

The following questions are used for the online tool in step 2. The questions are representing the key competences for lifelong learning as well as the knowledge, skills and attitudes from the DesTeVa level matrix. Each knowledge skill and attitude from the level matrix is related with a key competence:

Key Competences	Level Matrix		
	Knowledge	Skills	Attitudes
General Communication Competence	Knowledge about Communication Process	Be able to use different kinds of communication styles.	Communication with stakeholders
Mathematical competence (and basic competences in science and technology)	Knowledge of numbers and measures and understanding of mathematical concepts	Be able to apply mathematical principles and follow chains of arguments.	Willingness to look for reasons and to assess their validity.
Digital competence	Knowledge about ICT tools	Be able to use ICT-tools to look for, process and communicate information.	Openness to ICT tools operation Capacity to operate with different ICT tools
Learning to learn	Knowledge about learning methods in the context of volunteering	Be able to control him/herself and others for volunteering tasks	Capacity to monitor the quality of work Capacity of feedback Attitude of lifelong learning (includes awareness and interest in new ways)
Social and civic competences	Knowledge about the environment and boundaries of volunteering	Be able to use volunteering values and be able to function as a role model	Capacity of resilience

<p>Sense of initiative and entrepreneurship</p>	<p>Knowledge about initiate and manage internal communication process</p> <p>Knowledge about management and continuous improvement tools</p>	<p>Be able to deal with challenges and changes.</p> <p>Be able to manage ICT-tools</p> <p>Be able to identify objectives and divide tasks</p>	<p>Importance of management and leadership activities (accept responsibility)</p>
<p>Cultural awareness and expression</p>	<p>Knowledge about ethical and cultural requirements in volunteering</p>	<p>Be able to follow and share general ethical requirements with people from different countries or ethnicities.</p>	<p>Active participation in cultural life with respect and tolerance</p>