

## Volunteer Conditions of Service Changes Frequently Asked Questions

### ELIGIBILITY CRITERIA

How will the new eligibility criteria impact contract extensions under each category?	Current eligibility criteria will be in effect for the duration of volunteers' service including contract extensions for all volunteer categories as per requests of Host Entities.
Why were the current age limits changed?	This adjustment responds to the current challenge of age overlap between categories, where in the current Conditions of Service, Youth Volunteers can be up to 29 years and Specialists above 25 years.
What are the new educational requirements for each category?	Educational requirements are unaffected by the Conditions of Service changes.

### VOLUNTEER LIVING ALLOWANCE (VLA)

When will the new VLA be applied?	An updated methodology will be implemented in 2022.
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### POST ADJUSTMENT MULTIPLIER (PAM)

How will exceptions be addressed?	It will be possible to implement new rule with deviations as per timeline noting that exceptional PAMs for New York City and Istanbul will remain unchanged.
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### ENTRY LUMP SUM

Why is this provision aligned for Youth and Specialist?	This alignment is based on the principle of equity, responding to the fact that all UN Volunteers have the same needs at the beginning of their assignments, independent of their volunteer category.
If a national UN Volunteer is recruited at the duty station, will they get the Entry Lump Sum?	Yes, as this provision replaces the current pre-departure expenses, which covers costs for medical examination.

Is Entry Lump Sum applicable to the locally recruited candidate? Yes.

Will international UN Volunteers with an initial contract of three (3) months be paid the entry allowance? Yes, the Entry Lump Sum is a standard one-time payment including expenses before traveling, such as medical examinations, initial visa clearances and initial expenses at the designated duty stations.

Will a portion of the Entry Lump Sum be recovered if the UN Volunteer resigns? No, the Entry Lump Sum is paid to cover initial expenses and will not be pro-rated and recovered upon any resignations.

Will locally recruited or telecommuting International UN Volunteers receive Entry Lump Sum or they receive it only once they travel to the duty station? Entry Lump Sum is an automated payment at the beginning of assignment to cover costs that one has initially and is not dependent on location.

#### EXIT ALLOWANCE

Why is this provision aligned for Youth and Specialist? This alignment is based on the principle of equity, responding to the fact that all UN Volunteers have the same needs at the end of their assignment, independent of their volunteer category.

What are the variables affecting the Exit Allowance payment in cases of resignation? They include contract completion status, notice period given at resignation (30 days), non-compliance with submission of the Final Clearance Checklist and all reporting requirements.

What is the timeline for transition? Exit Allowance changes are effective as of 1 October and are not retroactive. Collections in the UNDP/UNV Human Resources module of Atlas and global charges will be configured and amended from the effective date.

#### TRAVEL

Will shipment be paid separately? Shipment is integrated into the Exit Allowance and the Entry Lump Sum.

What does monetization of travel for national UN Volunteers mean? The new Conditions of Service indicate that a lump sum of US \$200 at beginning and end of assignment will be paid to national UN Volunteers when travelling.

How will the travel monetization be calculated for international UN Volunteers? Current methodology applies. The change affects only national UN Volunteers.

In case of local recruitment (no assignment travel performed), will UN Volunteers be entitled for repatriation travel after serving for a certain period in the Duty Station? Yes, repatriation will be processed to place of recruitment or domicile.

**WELL-BEING DIFFERENTIAL (WBD)**

How will approved exceptions be handled? For currently serving UN Volunteers, who receive this entitlement as part of an approved exception, entitlements will be applied/grandfathered into the new Conditions of Service. Continuity or discontinuity of this entitlement is delegated to Regional Offices after 1 October 2021.

**INDIVIDUAL ACCOMMODATION ALLOWANCE SUPPLEMENT**

How will approved exceptions be handled? There will be no change for existing duty stations wide supplements. The change is discontinuation of the individual accommodation supplement. Exceptions apply for New York and Istanbul.

What will happen to a UN Volunteer, who already receive this payment? Effective 1 October 2021, those who receive individual accommodation allowance supplements will receive this allowance until the end of their current contract.

**MINIMUM INITIAL CONTRACT DURATION**

Will this rule apply to UN Youth and University Volunteers? No, for UN Youth and University Volunteers, the current rule will continue being six (6) and three (3) months.

**SICK LEAVE**

Will there be uncertified sick leave after 1 October 2021? Uncertified sick leave remains equivalent to seven (7) days per annual cycle.

**PARENTAL LEAVE**

Are UN Youth and University eligible? Yes, the provision is extended to this category (Maternity: 16 weeks and Paternity: 10 days).

## INDIVIDUAL LEARNING ALLOWANCE

Why is the individual learning allowance replaced?	It will be substituted with an expanded offering of global learning programmes. UN Volunteers will have access to learning onsite, virtual, and online learning programmes for their onboarding, professional development and for career support.
Will the 10 days of "learning time" be also discontinued with the individual learning allowance?	The learning time is not affected.
Is it possible to use the learning activity before the Launch of the Conditions of Service in October 2021?	Learning activities will be approved and paid by 30 September 2021. Claims for reimbursement will be submitted no later than 180 days from 30 September 2021.

## UN YOUTH VOLUNTEER ASSIGNMENT BECOME FAMILY STATUS

How will this change affect international UN Youth assignments?	Tickets and medical insurance coverage for dependents will be extended to all international UN Youth Volunteers. International UN University Volunteers remain single status due to short duration. Family Allowance extended to all international UN Youth and University volunteers.
How will this change affect national UN Youth assignments?	Medical insurance coverage for dependents will be extended to all national UN Youth and University Volunteers.

## REASSIGNMENT

Will changes in Description of Assignments (DoA) be considered as a reassignment?	Change in a DoA and/or an Assignment title are considered an update to assignment and not a reassignment.
Can the Direct Recruitment policy be used for reassignment between categories?	Yes, it can be followed provided the candidate is a former UN Volunteer who served and completed the first assignment with a positive performance appraisal. However, this would be considered as a new assignment.
Are Community Volunteers entitled to be reassigned?	UN Community Volunteers should not be reassigned since they serve in their own communities.

## MAXIMUM PERIOD OF SERVICE

What are the maximum years of service for UN Volunteers?	Effective 1 October 2021, the maximum service period for UN Volunteers will be established as follows:
Will the rule affect equally Youth and University?	<ul style="list-style-type: none"><li>• Four (4) years as a national UN Volunteer</li><li>• Four (4) years as an international UN Volunteer</li></ul>

The rule will affect all currently and prior serving UN Volunteers. Distinctions between serving periods as Youth (24 months) and University(6 months) will remain and will be included in counting four years of service.

Will the ten years lapse service be valid after October 2021?

The ten years lapse in service rule is phased out.

Is the current rule for those older than the applicable UN retirement age or former UN staff who have retired from the United Nations system valid after 1 October?

With the future Conditions of Service, effective from 1 October, the exception for retirees is not included and they will follow maximum service restrictions.

#### **UN PERSONNEL SPOUSES**

Why is this change in place?

This is to avoid double payments for Family Allowances and travel allowances for the Home Visit, when the spouse of a UN Volunteer is an internationally recruited UN staff member.