

End of Assignment– Online Volunteering – Standard Operating Procedure

Responsible Unit	Volunteer Solutions Section (VSS)
Focal Point	Volunteer Solution Section –onsite
Effective Date	1 Oct 2021
Applicability	Online Volunteer Modality

#	Responsible party or person	Process step	Description	Documents	System role	Comments
Withdraw application						
1	Online Volunteer	Withdraw application	Withdraw from online DOA by clicking the “withdraw” option.		Candidate	Applicable to cases in which the candidate’s availability has changed.
2	UVP	Send notification	Send notification of online volunteer withdrawal to host entity.		System	
Early end of assignment						
1	HE	Inform online volunteer	Inform online volunteer of early end of assignment – date and reason.			Applicable to cases in with low volunteer performance or change of availability.
2	Online Volunteer	Inform host entity	Inform host entity of early end of assignment – date and reason.		Volunteer	Applicable to cases in which candidate’s availability has changed.
3	HE	Provide feedback	Indicate “volunteer has not worked” in feedback form and provide feedback as applicable.			
4	Online Volunteer	Provide feedback	Indicate “I have not worked” in the feedback form and provide feedback as applicable.		Volunteer	
End of assignment						

#	Responsible party or person	Process step	Description	Documents	System role	Comments
1	HE	Provide feedback	Complete the feedback form based on online volunteer performance during collaboration.			Task available for one month.
2	Online Volunteer	Provide feedback	Complete feedback form based on collaboration.		Volunteer	
3	UVP	Generate certificate	After feedback was provided system generates certificate of appreciation in three languages. Send notification to online volunteer regarding certificate of appreciation ready for download.		System	
4	Online Volunteer	Get certificate	View and download certificate (optional)		Volunteer	Certificates can be found under 'Documents -> Assignments'.
5	RBM	Monitor satisfaction	Review feedback submitted by host entity and online volunteer via BI report, follow up as appropriate.			

Abbreviations

UVP – Unified Volunteering Platform

OVS – Online Volunteering Site

HE- Host Entity