


EAST Providing Guidance

local and cultural integration, well-being, managing difficult situations

Check the box , if your organisation is providing this mentoring support

- A** We support volunteers in their transition process and assist them in dealing with adjustment issues
- C** We empower volunteers to find constructive solutions using their strengths and resources
- B** We encourage the volunteer to keep track of their well-being and development
- A** We encourage volunteers getting to know others and provide opportunities to build connections and network
- C** We encourage volunteers to learn from difficult situations and enable volunteers to see them as part of their learning journey
- A** We offer volunteers guidance on discovering local culture and community
- B** We facilitate the volunteer’s access to specialised help when needed and offer information and resources about well-being
- A** We encourage volunteers to explore the town/city and its region, and connect with the local community
- C** We encourage volunteers to face and tackle challenging problems and difficult situations
- B** We raise awareness within the organisation of the importance of volunteers' well-being
- C** We support volunteers emotionally in difficult moments, during tough times or in crises
- A** We assist volunteers with practical matters
- B** We propose activities promoting well-being to boost motivation, cope with stress or build resilience
- B** We are aware of and pay attention to specific needs of volunteers regarding well-being
- C** We support volunteers in understanding cultural differences and their impact on difficult situations

		EAST: Providing Guidance Scorecard local and cultural integration, well-being, managing difficult situations	
Your scores by Focus Areas		Your total score	
A _____	Assisting the volunteer in local and cultural integration	Questions	15
B _____	Supporting the volunteer’s well-being	Total points	_____ Your Providing Guidance Score
C _____	Assisting the volunteer in dealing with difficult situations and conflicts	Percentage	____ (total points) / 15 x 100 = _____ %


Worksheet 2: Assessment Cards

SOUTH Increasing impact

learning, programme values, inclusion

Check the box , if your organisation is providing this mentoring support

- E** We inspire and help find new ways of enhancing the Programme’s values and their manifestations outside the organisation, in the local community
- D** We encourage volunteers to see learning opportunities (“lessons to be learnt”) in difficult moments and challenges
- F** We regularly review and adjust the support and guidance needed
- D** We initiate planning and documenting the learning process
- E** We stimulate reflection and discussions on the meaning of the Programme's values and their presence in common volunteering activities
- F** We provide a true overview of the support needed
- D** We facilitate ongoing reflection and self-assessment of learning outcomes
- F** We assist in creating an accessible and safe environment within the organisation
- D** We assist volunteers in the final self-assessment, formulating competence development and Youthpass writing
- F** We help build a support network
- E** We cultivate awareness of and curiosity about the core Programme’s values and how they are reflected in the volunteer’s activities and those of the organisation
- D** We support the volunteer to see volunteering as a learning experience and raise awareness of oneself as a learner
- E** We encourage the volunteer to find ways to foster the Programme's values within the project and the organisation
- D** We recognise and acknowledge any progress and achievements in the learning process
- F** We raise awareness of diversity and inclusion among the volunteers, in the organisation and the local community


		SOUTH: Increasing Impact Scorecard learning, programme values, inclusion	
Your scores by Focus Areas		Your total score	
D ____	Facilitating learning and development	Questions	15
E ____	Raising awareness of the ESC Programme’s values	Total points	____ Your Increasing Impact Score
F ____	Ensuring inclusion	Percentage	____ (total points) / 15 x 100 = ____ %

WEST Enhancing Collaboration

organisational integration, co-operation, documentation

Check the box , if your organisation is providing this mentoring support

- H** We facilitate activities related to group well-being and team-building
- G** We help volunteers align their motivations with the hosting organisation’s mission
- H** We encourage volunteers to see the bigger picture and the connection between the organisation, the project and the role of the team members
- I** We document the volunteer’s progress (identify strengths and resources, training needs, learning goals, learning progress, etc.)
- G** We provide clear information about the rights and responsibilities of volunteers and the organisation in accordance with the ESC guidelines
- I** We communicate any issues related to the volunteer that may be of concern
- H** We support team members in building a team and finding a constructive way of working together and with the organisation
- H** We help team members understand their roles and tasks in a team as well as the group dynamics of an intercultural team
- I** We process information gathered in monitoring activities and formulate conclusions both on what works well and what needs to be improved
- G** We share communication and team cooperation practices to help volunteers integrate into project teams
- H** We support volunteers in finding ways to integrate into the organisation and better understand the organisational culture
- G** We provide volunteers with information about available support systems, e.g. troubleshooting, mentoring
- I** We define with the volunteer the mentoring process, including its objectives and expected results, expectations, boundaries, approach and timeline
- G** We create a supportive environment for volunteers to express and clarify their expectations about their role, activities and responsibilities
- I** We make adjustments regarding improvements/changes in the activities, work schedule, collaboration, etc.

		WEST: Enhancing Collaboration Impact Scorecard organisational integration, co-operation, documentation	
Your scores by Focus Areas		Your total score	
G ____	Facilitating orientation and integration with the organisation	Questions	15
H ____	Managing groups and teams	Total points	____ Your Collaboration Score
I ____	Planning, documenting and reporting	Percentage	____ (total points) / 15 x 100 = ____ %


Worksheet 2: Assessment Cards

NORTH Ethical Foundations

values, mindset, ethical practice

Check the box , if your organisation is providing this mentoring support

- J** We value honesty and trustworthiness.
- J** We commit to high standards and strive for authenticity.
- J** We intend to provide volunteers with support and guidance that help improve their well-being, learning and development.
- J** We are setting a positive example for our volunteers with our behaviour and actions.
- K** We value that volunteers are willing and able to shape their own path in life through their choices and actions.
- K** We believe in the ability of volunteers to learn, change and grow.
- K** We support volunteers in becoming more (self-)aware of themselves and their volunteering journey.
- K** We encourage them to take responsibility for and ownership of their choices and actions.
- L** We value equality and equity, mutual respect and fairness in interactions with others, with respect for human rights being a fundamental aspect of our approach.
- L** We believe that volunteers seek a meaningful and fulfilling voluntary service and are ready to engage in new situations and overcome challenges.
- L** We support them in setting healthy boundaries in relationships and standing up for themselves and others.
- L** We engage with volunteers and others in an ethical manner. We strive for transparency, mutual respect and accountability.
- M** We value cooperation, acts of solidarity based on empathy and compassion, and empowering mutual support.
- M** We believe in the power of community and the power of united actions based on a spirit of solidarity founded on diversity and inclusion.
- M** We approach every interaction with kindness, empathy and compassion.
- M** We keep an open mind, respecting and including various perspectives and diverse backgrounds and help create a safe, supportive and empowering environment.

		NORTH: Ethical Foundations Scorecard values, mindset, ethical practice	
Your scores by Focus Areas		Your total score	
J _____	Integrity		
K _____	Self-agency	Questions	16
L _____	Dignity	Total points	_____ Your Ethical Foundations Score
M _____	Togetherness	Percentage	___ (total points) / 16 x 100 = _____ %