

The following statements are used for the online tool in step 3 (self-assessment) and step 4 (peer-assessment). The statements are different for each level, which is marked as L2, L3, L4, and L5. Each knowledge, skill or attitude is surveyed with two statements in order to make sure that users answer conscientiously. The volunteers and peers answer these statements on a 5-likert scale. The volunteers do not have to ask all of them, only the statements on the level they have chosen at the beginning of the assessment.

Key Competences	Statements for Self-Assessment		
	Knowledge	Skills	Attitudes
General Communication competence (Communication in the mother tongue and Communication in foreign languages)	<p>L2: I have heard about and know the basics of how to interact (to share information and to cooperate) with different groups in my volunteering task, and have had a little experience of it.</p> <p>I know the basics of how to interact with others in conflict situations, and have had a little experience of it.</p> <p>L3: I have heard about and know the basics of how to interact (to share information and to cooperate) with different groups in my volunteering task, and have some experience of it.</p> <p>I know the basics of how to interact with others in conflict situations, and have some experience of it.</p>	<p>L2: In my volunteering activity I have used simple forms of communication tools, e.g. the telephone.</p> <p>I can use these communication forms mostly under supervision.</p> <p>L3: In my volunteering activity I have used different forms of communication, e.g. the telephone and e-mails.</p> <p>I can use these communication tools in some cases under supervision and partly independently.</p>	<p>L2: I understand the importance of interaction with different stakeholders like other volunteers and our customers in my volunteering activity.</p> <p>I know that for developing any kind of volunteering activity I must work alongside other volunteers as a team.</p> <p>L3: I understand that it is important to share information about what we are doing and what we have achieved with those who are involved in our volunteering activity (e.g. managers, outsiders)</p> <p>I know who is involved in which of our activities and that they need to be informed about them.</p>

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	<p>L4: I know well how to interact (to share information and to cooperate) with different groups in my volunteering task, and have plenty of experience of it.</p> <p>I know well how to interact with others in conflict situations, and have plenty of experience of it.</p> <p>L5: I have a comprehensive understanding of and plenty of experience with how to interact (to share information and to cooperate) with different groups in my volunteering task, and I am also able to support others in building this knowledge.</p> <p>I have a comprehensive understanding of how to interact with others in conflict situations, and am able to support others in this.</p>	<p>L4: in my volunteering activity I have used different and sometimes complex forms of communication, e.g. telephone, e-mails and skype.</p> <p>I can use these communication forms independently.</p> <p>L5: In my volunteering activity I have used multiple and complex forms of communication (e.g. google drive, video conferencing) and can pick adequate ones for each activity.</p> <p>I can use these communication forms independently and support others.</p>	<p>L4: I know how to adequately communicate with people involved in our volunteering activity (e.g. managers, administrators).</p> <p>I feel competent when engaged in sensitive interaction with people who are involved in our volunteering work (e.g. managers, practitioners).</p> <p>L5: I am fully competent in sharing information with people who are involved in our volunteering activity (e.g. academics, practitioners) and communicate with them frequently.</p> <p>I feel confident when engaged in sensitive interaction with people who are involved in our volunteering work (e.g. managers, practitioners), and can support others in doing so.</p>
<p>Mathematical competence (and basic competences in science and technology)</p>	<p>L2: I can count and have the basic knowledge of mathematical principles concerning my volunteering task such as budgeting.</p> <p>I have basic knowledge about where the money for my volunteering organisation</p>	<p>L2: I am able to read budgets related to my volunteering task.</p> <p>I can be trusted with money in simple situations such as buying things that are</p>	<p>L2: I am aware that there are budgets for projects which cannot be exceeded.</p> <p>I understand that it is important to maintain within the given budget and</p>

	<p>comes from.</p> <p>L3: I have basic knowledge of the mathematical principles and structures that are in operation in my volunteering task, such as budgeting.</p> <p>I have a basic understanding of how one can collect money for the organisation where I volunteer and how it is connected to my volunteering task..</p> <p>L4: I have broad knowledge of mathematical concepts that are applied in my volunteering task, such as budgeting or taxation.</p> <p>I have knowledge of budgeting and fundraising and can perform related calculations in my volunteering task.</p> <p>L5: I have comprehensive knowledge of mathematical concepts that are applied in my volunteering task, such as budgeting and fundraising, and can discuss them at an abstract level.</p>	<p>needed in my volunteering task, and I can report them to my organisation.</p> <p>L3: I can plan, document and present small budgets that are related to my volunteering task.</p> <p>I can collect and manage money in my volunteering task, and make related presentations using tools like tables and graphs.</p> <p>L4: I can plan, document and present budgets for activities that are related to my volunteering task and relate them to the organisation's budget.</p> <p>I can collect and manage money in complex volunteering situations that require the coordination of my own activities and those of others.</p> <p>L5: I am able to calculate and do the budgeting for the whole organisation and use appropriate tools (e.g. calculation programmes).</p>	<p>feel competent is using money in my volunteering task.</p> <p>L3: I can manage simple budgets and understand their importance in managing everyday activities and solving problems in the organisation where I volunteer.</p> <p>I feel competent in producing simple calculations that are related to my volunteering task.</p> <p>L4: I am aware of the different aspects of a budget and their significance, and can manage relatively complex budgets in my volunteering task.</p> <p>I feel competent in producing and presenting complex calculations related to my volunteering task and also those of others.</p> <p>L5: I am aware of the different aspects of a budget and their significance, and can manage complex budgets in my volunteering task that concern the entire organization where I volunteer.</p>
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	I have a comprehensive understanding of fundraising and other activities that require calculation.	I am able to perform fundraising and financial activities in my volunteering task that require logical thinking and complex mathematical procedures.	I feel competent in using complex mathematical models related to my task as part of the whole organisation, and can apply the principles of logical thinking to my task.
Digital competence	<p>L2: I have heard about and know the basics of how to use ICT tools technically in my volunteering task, and have had a little experience of it.</p> <p>I have heard about and know the basics of how to share information and to collaborate by using ICT tools and e.g. social media in my volunteering task, and have had a little experience of it.</p> <p>L3: I have heard about and know the basics of how to use ICT tools technically in my volunteering task, and have some experience of it.</p> <p>I have heard about and know the basics of how to share information and to collaborate by using ICT tools and e.g. social media in my volunteering task, and have some experience of it.</p> <p>L4: I know well how to use ICT tools technically in my volunteering task, and</p>	<p>L2: When I face tasks that only require the use of the basic features of an ICT tool I can handle them (e.g. word documents).</p> <p>I can use ICTs in my volunteering activity mainly under supervision.</p> <p>L3: When I face tasks that require the use of different ICT tools, I can handle them without any problems (e.g. word documents and excel tables).</p> <p>I can use ICTs in my volunteering activity in some situations under supervision and in others independently.</p> <p>L4: I know which ICT tools to use for specific problems and how to use them</p>	<p>L2: I understand the importance of the use of ICT tools in my volunteering activity.</p> <p>I feel competent in using basic ICT tools in my volunteering activity when I am supported in most tasks.</p> <p>L3: I see the need to share information with people involved in our volunteering activity and the necessity for using ICT tools to do so.</p> <p>I feel confident in using basic ICT tools in my volunteering activity when I am supported in some of my tasks.</p> <p>L4: I am aware of the importance of using ICT tools with those people who</p>

	<p>have plenty of experience of it.</p> <p>I know well how to share information and to collaborate by using ICT tools and e.g. social media in my volunteering task, and have plenty of experience of it.</p> <p>L5: I have comprehensive knowledge about how to use ICT tools technically in my volunteering task, and can support others.</p> <p>I have comprehensive knowledge about how to share information and to collaborate by using ICT tools and e.g. social media in my volunteering task, and can support others.</p>	<p>even when I need to use a more complex one (e.g. word forms, access; databases in general).</p> <p>I can use ICTs in my volunteering activity in some situations independently.</p> <p>L5: I know how to use even more complex ICT tools and how to make them more suitable to use for a specific problem or task.</p> <p>I can use ICTs in my volunteering activity in some situations independently and can support others.</p>	<p>are involved in our volunteering activities.</p> <p>I feel competent in using basic ICT tools in my volunteering activity independently.</p> <p>L5: I am aware of the importance of using ICT tools with people who are involved in our volunteering activities and I can help others in choosing and using the right ones adequately.</p> <p>I take responsibility for the adequate use of ICT tools to share information and stay in contact with people involved in our volunteering activities.</p>
Learning to learn	<p>L2. I have basic knowledge about how I learn new things as a volunteer and where I can access learning opportunities like courses.</p> <p>I have basic knowledge about how my skills and competencies relate to the quality of my task.</p>	<p>L2: I know the basics of how to check and think about my own work, and I know that there are techniques like taking notes that can help me to do so.</p> <p>I can reflect on the quality of my work mostly under supervision.</p>	<p>L2: I understand the importance of reflection and monitoring in fostering my personal development and ensuring the quality of our volunteering activities.</p> <p>I understand the need for learning new things and can develop my competencies with the help of my supervisor.</p>

	<p>L3: I have basic knowledge about I can learn as a volunteers and know about different ways in which I can learn more to support my volunteering activity (e.g. courses, mentoring, self-study)</p> <p>I have basic knowledge about how my skills and competencies relate to the quality of my task and I can apply this knowledge in my activity.</p> <p>L.4 I have broad knowledge about how I can learn as a volunteer (e.g. courses, learning by doing), and can myself use many learning opportunities to support me in my volunteering activity.</p> <p>I understand the relationship between the learning and the quality of work at our organisation, and am able to apply my knowledge as part of a team.</p> <p>L.5. I have specialised knowledge about learning from a volunteer’s perspective, and can support others to access suitable learning opportunities.</p>	<p>L3: I regularly check on my own work and use tools such as note taking to support my reflection.</p> <p>I can reflect on the quality of my work partly under supervision and partly independently.</p> <p>L4: I have broad knowledge of feedback and evaluation methods, and I can apply them to my volunteering task systematically.</p> <p>I can reflect on the quality of my work independently.</p> <p>L5: In my volunteering task I can reflect on my own activity and that of others by using multiple and often complex feedback and evaluation methods.</p>	<p>L3: I feel competent in reflecting on my development and understand its importance in ensuring the quality of our volunteering activities.</p> <p>I feel competent and happy about learning new things and applying them in my volunteering task partly independently and partly with the help of my supervisor.</p> <p>L4: I feel competent in reflecting on our development together with other volunteers as part of my organisation and understand its importance in ensuring the quality of our volunteering activities.</p> <p>I feel competent and positive about learning new things and applying them in my volunteering task independently, and understand how what I have learned can be applied and developed further also in my professional life.</p> <p>L5: I constantly reflect on the development that I experience during my volunteering activity both as an individual and as part of an organisation</p>
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	I have a comprehensive understanding about the relationship between learning, the quality of volunteering and the importance of its monitoring, and can apply my knowledge in complex situations in my organisation.	I can reflect on the quality of my work independently and can support others in doing so.	and can give others feedback for their further development. I feel I have developed a positive attitude towards continuous learning and self-development in my volunteering task, and am able and willing to support others in learning and self-development.
Social and civic competences Knowledge refers to environment and boundaries; skills refer to values (acceptance, tolerance) and attitudes refer to resilience. This must be fitted (all fit to social and civic comp. but they don't fit together). Needs to match with the key competences from lifelong learning.	L2: I know the boundaries of my volunteering task (e.g. hours, code of conduct, legal issues) and have basic knowledge about how to act if things go wrong. I have basic knowledge about different organisations where you can volunteer besides my own. L3: The requirements and legal issues (code of conduct, reporting procedures, legal requirements) affecting my volunteering activity are clear to me and I know when and where to apply them and how to act if things go wrong.	L2: I have the basic knowledge about how I can influence the boundaries of my volunteering (e.g. by contacting my supervisor). I am able to take part in the social actions managed by my organisation (e.g. campaigns) mostly under supervision. L3: I can use basic methods to influence the boundaries of my volunteering (e.g. by contacting my supervisor, giving feedback, participating in the democratic activities of my organisation).	L2: I understand and accept that the boundaries of my volunteering activity (such as the code of conduct) are connected to the ethical values of volunteering (such as respect for other people) and can notice them in simple everyday routines. If something goes wrong, I know that it is important not to give up, and can talk about it with my supervisor. L3: I understand and accept that the boundaries of my volunteering activity (such as the code of conduct) are connected to the ethical values of volunteering (such as respect for other people) and can apply these values in my volunteering activity.

	<p>I have basic knowledge about the field of volunteering in my country.</p> <p>L4: I have a proper understanding of requirements and legal issues (code of conduct, reporting procedures, legal requirements) affecting my volunteering activity and I know when and where to apply them and how to deal with problems that occur in volunteering activities.</p> <p>I have broad knowledge about the field of volunteering in my country and understand how my volunteering activity is placed in this field.</p> <p>L5: I have a comprehensive understanding of requirements and legal issues (code of conduct, reporting procedures, legal requirements) affecting volunteering, I know when and where to apply them and can support others in applying them also when faced with adversity.</p>	<p>I am able to take part in the social actions managed by my organisation (e.g. campaigns) partly under supervision and partly independently.</p> <p>L4: I can use multiple and sometimes complex methods to influence the boundaries of my volunteering (e.g. by contacting my supervisor, giving feedback, participating in the democratic activities of my organisation) and plan for their use in my organisation.</p> <p>I am able to plan and take part in the social actions managed by my organisation (e.g. campaigns) independently.</p> <p>L5: I can use multiple complex methods to influence the boundaries of my volunteering (e.g. by contacting my supervisor, giving feedback, participating in the democratic activities of my organisation) and support others in their use.</p>	<p>If something goes wrong I try not to give up and use the situation as an opportunity to learn. I can share my experiences with other volunteers and my supervisor.</p> <p>L4: I have internalised the values of volunteering and can apply them in my volunteering activities and as part of a team.</p> <p>If something goes wrong I do not give up and use the situation as an opportunity to learn and to change my strategy for the next time. I can reflect on my actions as a part of my organisation.</p> <p>L5: I have internalised the values of volunteering and try to live up to these values in all my volunteering activity. I can also encourage others to do so as well.</p>
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	I have a comprehensive understanding about the field of volunteering in my country and understand how my volunteering activity is placed in this field.	I am able to plan and take part in the social actions managed by my organisation (e.g. campaigns) independently and support others in doing so.	If something goes wrong I do not give up and use the situation as an opportunity to learn and to change my strategy for the next time. I can personally initiate change in my organisation so that other volunteers do not experience the same misfortune. I can support others in doing so.
Sense of initiative and entrepreneurship	<p>L2: In this volunteering activity I have come across or heard about tools for managing and improving my work, but I haven't used them actively.</p> <p>I have basic knowledge about the goals of the organisation where I volunteer.</p> <p>L3: In this volunteering task I have been introduced to tools that I and my organisation can use to manage and improve our work (such as feedback systems), and I have used them at least occasionally.</p> <p>I have basic knowledge about the goals of the organisation where I volunteer and can relate these to my own volunteering activity.</p>	<p>L2: I can set myself simple goals in my volunteering activity and can work with others to meet our common goals.</p> <p>I can face new challenges in my volunteering activity mostly under supervision.</p> <p>L3: I can set myself simple goals in my volunteering activity and reach these goals. I can work together with others to meet our common goals and can take some initiative for reaching them.</p> <p>I can face new challenges in my volunteering activity partly under supervision and partly independently.</p>	<p>L2: I understand the need for the management and coordination of our volunteering activities.</p> <p>I understand how my activities can help in reaching our goals with the help of my supervisor.</p> <p>L3: I understand the need for the management and coordination of our volunteering activities, and can adjust my volunteering activities to fit together with other volunteers partly with the help of my supervisor.</p> <p>I understand how my activities can help in reaching our goals and feel competent in taking initiative in my volunteering activity.</p>

	<p>L4: In this volunteering activity I have knowledge of the tools that I and my organisation can use to manage and improve our work (such as feedback systems), and I can use them independently.</p> <p>I have broad knowledge about the goals of the organisation where I volunteer and can relate my own activities to the goals of my organisation.</p> <p>L5: In this volunteering task I have comprehensive knowledge of the tools that I and my organisation can use to manage and improve our work (such as feedback systems), and I can use them independently and support others.</p> <p>I have a comprehensive understanding about the goals of the organisation where I volunteer and can support others in reaching these goals.</p>	<p>L4: I can set myself and my organisation goals for our work and understand how we can reach these goals. I can work together with others to meet our common goals and can take plenty of initiative for reaching them.</p> <p>I can face new challenges in my volunteering activity independently.</p> <p>L5: I can set myself and my organisation multiple goals for our work and understand how we can reach these goals and am able to monitor our progress. I can work together with others to meet our common goals and can support others in doing so.</p> <p>I can face new challenges in my volunteering activity independently and can support others in doing so.</p>	<p>L4: I understand the need for the management and coordination of our volunteering activities and their connection with the quality of our work. I can take part in planning for our goals.</p> <p>I can adjust my activities to meet the goals of my organisation independently, and I feel competent in taking initiative in my volunteering activity as part of a team and an organisation.</p> <p>L5: I undertake management tasks in my volunteering field (e.g. I coordinate activities, delegate tasks to others) and have a level of responsibility. hence, I understand the significance of these tasks to my organisations and the quality of its work.</p> <p>I constantly adjust my activities to meet the goals of my organisation and take an active part in developing its activities. I can support others in doing so as well.</p>
<p>Cultural awareness and expression</p>	<p>L2: I can state at least one ethical requirement that I have been following in my volunteering task.</p>	<p>L2: When I work with different kinds of people (different cultures and ethnicities, ages, genders or sexual orientations, religions etc.) in my</p>	<p>L2: I know and accept that I meet many different kinds of people in my volunteering task, and can show them respect.</p>

	<p>I know that there are legal obligations concerning equality and other issues that affect my volunteering task.</p> <p>L3: I know the general ethical requirements that are shared in the field of volunteering and can apply them in my task with some supervision.</p> <p>I have a clear basic understanding about legal obligations concerning equality and other issues that affect my volunteering task.</p> <p>L4: I have a proper understanding of the general ethical requirements that are shared in the field of volunteering and can apply them in my task.</p>	<p>volunteering task I am able to behave respectfully.</p> <p>I can follow the ethical requirements of my volunteering activity mainly under supervision.</p> <p>L3: When I work with different kinds of people (different cultures and ethnicities, ages, genders or sexual orientations, religions etc.) in my volunteering task I am able to behave respectfully and express my own culture in an adequate way.</p> <p>I can follow the ethical requirements of my volunteering activity partly under supervision and partly independently.</p> <p>L4: When I work with different kinds of people (different cultures and ethnicities, ages, genders or sexual orientations, religions etc.) in my volunteering task, I am able to create a situation of mutual respect.</p>	<p>I feel that with the help of my supervisor I am able to express my own cultural values in volunteering in a way that doesn't conflict with those of others.</p> <p>L3: I know and accept that I meet many different kinds of people in my volunteering task, and can show them respect. I feel that I can also learn from other people and can become more aware of my own culture.</p> <p>I feel competent in expressing my own cultural values in volunteering in a way that doesn't conflict with those of others.</p> <p>L4: I am aware of diversity and ethical requirements in my volunteering activity and organisation and I can help to plan our activities in a way that takes them into account. I have an interest in learning from different cultures and different kinds of people.</p>
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	<p>I have a proper understanding of the legal obligations concerning equality and other issues that affect my volunteering task.</p> <p>L5: I have a comprehensive understanding of the general ethical requirements that are shared in the field of volunteering and can apply them widely in my task and support others.</p> <p>I have a comprehensive understanding of the legal obligations concerning equality and other issues that affect my volunteering task and can explain them to others.</p>	<p>I can follow the ethical requirements of my volunteering activity independently and as part of a team.</p> <p>L5: When I work with different kinds of people (different cultures and ethnicities, ages, genders or sexual orientations, religions etc.) in my volunteering task, I am able to create a situation of mutual respect and can encourage others to do so as well.</p> <p>I can follow the ethical requirements of my volunteering activity independently and support others in doing so.</p>	<p>I feel competent in expressing my own cultural values in volunteering in a way that doesn't conflict with those of others, and can share my ideas about this with other volunteers as part of a team.</p> <p>L5: I am highly aware of diversity and ethical requirements in my volunteering activity and organisation and I have an interest in learning from different cultures and different kinds of people. I am able to support others in developing this kind of attitude.</p> <p>I feel competent in expressing my own cultural values in volunteering in a way that doesn't conflict with those of others, and am able to support others to do so as well.</p>
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