



GloRe Quality Charter

The **GloRe Charter** has been issued to define a target to which every organizations Hosting or Coordinating international volunteers should aim. It sets the standards of good practices to be held by an organization hosting or coordinating international volunteer in order to be part of the **GloRe Network**. This document should be a standard benchmark by which organizations can evaluate their hosting practices and capacity to support international volunteers.

1. An organization joining the GloRe Network should be **non-profit** and must provide the volunteer with meaningful activities. A volunteer cannot replace an official working position within the Host/Coordinating Organisation.

2. The volunteer should be **informed** of his/her rights and responsibilities as volunteer before joining the organization, along with the requirements and conditions of their projects: Number of working hours; Tasks performed during the volunteering period; Type of accommodation; Participation fees; Insurance; Any other relevant aspect of the project.

3. The Host/Coordinating Organisation should inform the volunteer about his/her responsibility of filling the **GloRe evaluation form** (which can't substitute the Final Evaluation meeting) and should provide the contact details of the **GloRe quality officer** to report possible issues during the project.

4. During the On Arrival Training, the Host/Coordinating Organisation should inform the volunteer about the right to receive the **GloRe Certificate** and guide them through the certification process.

5. At the end of the project, the Host/Coordinating Organisation should provide feedback, validate the soft skills the volunteer achieved during the project and provide him/her with the **GloRe Certificate**.

6. The Host/Coordinating Organisation should set the **learning goals** along with the volunteer at the beginning of the project.

7. The volunteer need to be **supervised and mentored** during the project, in order to be able to receive accurate guidance and feedback. Specifically, the volunteer has the right to receive a minimum of 3 training and evaluation meetings: the On Arrival Training, the Mid Term Evaluation OR mentorship meetings and the Final Evaluation¹.

8. The volunteer should have opportunities to **express his/her opinions or concerns** regarding the project or involvement to a coordinator.

9. The Host/Coordinating Organisation should **promote** the GloRe Certificate through its communication channels and in particular insert in its website the banner of glorecertificate.net and a short explanation of it in a reachable part of the website.

In order to guarantee the respect of the GloRe Quality Charter, the **GloRe Network Quality Committee** will be referred to to open the removal procedure of a member organisation, in case one of the following situations occurs:

- More than 50% of the volunteers give negative feedbacks regarding the overall quality of the Hosting or Coordinating Organisation (GloRe Evaluation Form).
- The organization doesn't participate to a conference call organized by the Network for more than 1 year.

Furthermore, the **GloRe Network Quality Committee** reserves the right to open a removal procedure in case of other occurrences proving that the organization doesn't comply with the GloRe Quality Charter aforementioned.

¹ For description of the terms please refer to the FAQs page of glorecertificate.net