



Candidate Pre-assignment – Standard Operating Procedure

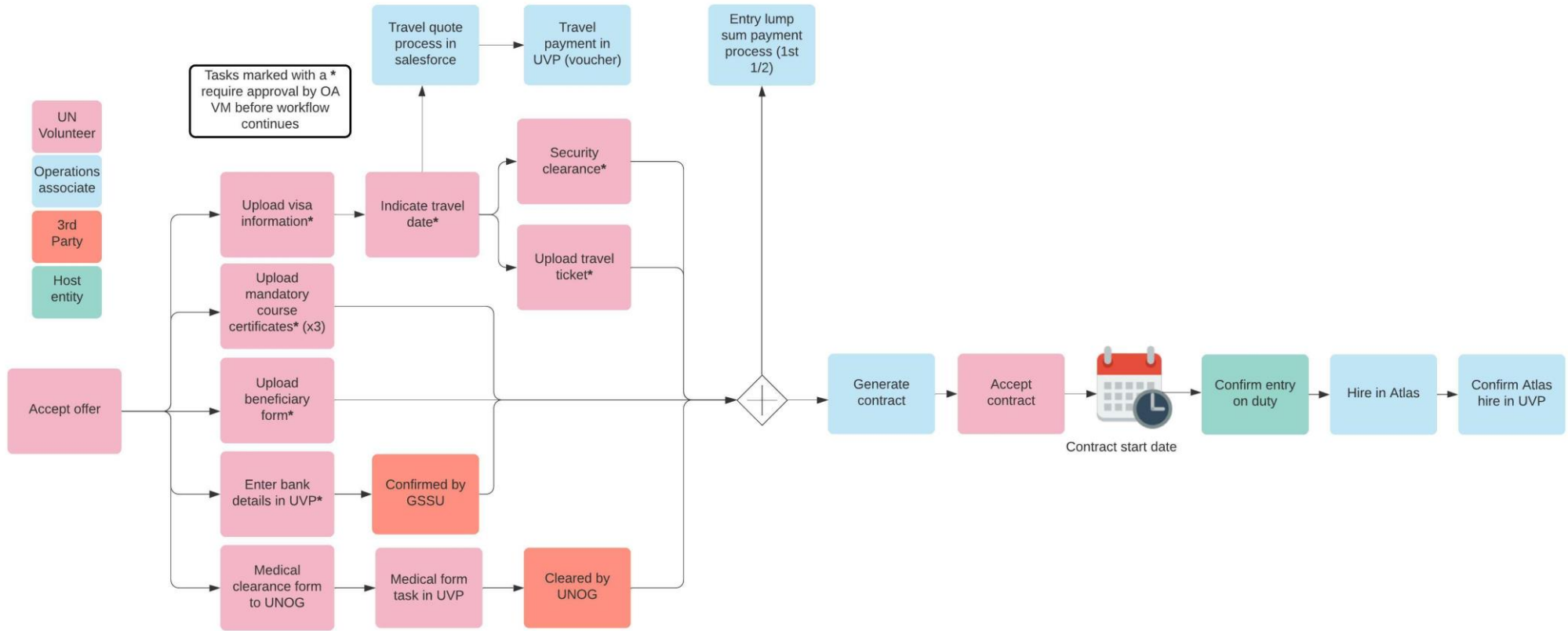
Responsible Unit	Volunteer Solutions Section (VSS)
Focal Point	Volunteers Solution Section – UN Volunteer and On-line Volunteers Pillar
Effective Date	1 October 2021
Applicability	All UN Volunteers

1. [ATLAS HCM User Guide](#)
2. [Unified UN Volunteers Conditions of Service](#)
3. Instructions for candidates sent after offer acceptance (see annex 1)

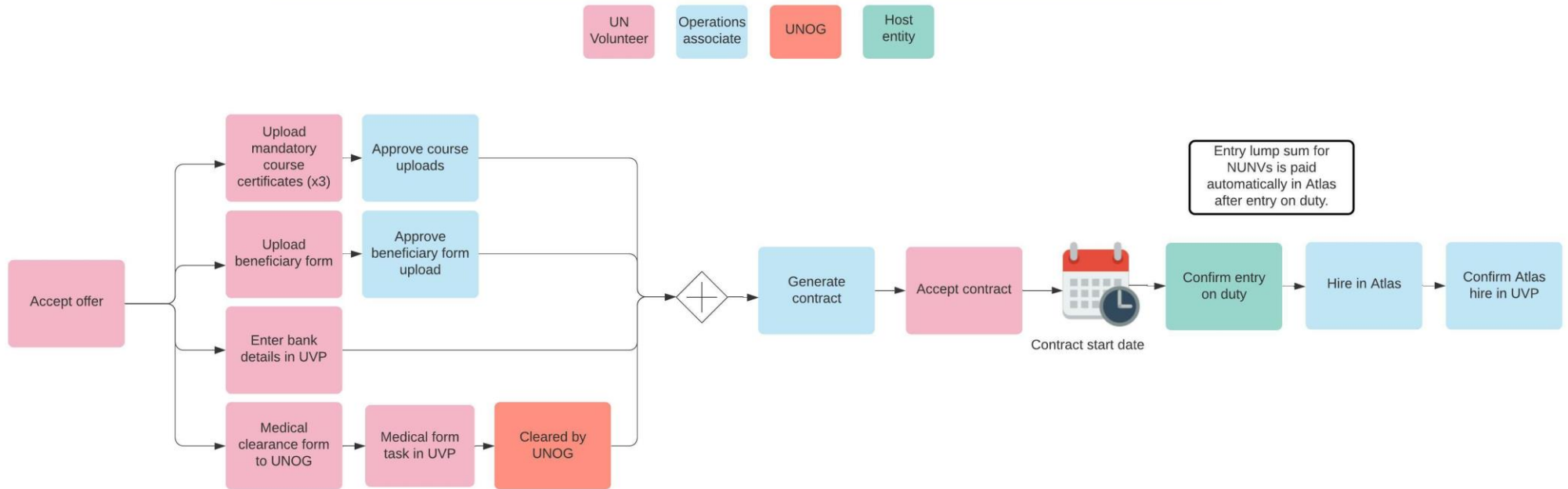
Processes specific to a particular workflow are indicated by the colours below.

Full Funding	
UNHCR	
International	

Pre-assignment process at UVP launch (IUNV)



Pre-assignment process at UVP launch (NUNV)



#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
								FOR UNDRR assignments VSC to keep Geneva based UNDRR focal points informed as per UNDRR workflow
1.	Candidate			Review offer letter	Review the offer letter saved in the UVP document library. Accept or decline the offer in UVP: - Candidate can accept the offer by clicking on “ Accept ” or decline by clicking “ Withdraw ”		Candidate	Once the candidate reads and accepts the offer, then pre-departure task is created the "Dashboard" In case he/she withdraws then it's needed to provide the reason.
1.1.	UVP			Notify HE	Email HE to confirm candidate has declined the offer.			
1.2.	HE			Candidate declines: Decide next steps	Options are to re-open recruitment, request more candidates to be submitted or go to waitlist. If candidates available in waitlist: Choose the next preferred candidate from the “waitlisted candidate list”.			Once HE moved waitlisted candidate to preferred candidate, OA-Recruiter will be able to perform final clearances (if needed) and issue the offer. UNHCR APRS will not be automatically notified of decline. Recruiter to trigger new HR clearance and UNHCR field unit to facilitate and respond.
2.	UVP			Candidate accepts the offer: Email volunteer	Email instructions to complete tasks in UVP. Separate email for medical clearance instructions.	MS.3 form	System	MS3 form applies to both National and International Volunteers
3.	OA VM			Check pre-assignment tab in UVP	Check the pre-assignment tab in UVP regularly to check for candidates who have recently accepted the offer.			This is a temporary solution until a handshake between recruiter and OA VM is developed in UVP
4.	OA VM			Monitor pre-departure progress	Monitor the candidate’s pre-departure progress using the ‘activity log’ on the specific assignment detail page of UVP.			This is a temporary solution until a graphical ‘progress bar’ is developed.

Candidate pre-assignment tasks

Medical clearance						
1.	UVP	Push candidate info to EarthMed	Share candidate information with EarthMed when offer accepted in advance of MS3 form being sent by candidate.		System	
2.	Candidate	Complete medical form	Fill in the MS3 form and send to Medical Services in Geneva by email. unogmedicalservice@un.org	MS.3 form		
2.1.	UN Medical Service	Medical clearance	Enter medical clearance outcome in EarthMed Result is saved result in UVP history log.			
2.2.	UN Medical Service	Request further information	If further information is required for medical clearance. Mark status in EarthMed and request information from candidate by email			
3.	Candidate	Complete 'Medical form sent to UN Medical services' task	Complete the task in UVP to confirm medical clearance form sent.			Candidate and OA both receive automatic email once the candidate is medically cleared. Refer to UNV features updates dated 14 Jan 2022

Adding bank details						
1.	Candidate	Enter banking info in UVP	Complete banking information task in UVP available under dashboard. User is taken to banking entry page. Complete form and submit.		Candidate	How to enter banking information: Interactive version web-page version

2.	GSSU KL	Enter banking information into Atlas Finance (IUNV only)	Create vendor in Atlas Finance and confirm entry using task in UVP. Request additional information or feedback from candidate in UVP if needed. Add vendor ID in banking page of UVP.		GSSU user	<p>For National UN Volunteers GSSU receives the notification when UN Volunteer is hired in ATLAS to create vendor in Atlas HCM. Request to enter information in Atlas Finance are to be triggered by OA in UVP only if needed. This requires that the data already be entered in UVP by the candidate.</p> <p>All Vendor to be created and approved under UNV10 Business Unit</p> <p>For ATLAS Agencies Vendors need to be created under agency business unit and approved by them</p>
<p>IMPORTANT BANKING NOTICE FOR NEW HIRES FOR TELECOMMUTING UNHCR VOLUNTEERS If the banking details are added by GSSU UNV after the telecommuting action has been added in Job Data, GSSU UNV may not be able to enter the specify net pay elections if the source bank linked to the location is not the default source bank of the pay group. GSSU UNV will need to request the Regional Payroll Associates in GPS for assistance to ensure that the default source bank of the pay group is selected (exceptions may apply when default pay group source bank cannot pay to UN Volunteer to the volunteer's beneficiary bank).</p>						

Mandatory learning

1.	Candidate	Complete mandatory courses	<p>Complete courses in eCampus.</p> <ul style="list-style-type: none"> • Prevention of Harassment, Sexual Harassment and Abuse of Authority • Prevention of Sexual Exploitation and Abuse • BSAFE security training 			<p>Volunteering for the Sustainable Development Goals, Ethics and Integrity as a UN Volunteer and Cultural Awareness and working in cross cultural environment should be completed within 3 months of entry on duty</p> <p>Note: There is no expiration date on the mandatory learning completions.</p> <ul style="list-style-type: none"> • Prevention of Harassment, Sexual Harassment and Abuse of Authority • Prevention of Sexual Exploitation and Abuse • BSAFE security training
2.	Candidate	Upload course certificates	Upload the certificates via the tasks in UVP dashboard and assignment detail page. 1 certificate per task.			
3.	OA VM	Confirm course task complete	Check that the correct certificate was uploaded and confirm. If not correct, reject task. Returns to candidate to try again.			

Upload beneficiary information						
1.	Candidate	Complete beneficiary form.	Download and complete beneficiary form. Sign form.		Candidate	How to complete and upload a beneficiary form: Interactive version Web-page version
2.	Candidate	Upload beneficiary form	Upload to UVP via task in UVP dashboard and assignment detail.			

3.	OA VM	Confirm beneficiary task complete	Check that the beneficiary form was correctly completed, signed and uploaded and confirm. If not correct, reject task. Returns to candidate to try again.			
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Visa and/or government clearances (IUNV only)						
1.	Candidate	Visa and/or government clearance	With assistance from, HE, CC/PA through OA, obtain all required visas, including transit visas, or confirmation that visas are available and will be issued upon arrival.			As per the conditions of service, volunteers are responsible to ensure they have all necessary clearances before travel.
2.	Candidate	Complete visa task	Complete task in UVP to confirm that visa has been obtained or will be obtained on arrival. Upload evidence of visa or confirmation.			If visa is not required upload 'Visa not required confirmation' form.
3.	OA VM	Confirm visa task complete	Check that the visa information uploaded and confirm. If not correct, reject task. Returns to candidate to try again.			This triggers the 'Confirm travel date' task in UVP

Travel payment process (IUNV only)						
1.	Candidate	Travel date	Agree with UNV and host entity (incl. UNV Field Unit, where present) on travel date to country of assignment.			
2.	Candidate	Complete travel date task	Complete travel date task to confirm tentative travel date.			Creates task on OA VM dashboard.

3.	OA VM	Travel quotation	Review travel date under assignment detail page and airport of departure under candidate profile. Create a new Travel Quote case in Salesforce P2P and submit to UNV Travel			As a temporary workaround travel and entry lump sum should be paid in separate vouchers. The workflow will be improved to allow combined payments. If assignment starts as telecommuting the payment can be raised as payment request (payroll) when the UN Volunteer travels.
4.	OA VM	Complete travel date task	Confirm via travel date task in UVP that quote has been entered in Salesforce			
5.	UNV Travel	Provide quote	Enter travel quote into salesforce case. Task is created in UVP to request OA to create payment request in UVP.			
6.	OA-VM	check OneHR clearance (UNHCR Volunteers only)	OA VM checks the status in the UVP about OneHR clearance			OA processes payment of the travel ticket lumpsum only after oneHR positive clearance is granted and recorded in the UVP by OA Recruiter
7.	OA VM	Pay travel lump sum (voucher)	Raise voucher in Atlas Finance for payment the lump sum travel payment. Copy the voucher link.			
8.	OA VM	Record voucher payment	Create a payment request in UVP to record the voucher payment for lump sum travel.			
9.	OA TL	Approval	Review payment request in UVP. Click link in request to go to Atlas Finance. Approve voucher in Atlas Finance and complete task in UVP.			
10.	OA	Notify payment approved	Notify candidate through email that the payment has been approved			
11.	System	Trigger case creation in Salesforce P2P	Create Salesforce record of the voucher approval			
12.	System	Confirm voucher approved	Atlas triggers approval of case in salesforce and marks the case status as 'pay cycle'.			
13.	System	Notify payment requester	Notify by email that voucher has been approved.			

Travel ticket and security clearance

1.	Candidate	Security Clearance	Enrol with UNDSS TRIP, request security clearance for travel to duty station using the instructions provided by UVP after acceptance of offer. Upload in UVP via task. Guide: how to complete and upload a security clearance: Interactive version , web-page version			If travel itinerary changes, TRIP clearance to be updated. In such cases, document should be uploaded to document library until additional functionality developed. Candidates who are already living in the duty station should upload proof of TRIP registration. Candidates who are telecommuting should upload the telecommuting confirmation form .
2.	OA	Check security clearance	Check that candidate has uploaded the security clearance correctly. If not correct, reject task. Returns to candidate to try again.			
3.	Candidate	Purchase travel ticket and upload itinerary	Volunteer confirms arrival date with host entity and field unit (where available) or OA before purchasing their own ticket			If travel not needed or telecommuting, upload the telecommuting confirmation form .
4.	OA	Check travel ticket	Check that candidate has uploaded the travel ticket correctly. If not correct, reject task. Returns to candidate to try again.			

Finalise pre-assignment

When all pre-assignment tasks are complete, the workflow continues as below.

5.	UVP	Confirm all pre-departure tasks completed including banking details	Email candidate and OA.			
6.	UVP	Trigger entry lump sum payment request	Trigger entry lump sum payment request			Entry lump sum is paid to all Candidates regardless of travel status
6.1.	OA VM	check OneHR clearance (UNHCR Volunteers only)	OA VM checks the status in the UVP about OneHR clearance			OA processes payment of the entry lumpsum only after oneHR positive clearance is granted and recorded in the UVP by OA Recruiter.

6.2.	OA VM	Prepare entry lump sum voucher	Review the payment request task in UVP. Raise voucher in Atlas Finance for payment of entry allowance together with the lump sum travel payment. Copy the voucher link.		Atlas Finance user	OA-VM/Payroll Associate have the responsibility to ensure all clearance is obtained prior to releasing/payment of pre-departure entitlements
6.3.	OA VM	Process entry lump sum	Return to the UVP task in step 6 and submit the UVP payment request.			To complete this task, information is needed from the voucher raised in Atlas Finance
6.4.	OA	Notify payment approved	Notify candidate through email that the payment has been approved			
6.5.	System	Trigger case creation in Salesforce P2P	Create Salesforce record of the voucher approval			
6.6.	System	Confirm voucher approved	Atlas triggers approval of case in salesforce and marks the case status as 'pay cycle'.			
6.7.	System	Notify payment requester	Notify by email that voucher has been approved.			
7.	UVP	Send notification to generate contract	UVP sends notification to mobilization user with commencement of service date when contract is ready to be issued			
8.	UVP	Create contract date	Add "generate contract task" to OA VM dashboard			
9.	OA VM	Generate Contract	Perform generate contract task. Enter start date, end date.			
10.	Candidate	Review contract	Review contract saved in document library and confirm acceptance (or not) in UVP.			UVP saves date stamped contract in UVP document library.
11.	PA	HE	Arrival documentation	Send security information, country information, logistical information and other arrival related information to the UN Volunteer.		
12.	OA VM	Record telecommuting (if relevant)	Using UVP task, record the telecommuting status of UN Volunteer (if relevant). Upload proof provided by host entity.			

Abbreviations

APRS – Affiliate Partnerships and Recruitment Section

CC – Country Coordinator (UNV Field Unit)

GSSU – Global Shared Services Unit (Kuala Lumpur)

HE – Host entity

OA VM – Operations Associate Volunteer Management (VSC)

OA TL – Operations Associate Team Lead (VSC)

PA – Programme Assistant (Field unit)

RPS – Regional Programme Specialist (Regional Office)

VSC – Volunteer Services Centre

UVP – Unified Volunteering Platform

ANNEX 1 – Instructions for candidates sent after offer letter accepted

International UN Volunteers

Hello

Thanks for accepting the UNV offer for AssignmentTitle in DoaCountry.

This email explains the next steps in the recruitment process. All these steps must be completed before UNV can issue you your UN Volunteer contract. They must also all be either completed or and/or recorded in UNV's Unified Volunteering Platform (UVP) so that UNV can track your progress.

Step-by-step guides for completing these tasks in UVP are available at explore.unv.org/resources.

In addition to reading the information below, we recommend you go to [UNV's Onboarding Portal](#). The portal is a step-by-step guide to the pre-deployment and onboarding processes.

Your UVP user ID

Your UVP user ID is: **CandidateId**

This ID is used for certain functions during the recruitment process such as eCampus.

Here is the list of tasks you need to complete. They are described in more detail below

- Enter your bank information in UVP
- Complete your medical clearance
- Apply for visas and other government clearances as required
- Complete mandatory courses
- Provide your beneficiary information
- Register in TRIP

Once you confirm your visa details, you will need to:

- Confirm your travel date in UVP
- Upload your travel ticket to UVP
- Upload your security clearance

Bank account information

To pay you your entitlements, including entry and travel lump sums, we need to know your bank account details. This information is entered directly into UVP and then processed by the UNDP Global Shared Services Unit.

At this stage please only enter one bank account. You may add a second account to split payments after you begin your assignment.

Click [here](#) for a step-by-step guide to adding your bank information in UVP

Medical clearance

You need to be medically cleared before you can begin your assignment. Complete instructions to submit your clearance documents has been sent in a separate email.

For detailed information on mandatory/recommended vaccinations for your assignment country, please check the following websites:

- [World Health Organization](#)
- [CDC](#)

Visa and government clearances

You are responsible for obtaining all visas and government clearances required by your assignment country. Please do not delay in the submission of these applications as they can take time. You should not commence travel until all required visas, including transit visas, have been secured or confirmation has been received that these are available or will be issued upon arrival.

You are required to upload proof of your visa status to UVP using the relevant task. If you do not need a visa, you should upload proof of this. If you are telecommuting at the start of your assignment, please complete and upload the [telecommuting confirmation form](#)

Mandatory courses, including pre-assignment security training

UNV is committed to promoting competency development and learning for UN Volunteers as a critical element of its organizational strategy and to provide Volunteers with access to learning throughout their volunteer journey. For this, UNV has developed an online learning platform where potential Volunteers can access learning opportunities, including some of the core mandatory courses that will help them prepare for their assignment

All UN Volunteer candidates are to complete the following self-paced courses by registering on the UNV [e-Campus platform](#):

The following courses are mandatory and must be completed before beginning the assignment:

- [Prevention of Harassment, Sexual Harassment and Abuse of Authority](#)
- [Prevention of Sexual Exploitation and Abuse](#)
- [BSAFE security training](#)

You need to upload the certificates for each of these courses in UVP. Instructions on how to do this are [here](#).

All UN Volunteers are to complete the following UNV core courses within three months of their contract start date.

- [UNV and Volunteerism](#)
- [Ethics and Integrity](#)
- [Cultural Awareness](#)

Upon completion, UN Volunteers should update their profile information in UVP under Training and keep their certificates of completion for spot checks.

Uploading beneficiary information

Beneficiary forms provide UNV with the information required to pay benefits owing to beneficiaries in the event of the death of a UN Volunteer while on assignment. If UNV does not have this information, your beneficiaries will not receive payments in the event of your death while on assignment.

UN Volunteers are responsible for ensuring UNV has their up-to-date beneficiary information by uploading a complete and signed form to UVP. The form is only valid if complete and uploaded with your signature.

The form and a guide on uploading it to UVP are [here](#).

The next steps: security clearance and travel information

When you submit your visa information, you will receive another task in UVP to tell us your travel date (if travel is required).

We will process payment of your travel lump sum and pay to the bank account entered in UVP.

You can then purchase your travel ticket and upload it to UVP, using the relevant task, as proof of your finalised travel dates. Make sure you confirm your travel date with the host entity before booking your ticket.

Last, but not least, you must complete your security clearance.

Security clearance

It is mandatory for United Nations system personnel and authorised dependants to request and be granted security clearance from the United Nations Department of Safety and Security (UNDSS) for all official travel.

International UN Volunteers are required to request their own security clearance, and upload proof of this clearance to UVP, before travel to the duty station. Volunteers must not begin travel until security clearance is granted by UNDSS.

A guide to completing your security clearance and uploading to UVP is available [here](#).

Your entry lump sum payment and UN Volunteer Contract

When you have completed all pre-departure requirements and your commencement of service date (start date) is confirmed between you, UNV and your host entity, UNV will generate a contract for you to accept in UVP. You will receive further instructions at that time.

UNV will also pay half of your Entry Lump Sum Allowance. The other half will be paid in your first payroll after you begin your assignment.

If you need additional support after visiting explore.unv.org and the [Onboarding Portal](#) you can email support@unv.org with your questions.

We wish you all the best for your pre-assignment process.

Kind regards

UN Volunteers

National UN Volunteers

Hello

Thanks for accepting the UNV offer for AssignmentTitle in DoaCountry.

This email explains the next steps in the recruitment process. All these steps must be completed before UNV can issue you your UN Volunteer contract. They must also all be either completed or and/or recorded in UNV's Unified Volunteering Platform (UVP) so that UNV can track your progress.

In addition to reading the information below, we recommend you go to [UNV's Onboarding Portal](#). The portal is a step-by-step guide to the pre-deployment and onboarding processes.

Your UVP user ID

Your UVP user ID is: **CandidateId**

This ID is used for certain functions during the recruitment process.

Here is the list of tasks you need to complete. They are described in more detail below

- Enter your bank information in UVP
- Complete your medical clearance
- Complete mandatory courses
- Provide your beneficiary information

Bank account information

To pay you your entitlements, including entry and travel lump sums, we need to know your bank account details. This information is entered directly into UVP and then processed by the UNDP Global Shared Services Unit.

[Click here](#) for a step-by-step guide to adding your bank information in UVP

Medical clearance

You need to be medically cleared before you can begin your assignment. Complete instructions to submit your clearance documents has been sent in a separate email.

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The following courses are mandatory and must be completed before beginning the assignment:

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You are to upload the certificates for each of these courses in UVP. Instructions on how to do this are here.

All UN Volunteers are to complete the following UNV core courses within three months of their contract start date.

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Upon completion, UN Volunteers should update their profile information in UVP under Training and keep certificates of completion for spot checks.

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Beneficiary forms provide UNV with the information required to pay benefits owing to beneficiaries in the event of the death of a UN Volunteer while on assignment. If UNV does not have this information, your beneficiaries will not receive payments in the event of your death while on assignment.

UN Volunteers are responsible for ensuring UNV has their up-to-date beneficiary information by uploading a complete and signed form to UVP. The form is only valid if complete and uploaded with your signature.

The form and a guide on uploading it to UVP are [here](#)

Your UN Volunteer Contract

When you have completed all pre-departure requirements and your commencement of service date (start date) is confirmed between you, UNV and your host entity, UNV will generate a contract for you to accept in UVP. You will receive further instructions at that time.

We wish you all the best for you pre-assignment process.

Kind regards

UN Volunteers

