UN VOLUNTEERS

Volunteer Reporting – Standard Operating Procedure   **Transitional SOP**

Responsible Unit	Volunteer Solutions Section (VSS)
Focal Point	Volunteer Solutions Section - Onsite
Effective Date	1 October 2021
Applicability	All UN Volunteers (National and International)

1.   **ATLAS HCM User Guide**
2.   Unified **Conditions of Service**

Processes specific to a particular workflow are indicated by the colors below.

Full Funding	

#	Responsible party or person			Process step	Description	Documents	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence				
Volunteer Reporting							
1	UNV Onboarding			Volunteers will learn how to access VRA	Volunteers will be given instructions how to log into VRA using the single sign in	VRA explainer video	https://www.youtube.com/embed/RwNAQ2hNKIQ (*VRA video will be updated with the "single sign in" instructions after the UVP launch*)
2	Volunteer			Ongoing data input	Input data regarding assignment, results, beneficiaries, added value, personal and professional development and support required throughout assignment. Ongoing input makes it easier at key reporting times, facilitates more accurate reporting and allows volunteers and UNV to track progress		
3	VRA helpdesk (automated)			Annual volunteer reporting reminder	In Q4 each year, send a request to all active volunteers to update their volunteer reports in the VRA followed by reminders at different intervals.		
4	Volunteer			Volunteer Report updated and submitted	Volunteer makes final update on results, beneficiaries, added value, personal and professional development since the end of the volunteer reporting period.		
5	RBM staff in regional offices and headquarters			Analyse data	Close volunteer report (the questionnaire part) filling feature of the VRA, analyse data and report.		

	Responsible party or person	Process step	Description	Documents	Comments
6	VRA helpdesk (automated)	End of assignment report reminder	One month prior to assignment end date, send reminder to volunteer that reporting is to be completed prior to departure. Further reminder 2 weeks prior to departure if not completed.		
7	Volunteer	Volunteer report completed	Volunteer reports/ makes final update on results, beneficiaries, added value, personal and professional development and provides recommendations, since the end of the last volunteer reporting period.		
8	Volunteer	Reporting complete task	Complete the 'Reporting complete' task in UVP to confirm that report has been entered in VRA. This is part of the standard end of assignment process for all UN Volunteers.		
9	Field Unit staff & RBM staff in regional offices and headquarters	Monitor, assure quality, & assist volunteers with reporting	Provide ongoing support for volunteers on VRA usage i.e. volunteer report filling and use of the VRA dashboard for monitoring and quality assurance purposes.		
10	Volunteer	Send report to OA FF	Send a copy of final volunteer report to the OA (FF)		
11	OA (FF)	Send report to donor	Send a copy of volunteer report to the donor country for its information		

Abbreviations

PA – Programme Assistant (Field unit)
PAn – Programme Analyst (Field unit)
RBM – Results based management
VRA – Volunteer Reporting Application

OA (FF) - Operations Associate (Fully Funded)