed, lessons learned to date and next steps. The reports shall be submitted according to provided donor/funder schedule.
4. No party to this MOU shall have any legal or financial obligations to ProVol or to any other party to this MOU, unless agreed to by separate, written agreement and signed by the relevant party or parties.

## **4. DECISION MAKING**

All parties must diligently and conscientiously attempt to make decisions by consensus with full and careful consideration of minority views. A decision shall be made on the basis of a simple majority vote. When a consensus cannot be achieved, or a simple majority vote cannot be reached, then

network coordinator shall cast the final/deciding vote.

## **5. FUNDING AND NETWORK FINANCE**

The Partners agree to work together to develop and support resource development activities of mutual interest to the partnership as outlined in this MOU.

All finances relating to network activities are to be submitted to the network coordinator. The coordinator is responsible for proper financial record keeping, preparation and presentation of the overall network's accounts before network's Board meeting and the Volonteuropa Board. The Coordinator ensures that the accounts are prepared in manner sufficient and in accordance with and for audit purposes.

All financial and employment matters relating to individual partner organisation remains the responsibility of the respective partner. This includes, any financial and employment/ engagement contract with network's supervisors, trainers and volunteers. It means, partners are responsible and accountable for the finances, report, audit and employment of staff in their respective countries/ mandates/ organisations.

## **6. INTELLECTUAL PROPERTY RIGHTS AND THE USE OF PROVOL NAME AND LOGO**

All rights created by patent as a result of joint activity shall be shared by the partner organisations. Unless all the parties agree, no party shall individually, and without prior notice and consent of the others, file or obtain whether in Germany, Czech Republic, Slovakia, Austria, Romania, or United Kingdom or elsewhere and anywhere any Intellectual Property Rights over any training or research materials or information under this MoU including properties, derivative or processes. Such Intellectual Property shall be in any event jointly owned by both partners.

Regarding authors' rights, only co-investigators/researchers and other scientific staff that have contributed significantly to the study planning, training/fieldwork, data analysis and write-up, will be included as co-authors.

Partners have the right to use the networks name and logo for ProVol network and related activities and for the period of the validity of this Memorandum of Understanding. The right to the use of the network's name and logo cannot be transferred or assigned to third parties or extended to partners activities not related to the ProVol network.

## **7. INFORMATION SHARING AND DATA PROTECTION**

Partners shall provide each other such information as may be needed to facilitate the activities provided for under this MoU, including demographic and other data on the target population, contributions from other public and private sector partners, information on implementing partners, additional resources needed or developed, etc. The sharing of information must observe data protection laws of specific countries and that of the EU.

## **8. PARTNERS DEFAULT OR BREACH OF TERMS**

Partner's disregard, refusal or failure to meet or observe any term or condition provided in this MoU this is in breach of the MoU. In such a case, a letter to remind and oblige adherence of the terms and or conditions shall be written to the breaching/defaulting partner. The breaching partner must, within thirty days of receipt of the reminder letter, respond and show/explain steps taken to adhere to terms and or condition previously breached/defaulted. If a partner fails to take steps to make good of the breach or respond positively and as required to the reminder letter, a letter shall be written to the defaulting partner to require the defaulting partner to explain, in writing, why further legal steps should not be taken. If the defaulting partner fails to respond or to explain why legal action should not be taken, it shall be considered that a dispute has arisen and clause 11 of this MoU will be invoked.

## **9. FORCE MAJEURE**

Either partner shall promptly notify ProVol coordinator, in writing, of any situation or event arising from circumstances beyond their control, which they could not have reasonably foreseen, and which make the performance of all or part of the partner obligations under this MoU impossible. ProVol coordinator shall promptly inform other partners of the event. Upon notification of the occurrence of such a situation or event, the performance of this MoU shall be deemed to be postponed for a period of time equivalent to that caused by the Force Majeure and reasonable period not exceeding one (1) week thereafter shall be allowed for remobilisation to continue the performance of the MoU.

## **10. PARTNERSHIP WITHDRAWAL**

Any party to this MoU may withdraw from ProVol upon two (2) weeks prior written notice.

## **11. DISPUTE SETTLEMENT**

The parties shall first use reasonable endeavours to amicably settle disputes arising out of or in connection with this MoU.

Where a dispute has not been amicably resolved the parties shall enter into structured negotiation with the assistance of a mediator acceptable to both sides.

Where mediation fails the parties shall settle the dispute through arbitration, such arbitration shall be conducted under the European Court of Arbitration rules by one or more arbitrators appointed in accordance with the said rules. The award of the arbitration shall be final and binding upon the parties.

## **12. ENTRY INTO FORCE, DURATION, REVIEW OF THE MEMORANDUM**

This MoU shall become effective upon the signature of all parties hereto and shall remain in force for a period of five years. The MoU may be reviewed annually at the discretion and written consent of all parties hereto. Such amendments or revision may, (among other things) include other organisations joining ProVol. Amendments or revisions must be made in writing and shall be effective from the date of signature.

Both parties have read and agree to comply with all terms and provisions of this MoU.

\_\_\_\_\_  
Perdita Wingerter  
CEO – Gemeinsam Leben und Lernen in Europe e.V., - Germany

\_\_\_\_\_  
Date

\_\_\_\_\_  
Lenka Černá  
Dobrovolnické Centrum, z.s., - Czech Republic

\_\_\_\_\_  
Date

\_\_\_\_\_  
CEO  
Centrum Dobrovolníctva, - Slovakia

\_\_\_\_\_  
Date

\_\_\_\_\_  
Elke Beneke  
EB Projektmanagement GmbH - Austria

\_\_\_\_\_  
Date

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CEO  
Centrul de Voluntariat Cluj-Napoca - Romania

\_\_\_\_\_  
Date

\_\_\_\_\_  
CEO  
Volunteering Matters — United Kingdom

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Date