# UN VOLUNTEER MANAGEMENT STANDARD OPERATING PROCEDURES

## Contents

# Abbreviations used in this document

APRS – UNHCR Affiliate Partnerships and Recruitment Section
APDMC – UNV Advisory Panel on Disciplinary Matters and Claims
CC – UNV Field Unit Country Coordinator
CDA – UNV Human Resources Section Capacity Development Associate
COS – UN Volunteer Conditions of Service
CSO - Civil Society Organizations
DEC – UNV Deputy Executive Coordinator
DOA – Description of assignment
EC – UNV Executive Coordinator
EOC – End of contract
EOD – Entry on duty
GSSC – UNDP Global Shared Services Centre (Copenhagen)
GSSC UNV – GSSC team responsible for UN Volunteer banking entries
HRS – UNV Human Resource Section
HE AO – Host entity account owner
HE – Host Entity
ICTS – UNV Information and Communications Technology Section
NYO – UNV New York Office
NYO-PS – UNV New York Office Partnerships Specialist
OA – UNV Volunteer Services Centre Operations Associate
OA VM – Operations Associate – Volunteer Management
OA FF – Operations Associate (Full Funding Programme)
OA TL – Operations Associate Team Lead (VSC)
OLS – UNDP Office of Legal Services

OV - Online Volunteering
OVT – UNV Online Volunteering Team
PA – UNV Field Unit Programme Assistant
PS – UNV External Relations and Communications Centre Partnership Specialist
RBM – Results-based management
RM – UNV Regional Office Manager
RO – UNV Regional Office
RPA – UNV Regional Office Programme Assistant
RPS – UNV Regional Office Portfolio Specialist (Regional Office)
SEA – Sexual exploitation and abuse
SH – Sexual harassment
SO – UNV Support officer in Mission
TL-CD (HRS) – UNV Human Resources Section Capacity Development Team Leader
UNDP - United Nations Development Programme
UNDP CO - UNDP Country Office
UNV – United Nations Volunteers
UVP – Unified Volunteering Platform
VM – Volunteer Management
VRA – Volunteer Reporting Application
VSC – UNV Volunteer Services Centre
VSS – UNV Volunteer Solutions Section

# Glossary of terms

- Description of Assignment (DoA) – the assignment advertisement for a UN Volunteer. It includes information about the assignment, its funding, tasks description and requirements for applicants
- Fully-funded (FF) – Assignments funded by a donor, in full or in part, instead of the host entity. See colour-coded steps throughout the SOPs.
- Mobilization user – the user role in UVP given to field units or regional offices
- Quantum – UNDP's Enterprise Resource Planning (ERP) platform, used by UNV for operations management
- Sales Force – the customer relationship management software used by UNV for service desk, partner intelligence, country intelligence, forecasting and procurement
- Service desk – manages questions, comments, and requests for help (mainly from support@unv.org) from internal and external users
- Unified Volunteering Platform (UVP) – UNV's online platform to manage volunteers demand and delivery

# Colour coding used in this document

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

| | |
|---|---|
| UNHCR | |
| H-Duty Station | |
| Mission only | |
| Online | |
| Full Funding | |
| International only | |
| National only | |

# Related and useful links

- UN Volunteer Conditions of Service

- Quantum UN Volunteer management user guides

- Volunteer management knowledge base

- Unified Volunteering Platform (UVP)

- Host entity toolkit

- UN Volunteer onboarding portal

- Cigna – medical, life, dismemberment and malicious acts coverage for IUNV

- Cigna – medical, life, dismemberment and malicious acts coverage for NUNV

- Cigna telehealth information flyer

# Guide to using the SOP template

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | Here you can see the role responsible for taking the action(s) | This is the name of the step for reference | This describes the actions to be taken by the person responsible. | This contains links to related information such as system guides, policy documents or other helpful material | The system(s) where the actions are performed | Any other information relevant to this step. |
| | **Boxes like this show important notes. Sometimes it will link to a separate SOP that must be completed before proceeding with the next step.** | | | | | |
| 2 ⚠️ | | ⚠️ Indicates a check or control point | | | | |

| | **Deviation to the standard procedure**<br>**Indented tables like this show that the steps are for certain situations only as described in this box** | | | | | |
|---|---|---|---|---|---|---|
| a | | | | | | |
| b | | | | | | |

| | **Deviation to the standard procedure** | | | | | |
|---|---|---|---|---|---|---|
| a | | | Coloured rows or boxes indicate that it applies only to a certain host entity, volunteer category or other unique identifier. In this case, the orange colour indicates the step applies to fully funded assignments only. | | | See page 4 for the list of colours used. |

# Standard Operating Procedures
## Host Entity registration and approval

| Applicability | Onsite and online volunteers |
|---|---|
| Last updated | January 2023 |



**Host entity registration**

Legend:
- Host entity
- FU/RO
- Action outside of systems — Performed on behalf of host entity by UNV
- Service desk
- OV associate

Flow:
- Familiarise with UNV's expectations for HEs

**Online volunteers only:**
- Create new UVP account → Complete the HE profile → Provide supporting information → Eligible?
  - No → Reject request → Account rejected
  - More info required → Request feedback → Provide supporting information
  - Yes → Approve account activation → Account activated

**UN agencies onsite and/or online:**
- Notify UNV of interest → Request new HE account via service desk → Create account, share login credentials → Complete the HE profile → Approve account activation → Account activated

## Create a new host entity account

**Registration directly in UVP by host entity (currently for online assignments only)**

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | HE | Familiarise with UNV's expectations | Familiarise with UNV's expectations for host entities. Toolkit.unv.org | | Website | |
| 2 | HE | Create new UVP account | Go to 'log in or sign up' and click 'sign up now'. Confirm email address is valid and enter registration information. Accept terms of use and privacy policy. | UN Host Entity: how to create a UN host entity account: Interactive: En, Fr, Es, Pt Web version: En, Fr, Es, Pt | UVP | |

**Registration by UNV on behalf of host entity**

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | HE | Familiarise with UNV's expectations | Familiarise with UNV's expectations for host entities. Toolkit.unv.org | | Website | |
| 2 | HE | Notify UNV of interest | Notify UNV (CC, PA, RPS, RPA) of interest in recruiting onsite UN Volunteers. | | Email | Host entities should contact their UNV country coordinator or regional office contact. If no contact is established HEs should email support@unv.org |
| 3 | FU or RO | Request new HE via service desk | Email support@unv.org. Subject line 'New host entity account request'. Include host entity name and country. Or create case directly in salesforce. | | Email, Salesforce | |
| 4 | Service desk L2 | Create host entity account | Create account. Share log in credentials via service desk email to requester. | | UVP, salesforce | |

## Complete a host entity profile

**UN agencies for onsite and/or online UN Volunteers**

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | FU or RO | Complete HE profile | Complete the UVP task 'complete host entity account profile'. Choose organization type and complete mandatory fields. | | UVP | Mobilization user will need log in credentials for the new host entity. |

| ⚠ 2 | FU or RO | Approve account creation | Complete UVP task 'review new host entity' new organization account creation request against eligibility criteria and according to agreed standards. | | UVP | |
|---|---|---|---|---|---|---|
| UVP sends an email to the registered email address (most likely a fake email address unless updated during profile creation). The host entity account changes to 'UN host entity account owner' and the account may now generate and submit draft DOAs. | | | | | | |
| **Other account types for <span style="color:red">Online Volunteering only</span>** <br>**(Government or public institution, NGO or other civil society organisation, other international organisation)** | | | | | | |
| 1 | HE | Complete registration | Complete the UVP task 'complete host entity account profile'. Choose organization type and complete mandatory fields. | UN Host Entity: how to create a UN host entity account: Interactive: En, Fr, Es, Pt Web version: En, Fr, Es, Pt | UVP | |
| 2.1 | HE (CSO only) | Upload supporting documents | Provide and upload supporting documents to prove compliance with eligibility criteria (certificate of registration, due diligence clearance). | https://explore.unv.org/ov-eligibility | UVP | |
| 2.2 | HE (Gov/IO only) | Provide references | Provide information on organization's projects and activities, references from outside the organization (name, position, organization, email) and Volunteer engagement. | https://explore.unv.org/ov-eligibility | UVP | |
| ⚠ 3 | OV Associate | Review registration | Complete UVP task 'Review new host entity'. Check organization profile information, consult references (Gov/IO only) and check supporting documents (CSO only). Request further information if needed using the 'submit feedback' option. The system sends an email to the host entity account owner with the feedback and asks to resubmit (step 3.1) If approved, workflow complete. | | UVP | **Important note: The 'reject' option is for ineligible applications. It is irreversible, and the user will not be able to reapply with the same log in or email address. The user will receive a rejection email.** |
| 3.1 | HE (CSO/GOV/IO) | Provide additional information if requested | Update profile page, provide requested documentation. Resubmit. | | UVP | |
| UVP sends an email to the registered email HE email address to confirm account approval and instructions for future engagement. The host entity account changes to 'Host entity account owner' and the account may now generate and submit draft DOAs. | | | | | | |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 4 | HE | Update profile (optional) | Update organization profile information as needed. | | UVP | Able to edit all personal information except email address because of its link to the log in. |

## Invite a new user to a host entity account

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | HE (online) FU/RO (onsite) | Invite new user | Click on button "Invite new User" under tab "Host Entity Account Admin", complete the form, and submit. | Manage HE account guide<br>- Interactive<br>- Web<br>- PDF | UVP | UN entities can invite Hiring managers or supervisors. CSOs and govts/IOs can invite hiring managers |
| 2 | UVP | Send invitation | Send invitation email to new user. | | UVP | |
| 3 | HE (online) FU/RO (onsite) | Enter information | Click on link and enter registration information. Confirm email address is valid. | | UVP | |
| 4 | UVP | Check and confirm | Check registration requirements – password, email address. Send confirmation email and link new user to organization account. | | UVP | |
| 5 | HE (online) FU/RO (onsite) | Complete profile | Click on link and complete user profile information. | | Email, UVP | |

## Reset host entity account password (online host entities only)

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | HE | Request new password | Click on "Forgot password" on log in page and request password reset. | | UVP | |
| | UVP sends the password reset email with link to create new password. | | | | | |
| 2 | HE | Create new password | Click on link and enter and confirm new password. | | UVP | |

# Candidate registration and application

| Applicability | All UN Volunteers and online volunteers |
|---|---|
| Last updated | January 2023 |

**Key policy points**
- UVP users must be at least 18 years old to register

## Candidate Registration and Application



| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | Candidate | Learn about UNV | Familiarize with UNV's expectations for UN Volunteers and online volunteers. | Suggested links: https://www.unv.org/become-volunteer/onboarding  https://explore.unv.org | Website | |
| 2 | Candidate | Create a UVP account | Go to https://app.unv.org/  Click log in/sign up or click 'apply' on a DoA. Click 'sign up now' Complete form and email verification. Choose the 'I'm a candidate' option. | Candidate registration guide: Interactive Web page | UVP | |
| 3 | Candidate | Complete minimum UVP profile | Complete the 'Complete your candidate profile' task to be taken to your profile or click the profile icon in the top right corner and click 'edit'. Enter basic profile information as indicated by * | Candidate initial profile update guide: Interactive Web page | UVP | Minimum profile creation is required to apply for a DoA.  A checkbox must be checked to indicate interest in onsite volunteering, online or both. |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 4 | Candidate | Search DOAs | Search available DoAs in the 'DoAs' tab. In the 'related actions' overlay, click 'Apply' | How to apply for an assignment (and withdraw) Video | UVP | |
| 5 | Candidate | Complete application | Enter a motivation statement. Select years of experience, availability, confirm self-declaration and click 'Apply'. | | UVP | Once candidate registers, UVP sends email to the candidate to confirm the registration |

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# Draft and Publish an Onsite Description of Assignment

| Applicability | Onsite UN Volunteers |
|---|---|
| Last updated | August 2024 |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | CC RPS | Demand Generation | Relationship building/management with partners.<br><br>Guide host entities on volunteer categories and proforma. Provide proforma estimates if requested. Provide DoA templates in word format. | DoA templates available here.<br><br>Refer UVP calculator for standard proforma for UN volunteers<br><br>Proforma cost narrative:<br>- For external<br>- For UNV personnel | Outside systems | For H-duty stations the following roles are responsible for this step:<br>USA - NYO PS<br>EU and Asia Pacific – RPS<br>EU-HQ = NYO -PS<br><br>Guidance on recruitment, onboarding, hosting and managing volunteers and descriptions of volunteer categories can be found in the host entity tool kit https://toolkit.unv.org/<br><br>Further information for host entities, standard operating procedures and information on the inclusion of people with disabilities is available in the 'Explore' section of UVP (explore.unv.org). |
| 2 | CC, NYO | Record partnership lead | Record interactions with partners and opportunity details and track progress in the Volunteer Mobilization Forecast | | Salesforce | |
| | | | **The host entity must have an approved UVP account with at least one registered 'host entity hiring manager' user.**<br>**For the SOP on creating a host entity account and adding new users, click here** | | | |
| 3 | CC RPS | Negotiate DoA content | Work with host entity to draft and refine the description of assignment (DoA). Add missing information as required. Confirm DoA meets UNV requirements. | DOA template | Word | If the DoA will be submitted in the context of a call for DoAs funded by a full funding donor, review if DOA is in line with donor priorities and advise HE accordingly.<br><br>Primary responsibility for ensuring quality DOAs lies with RO/FU. VSC provides a second level of quality assurance and may return DOAs that do not meet UNV's standards.<br><br>VSC recruiter to guide CC/RPS on discussing gender requirement during conversation with partner. |

**Discussing additional DOA requirements**

Note here on discussing gender, affirmative action, candidates etc.

**Call for DOAs - Fully funded assignments only**

| | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| FF | RPS and OA (FF) | Prepare the implementation | Define the process, timeline, candidates' eligibility criteria, priorities/streams and further parameters with the funding partner | | N/A | |
| FF | RO/FU | Partner outreach | Reach out to UN entities to support them to develop DoAs in line with the funding partner's priorities. | | N/A | This step is optional if HEs don't submit enough DOAs for FF. Otherwise, advice to HEs is provided as part of the DOA approval process on a continuous basis |
| FF | OA FF | Review DoAs Submit DOAs for donor review | Compile DoAs and submit to funding partner | | Word Email | Primary responsibility for ensuring quality DOAs lies with RO/FU. VSC provides a second level of quality assurance and may return DOAs that do not meet UNV's standards or donor requirements. |
| FF | Funding Partner/donor | Funding partner review and selection | Review and select the DoAs outside of UVP. Notify OA FF. | | Word Email | |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 4 | CC if present RO if no CC | Obtain funding authorization | Obtain written funding authorization from the host entity. Funding authorizations may vary depending on the HE:<br><br>For agencies using UMOJA<br>- UMOJA funding authorisation<br>For agencies not using UMOJA:<br>- Completed UNV service request form or<br>- Entity-specific funding authorization that meets UNV's requirements.<br><br>Ensure that funding information is correct and request edits from the host entity if needed. | Funding authorization guide for host entities | Email Word | Host entity funded DOAs only. See separate steps for fully funded DOAs.<br><br>A valid funding authorization must:<br>- Cover the costs for the full contract period – including contracts that spread over multiple years – based on the proforma cost estimate.<br>- Include at least the following information:<br>  o Total estimated amount which UNV can charge the UN Entity for the UN Volunteer costs based on the proforma cost estimate<br>  o the Agency Reference information<br>  o the country of assignment<br>  o signature by authorized officer of the host entity and date<br>- Name and email address of the authorizing officer are required for entry into UVP. |

| 5 | PA if present CC if no PA RO if no CC | Create a new Description of Assignment in UVP | Create DoA using existing template DoA (or writing from new by entering all assignment information). Copy content from word document DoA negotiated with host entity.<br><br>**Add funding information**<br><br>**For Quantum agencies**<br>Enter the costing information. UVP reviews and validates the information based on the project budgets from Quantum Finance and signals when there are errors.<br><br>Upload funding authorization.<br><br>Note that there are two types of Quantum agencies:<br>1. Quantum agencies using Quantum Project and Portfolio Management – UNCDF, UNWOMEN, UNU, UNV, UNDP<br>2. Quantum agencies *not* using Quantum Project and Portfolio Management – UNFPA, UNITAR, UNSSC<br><br>**For non-Quantum agencies**<br><br>Complete mandatory fields. The costing is automatically pre-populated.<br><br>Upload the completed and signed service request form, UMOJA financial authorization or memo (as applicable for the agency/mission).<br><br>Note : For missions, the FA is based on a costing sheet for the entire budgeting period and covers all budgeted UN Volunteers assignments. | SRF for all non-Quantum UN Entities<br><br>SRF for Quantum-UN Entities using Project and Portfolio Management (PPM): UNCDF, UNWOMEN, UNU, UNV, UNDP<br><br>SRF for Quantum-UN Entities *not* using Project and Portfolio Management (PPM) UNFPA, UNITAR, UNSSC<br><br>**Service request form (Switzerland only)** | UVP | **User must be logged in to host entity account to create a DoA.**<br><br>DoA can be marked as fully-funded during creation process.<br><br>Costing information must be valid at time of entry.<br><br>If no valid funding confirmation is provided by the HE, UNV FU or RO COA can be used as a temporary measure and updated before the assignment is filled.<br><br>For UNDRR fund confirmation must come from Regional Manager<br><br>**If a duty station is not available in the dropdown menu, follow the steps here.**<br><br>**Funding improvement-assignment funded by another entity**<br><br>It is possible to specify a different funding entity from the host with the new '**Select another funding entity**' field, streamlining the process of managing this funding scenario.<br><br>A dedicated guide is available for this scenario here. ,<br><br>Funding confirmation and update in UVP (link)<br><br>How to create an onsite DOA with many assignments (21 or more assignments) - link |
| 5.1 | PA if present CC if no PA RO if no CC | Choose reference check | Click on "Reference checks required" | | | This step is based on the requirement of the HE.<br><br>For further details, please refer to this guide. |

| Creating a fully-funded DoA in UVP |
| --- |

| FF | FU/RO | Create a new DoA in UVP | Inform the host entity that that the DoA has been selected by a full funding donor.<br><br>Create DoA using existing template DoA (or writing from new by entering all assignment information). Copy content from word document DoA negotiated with host entity.<br><br>For DoAs that have been selected by a full funding donor, the mobilization user must choose 'fully funded'.<br><br>Select the option to add the DOA to a specific batch. | | | The option to add the DOA to a general pool of FF DOAs is not currently functional and should not be used. |

## Recruitment methods

There are two ways to recruit UN Volunteers
- Competitive recruitment through advertisement
    a. Sourcing from outreach
     b. Sourcing from Talent Pool
- Non-competitive (direct recruitment)

Currently advertised and direct recruitment are the main methods of recruitment.  System limitations mean it is not currently viable to recruit solely using the talent pool.
Recruiters may supplement the applicant pool for an advertised assignment by searching the talent pool for suitable candidates and emailing them with a request to apply.

Procedures for direct recruitment are recorded separately in this SOP.

**Direct recruitment only**
Note that UVP functionality allows direct recruitment for host entity funded assignments only (FF is not currently supported).

| A | CC, PA, RPA | Discuss DR with recruiters | Prior to submitting DOA, discuss potential DOA and candidate match. | | | **Assignment eligibility**<br> - Emergency or exigent circumstances.<br> - Diversity and inclusion<br> - Contract conversion<br>**Candidate eligibility**<br> - Former online volunteer<br> - Former onsite volunteer<br> - Retired UN staff member<br> - Any other<br><br>UNV may request supporting documentation from the UN Host Entity for audit or any other purpose, and may reject any request for Direct Recruitment that, in UNV's sole determination, does not comply with UNV's policy and procedures relating to Direct Recruitment. |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| B | CC, PA, RPA | Share direct recruitment form | If candidate is known, direct recruitment policy should be followed, and paperwork completed.<br>Share direct recruitment form and policy with the host entity and guide them to complete the form. | Link to DR policy<br>Link to DR offline form | | |
| C | Head of office or deputy of host entity | Complete direct recruitment paperwork | Return completed direct recruitment form to UNV (CC, RPS, PA, RPA). | | | Head of office, Chief of Office or deputy level officer signs off is required |
| D | RPS | Sign off on direct recruitment | Sign direct recruitment form to confirm that all conditions of the direct recruitment policy are met, and that the candidate meets eligibility criteria. | | | RPS is accountable for direct recruitment compliance.<br><br>Recruiters are not responsible for ensuring compliance but may raise potential misuse of direct recruitment, such as underqualified candidates or blood relatives, to the compliance monitoring team in VSC. The compliance team will also undertake spot checks as required by the recruitment and selection policy. |
| E | FU/RO | Add candidate's information and change DOA to 'direct recruitment' and en | If direct recruitment form is complete and signed, switch to 'direct recruitment'.<br><br>Add direct Recruitment Candidate Details | How to add Direct Recruitment Candidate Details to DOA (step-by-step guide) | UVP | HE is to request direct recruitment outside of UVP in discussion with CC or RPS.<br><br>**This action must be done before the DOA is approved. It is not possible to switch between direct and regular recruitment *after* the DOA has been approved.** |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|

| | | | | | |
|---|---|---|---|---|---|
| ⚠ 6 | PA if present CC if no PA RO if no CC | Review and approve DoA | Review DoA text.<br><br>Review funding confirmation for onsite DOAs (costing and supporting documents)<br><br>Enter any changes on behalf of the host entity if needed via the 'edit DOA' related action.<br><br>Approve the DoA and funding information. Doing so confirms that the DOA meets requirements, is proofread and ready for VSC review. This also confirms that the funding information is confirmed and accurate.<br><br>Cancel DoA will end the process. This option becomes available when the DOA is approved.<br><br>One recruitment form can be used to be applied to multiple Direct Recruitment candidates within the same DOA. | UVP | **If a UNV mobilization user enters the draft DOA in UVP, the same user may 'approve'.**<br><br>The 'request edit' option is not relevant so long as UNV is entering DOA content on behalf of host entities. Mobilization users can use the 'edit DOA' related action if needed.<br><br>**Mobilization users** can now enter Direct Recruitment details without logging in as host entity users.<br><br>For Community Volunteers, the minimum number of volunteers should be 10 volunteers per batch. |
| 7 | CC RPS | Enter special requirements | In the comments box of the DOA in UVP, enter special requirements for the DOA. In some cases, requests must come from regional portfolio specialists as per policy. See guidance note below. | | UVP | |

**Additional DOA requirements**

Additional requirements should be as per the Recruitment and Selection policy for UN volunteers)
**Referee checks**
**Gender balance**
**Additional candidates in submission – RM approval for more than 10. Uploaded to document library with justification.  DOA approver can request up to 10 in consultation with recruiter.**
**Advertising window**

| | | | | | |
|---|---|---|---|---|---|
| Direct recruitment only | | | | | |
| A | PA if present CC if no PA RO if no CC | Direct recruitment candidate and ethics declaration | Request the details of the direct recruitment candidate for entry into UVP.<br><br>Enter the name and email address of the direct recruitment candidate and confirm ethics declaration and adherence to direct recruitment policy. Upload direct recruitment form provided by host entity once the candidate is shortlisted. | | UVP | This task can only be completed when logged in with host entity credentials (pending UVP improvement)<br><br>FU/RO continue to consult recruiters on candidate/DOA matching prior to DOA approval. |

| FF | OA FF | Fund approval | Confirm that donor has approved the DoA via the 'Confirm funding' related action. Confirm the task complete.<br>Notify RO and NYO that DOA step is complete. | | UVP | |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 8 | OA Recruiter | Review DoA | Review onsite DoA text description, tasks and requirements.<br><br>Review the comments box in UVP for special requirements.<br><br>Return to the mobilization user if edits are required or more consultation is required on special requirements or appropriate clearance is not obtained. | Guide to checking funding information and supporting documents | UVP | Use the 'request edits' option to return. Enter feedback in the comment box.<br><br>If edits are requested, the DoA enters 'Postponed' status. The mobilization user receives the 'Edit DOA' task and must re-approve. **No email is sent.** |
| 8.a. | OA Recruiter | Review the financial authorization | Review the financial authorization including authorized signatory for HE, modality, number of assignments, assignment period, proforma costs, length of assignment, and contract commencement date. | Step-by-step guide for requesting, returning and approving funding information updates for Quantum PPM agencies (UNDP, UNFPA, UNWomen) ([Link](#))<br><br>Step-by-step guide for requesting, returning and approving funding information updates for non-Quantum agencies ([Link](#)) | | If Service request form is not filled in a correct way, OA can return the form<br><br>The mobilization user receives a notification email when the operations associate confirms funding is updated in Quantum<br><br>In case of return of a funding updates, mobilization user receives email notification with comments. The returned reason is also visible directly within the task itself.<br><br>For detailed instructions on how to review funding information, please refer to the Step by step Guides below;<br><br>1. Operations User – How to review and confirm funding information in UVP<br>2. Operations VM User – How to return funding in UVP<br>3. Mobilization user – How to review 'Retuned funding information' in UVP<br><br>Other guides how to update funding in UVP |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 8b | PA if present CC if no PA RO if no CC | Edit DoA | If the recruiter pushes the DoA back for edits. Edit DoA and approve. Repeat steps 8 and 8a until ready to publish. | | UVP | Host entity should be consulted if requested changes are substantive.<br><br>Click 'edit form' in the related action menu to edit the DOA. |
| 9 | OA Recruiter | Choose clearances | Choose which clearances and advertising channels apply to the onsite DoA.<br><br>Clearances required before submission to the host entity:<br>- UN Electoral Assistance Division (EAD)<br>- Human rights (OHCHR) clearance<br>- Critical Incident Stress Management (CISMU)<br><br>Clearances required for the preferred candidate only<br>- UNHCR functional clearance<br>- UNHCR HR clearance<br>- OneHR check<br>- Conduct and Discipline Services (CDS) vetting<br>- Clear check<br>- Medical professional technical clearance (DHMOSH)<br>- Release for national staff in missions<br><br>Reference checks should be performed upon host entity request. Recruiters should check the comments box in the DOA for instructions and consult the field unit or regional office if they are unclear about host entity requirements. | | UVP | Advertising on UVP is currently the only automated sourcing channel.<br><br>Recruiters may add to or change selected clearances until the first recruitment clearance is triggered in UVP. This is either before submission to the host entity or after the candidate is marked as preferred depending on the clearances selected.<br><br>A candidate who has been summarily dismissed or separated from the United Nations System (UN System) for disciplinary reasons shall be barred from serving as a UN Volunteer for a period of time in accordance with the disciplinary measure imposed. |
| 10 | OA Recruiter | Publish DoA | Approve and publish if ready. DoA will be shown publicly in UVP and will be open for applications. | | UVP | DoA moves to 'In advertising' status. |

| | | Direct recruitment only | | | | |
|---|---|---|---|---|---|---|
| A | System (UVP) | Email direct recruitment candidate | Send email to direct recruitment candidate asking them to apply for the DoA. | | UVP | Only the candidate identified by the host entity will be invited to apply. The DoA will not show publicly on UVP but can be accessed with the link.<br><br>If candidate has not applied for the DoA, the CC, PA or RPA may need to follow up and guide them through account creation, profile completion and application processes. |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 11 | System (UVP) | Advertise on UVP | Post the DoA on the UVP home page for anonymous users and DoA tab for logged in users. | | UVP | The default advertisement duration is 14 days.<br><br>UN Host Entity may request UNV to set longer or shorter public advertisement periods.<br><br>If the advertisement is unsuccessful, HE can request to readvertise or extend advertisement period. Recruiters provide HE with expertise on best option. |

| Instructions for changing the advertisement duration in UVP | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| A | OA (recruitment) | Shorten advertisement duration | Click 'manage advertising' under related actions. Click 'stop sourcing.' Go to 'manage advertisement', click 'restart sourcing' select a new advertising end date. | | UVP | Requests for shorter advertisement window to be added to comments box of DOA by mobilization user |
| B | OA (recruitment) | Extend advertisement duration | Click 'manage advertising' under related actions. Click 'extend advertising'. Choose the new advertising end date. | | UVP | Requests for longer advertisement windows to be entered in comments box of DOA by mobilization user |
| C | OA (recruitment) | End advertising | Click 'manage advertising' under related actions. Click 'stop sourcing'. | | UVP | |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 12 | System (UVP) | Send alerts | Email links to the DoA to candidates who have set up matching alerts. | | UVP | New assignments are sent daily based on users' saved search filters. |
| 13 | CC, PA, RPS, RPA OA (recruitment) | Outreach | Disseminate link with host entity and remind them to share with networks, including candidates expected to apply.<br><br>Share through talent acquisition channels, social media and networks. | | | OA (Recruitment) also shares the link to the advertised DoA with the UNHCR HQ focal point |

| 14 | OA Recruiter | Search talent pool | The recruiter may supplement the applicant pool by searching the talent pool for suitable candidates and emailing them a link to the assignment. | Searching the talent pool<br><br>Using mass email feature | UVP | Candidates found via the talent pool still need to apply through the standard process. |
|---|---|---|---|---|---|---|
| 15 | Candidate | Apply for DoA | Apply for DoA. | | UVP | Link to related SOP<br><br>Candidate receives an automatic confirmation from UVP about the application with information on the recruitment process.<br><br>Candidates must disclose to UNV all family members serving within the UN System. The disclosure is not limited to spouse or partner, father, mother, son, daughter, brother, or sister, but also extends to any other family relationships. Any changes to an individual's family relationship with another person serving within the UN System that would fall within the definition of family relations must be disclosed as soon as the relationship is known.<br><br>If the candidate has not disclosed that he/she was related to an individual serving within the UN System, irrespective of the nature of the family relationship, this may constitute a basis for withdrawing the Offer or terminating the UN Volunteer assignment.<br><br>The message below will pop-up if the volunteer has more than 3 months left to complete the current assignment - "*More than 3 months left in an onsite assignment*" - The '90-day rule' for serving UN Volunteers |
| 16. | Candidate | Choose referees | Choose referees by clicking "Referee confirmation" button | | | The candidate can choose either 'professional' or 'academic referees. The detailed guide is available here.( How to add referees to your UNV profile – guide for candidates) |

# Candidate Identification and Selection

| Applicability | All Onsite UN Volunteers |
|---|---|
| Last updated | June 2024 |

**Candidate Identification**

# Candidate Selection

**Legend:**

- OA recruitment
- Referee
- Clearance body
- Candidate
- OA Deployment

- Action outside of systems
- Performed on behalf of host entity by UNV

**Flow:**

Candidate is selected → Reference checks needed?

- **Yes** → Trigger reference check → Complete reference → Review referee feedback
  - **Positive** → Post-selection clearances needed?
  - **Negative** → Discuss with FU/RO and HE
- **No** → Post-selection clearances needed?

Post-selection clearances needed?

- **Yes** → Send candidates for clearance → Review candidate(s) → Update personal info task (loops back)
- Review candidate(s) → Review clearance outcome and update status → Cleared
  - **No** → End process for the candidate
  - **Yes** → Validate profile info → Issue offer

Update personal info task → loops back to Candidate is selected

*Note: To avoid real or perceived family influence or conflict of interest, certain family relations of a given candidate who are serving in the UN System, namely the candidate's spouse or partner, father, mother, son, daughter, brother, or sister, will not be permitted to participate in the recruitment and selection process nor to have any reporting line to the candidate.*

**System to validate costing at different process stages in UVP**

There will be a system check if the costing is still valid at the following points in the workflow:

- Candidate submission
- Ready to issue offer
- Issue offer
- Issue contract
- Hire volunteer

If the costing is no longer valid at any of the above stages:

1. An email is sent to the Mobilization user to inform that the costing is no longer valid
2. A Task is created for the Mobilization user to Provide/Update valid costing
3. The Funding Information section shows that the costing is no longer valid.

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | Candidate | Apply for a DoA | Apply for DoA. | [Registration and application SOP](#) | UVP | Candidate receives an automatic confirmation from UVP about the application with information in the further recruitment process. For direct recruitments, only the candidate identified by the host entity will be invited to apply. Otherwise, all recruitment steps remain the same. UNV will not require any break in service under any contract for candidates applying to serve as a UN Volunteer. |
| 2 | Talent API | Rank applied candidates | The artificial intelligence (AI) scores and ranks applicants as they apply | | UVP | |
| 3 | OA Recruitment | (If needed) update recruitment clearances and/or reference checks | Update which recruitment clearances apply to the DoA | Recruitment clearance guide | UVP | Recruiters may add to or change selected clearances until the first recruitment clearance is triggered in UVP. This is either before submission to the host entity or after the candidate is marked as preferred, depending on the clearances selected. |
| 4 | OA Recruitment | Shortlist candidates | Review candidate profiles and create shortlist (minimum 3 and maximum 5 candidates) | | UVP | Creating a shortlist in UVP does not submit to the host entity. It is only a step to narrow down the applied list. |

| | | | | | OA recruitment to check the candidate's contract status before shortlisting. Make sure that the candidates are not serving or marked as preferred for another assignment. |
|---|---|---|---|---|---|
| FF | OA FF | Clear candidates with donor | Some donors (France, Ireland) request to clear candidates before they are submitted to the host entity. Send the list of proposed candidates to the donor focal point for review. | | Email | |
| 5 | OA Recruitment | Submit candidates to host entity | From the shortlist, choose the candidates to be submitted to the host entity.<br><br>If recruitment clearances are required for the assignment before submitting to the host entity, go to 5.1. If no clearances are selected, UVP will proceed to step 6. | Guide to checking if a candidate has received an offer or time left in current assignment. | UVP | Recruiters should submit 3-5 shortlisted candidates.<br><br>Candidates should not be submitted if they have accepted an offer for another assignment or have more than 3 months in a current UN Volunteer assignment.<br><br>If a pre-submission clearance is needed for the assignment (Electoral, human rights, CISMU) UVP will not submit candidates immediately. They will move to the 'clearance' tab.<br><br>For UNDRR assignments, notify Geneva-based HR focal points of candidates submitted. |

**Gender balance in shortlisting**

UNV aims to achieve gender balance of UN Volunteers across all deployments.

**If there are fewer than 3 viable candidates when advertising window closes**

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 5a | OA recruiter | Recommend recruitment action | Email the CC and RPS to recommend next recruitment action:<br>- Supplement from talent pool<br>- Extend the advertising window<br>- Rework the DOA and readvertise<br>- Cancel the DOA | | Email | |
| 5b | RPS | Decide on recruitment action | Consult host entity and then notify recruiter on how to proceed. | | Email | |

| 5c | OA recruiter | Extend, readvertise, cancel | Take the action decided by the RPS | | UVP | Mobilization user to include the reason of extension, readvertisement and cancellation in the comment box of DOA. |
|----|----|----|----|----|----|----|

**Pre-submission clearances**
**Electoral clearance, human rights clearance and CISMU**

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|----|----|----|----|----|----|----|
| 5.1 | OA recruitment | Send submitted candidates for clearance | Send email to clearance body with candidate/applicant data as per clearance body requirements. | Links to each clearance requirements | Email | Clearances begin in 'pending' status. Once the clearance is confirmed as requested, the status changes to 'requested' and is marked with the date. |
| 5.2 | OA recruitment | Record requested status | Record that this has been requested via the 3-dot menu and select 'view recruitment clearances' | | UVP | |
| 5.3 | Clearance/vetting body | Review submission list | Review clearance and notify OA Recruiter. | | None | |
| ⚠ 5.4 | OA Recruitment | Review clearance outcomes and update status | Review clearance and record outcome.<br><br>If clearances not passed, submit more candidates for clearance, if available. If all cleared, submit to host entity. | | UVP | Status changes from 'requested' to 'Cleared' or 'Not cleared'.<br><br>In the 'clearance' tab of UVP. Click the 3-dot menu and select 'view recruitment clearances' to record the outcome. |
| 5.5 | OA Recruitment | Submit to host entity | Confirm clearances.<br>This triggers emails to the host entity (currently redirected to mobilization users) and the candidate. | | UVP | Under the 3-dot menu for each candidate select 'confirm clearances'.<br>Status of the candidate changes to submitted. |

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|----|----|----|----|----|----|----|
| 6 | PA if present<br>CC if no PA<br>RO if no CC | Forward profiles to host entity | Under each candidate profile page, download each PDF and attach to an email to the host entity hiring manager with instructions to return the results via email. | | UVP, Email | Each submitted candidate generates a dashboard task in UVP and a separate email. |
| 7 | Host entity | Review submitted candidates | Review the candidates provided by UNV. Decide on who will be assessed further. Advise FU/RO which candidates will not be assessed (not suitable for interview) | | Email | |

**If host entity wants more candidates**

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|----|----|----|----|----|----|----|

| | | | | | | |
|---|---|---|---|---|---|---|
| A | Host entity | Request additional candidates | Request additional candidates through FU/RO contact with reason for submission return. | | Email | HEs may request up to 10 candidates without justification. If more than 10 are requested, justification should be provided. |
| B | RPS | Notify VSC of next recruitment action | Discuss with recruiter if more viable candidates are available in the longlist. Then decide to either:<br>- Rework and readvertise the DOA<br>- Provide more candidates from longlist<br>- Cancel the DOA | | Email | DOA approver to consult recruiter outside of UVP prior to request. Enter request for up to 10 candidates in the comments box of the DOA |
| C | OA Recruitment | Re-submit | Depending on RPS decision:<br>- Submit additional candidates, if available<br>- Readvertise the DOA | | Email, UVP | |

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 8 | PA if present CC if no PA RO if no CC | Mark candidates as 'not assessed' | If host entity advises that some submitted candidates will not be assessed further, i.e. not suitable for interview, choose the option 'Decline without assessment'. | Review candidate and record assessment guide<br>- Interactive<br>- Web<br>- PDF | UVP | If a candidate becomes unresponsive but has not withdrawn, the case should be referred to the service desk who can withdraw on the candidate's behalf.<br><br>This removes the candidate from the assessment process and gives them 'not assessed' status. This action cannot be undone.<br><br>The candidate is sent an automated email to confirm they are no longer in contention. **Candidate will not be notified if this step is not completed.** |
| 9 | HE | Conduct candidate assessments | Conduct assessments as per recruitment policy e.g. interview, written test, desk review depending on host entity preference.<br><br>Record outcomes. One form per candidate. | Assessment response form | Offline | PA in field unit may assist host entity with arrangements but UNV inclusion in interview panels is not mandatory. Interviews are not mandatory if a fair process is followed in line with host entity policies. |
| ⚠ 10 | HE | Report assessment outcome | Share assessment outcome with FU/RO. Include preferred, waitlisted and not recommended candidates as well as any candidates not assessed (if not done already). | Link to guide<br><br>Candidate assessment response form | Email | UNDRR sends the selection documents to RM as per UNDRR workflow. RO to inform VSC.<br><br>Other supporting documentation can be provided but not essential if host entity wishes are clear.<br><br>Waitlisted candidates are any candidates who were recommended but were not the number one candidate. Candidates can be converted from 'waitlisted' to 'preferred' in case the preferred candidate withdraws. |

UNHCR only

| | | | | | | |
|---|---|---|---|---|---|---|
| A | UNHCR Field Office | Send assessment outcome to APRS | Send the interview reports and recommendation for recruitment of selected UN Volunteers in order of preference, original shortlist, DoA and factsheets to APRS **cc UNV FU/RO into email** | | Email | Copying the UNV field unit into the communication is essential for the upcoming steps. FU/RO should record the UNHCR FO message in UVP. |

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| ⚠ 11 | PA if present CC if no PA RO if no CC | Record assessment outcomes in UVP | Record assessment outcomes via 'Review submitted candidates' task. Ensure that all submitted candidates have a result recorded: Preferred, waitlisted, not assessed or not recommended. | Link to guide | UVP | Choosing 'preferred' sends an email to the candidate and generates a task on their dashboard to update their personal information. Candidates not recommended receive an email informing them that their candidacy has ended. |

| | | | | | | |
|---|---|---|---|---|---|---|
| **UNHCR only** | | | | | | |
| A | OA-Recruiter | Request HR/functional clearance | Complete the task for the preferred candidate "Request UNHCR HR clearance", "Request UNHCR functional clearance" | | UVP | List of IUNV profiles that require functional clearance. <ul><li>Health</li><li>Nutrition</li><li>Energy</li><li>Civil Engineer</li><li>CCM Cluster</li><li>Site Planner</li><li>Settlement Planning</li><li>Shelter, Shelter (Cluster)</li><li>Fleet</li><li>WASH</li><li>Public Information</li></ul> For other profiles, choose the option in UVP "non applicable" for functional clearance. |
| B | APRS | HR clearance/Inform UNV HQ | Facilitate the HR and functional clearance within UNHCR | | Offline | |
| C | APRS | Confirm clearance | Approve or rejects necessary clearances ("Functional" and/or "HR clearance"). Positive "HR clearance" triggers OneHR clearance through UVP integration with OneHR. Negative "Functional / HR clearance" is recorded by APRS. OA VR informs candidate about negative clearance. OA VR and UNV FU mark the next candidate for Functional clearance | | UVP | |
| D | OA Recruiter | Mark HR/functional clearance | Mark "Cleared" or "not cleared" in manage recruitment clearance action. | | UVP | |
| D | OneHR | OneHR clearance | Process OneHR clearance *(OneHR clearance is triggered automatically after the UNHCR APRS completes HR and functional clearances.)* | | UVP | All National UN Volunteers assignments with UNHCR undergo regular reference checks from UNV. |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | | Reference verification for all International volunteers deployed to UNHCR is done by OneHR.

OneHR checks are not applicable for National UN Volunteers or International UN Youth and University Volunteers. | | | The DOA required degree and work experience can be verified first instead of verifying all degrees and 10 years of professional experience to allow the recruitment process to progress faster. OneHR will still do the exhaustive verification in a second stage. If only bachelors is required in the DOA then this is checked first and if candidate indicated any further degrees on his/her application, checks will be done later. Focus on checking minimum degrees and relevant required work experiences first.

In the case of Fully Funded assignments, OneHR costs need to be absorbed by UNHCR. |
| ⚠ E | OA Recruiter | Review OneHR clearance | Receive an email from OneHR reference verification with a link to inspira once the clearance is processed.

Review the feedback in Inspira

Mark OneHR cleared/not cleared

Upload the clearance documents in the candidate's document library. | | | It is possible to mark OneHR clearance in UVP after offer is issued. Candidates may be deployed without OneHR clearance but the clearance should be secured within 6 months of the assignment start date and if a contract extension is requested. |

| | | | | | |
|---|---|---|---|---|---|
| 12 | Successful candidate | Update personal information | Complete the 'complete profile' task.<br>• Update academic qualifications<br>• Add an emergency contact (if not already entered)<br>• Upload passport copy (if not already uploaded)<br>• Confirm closest airport (or no travel)<br>• Dependent information | UVP | Candidates get reminder from UVP after 3 days if they take no action on this task.<br>Supporting documents for dependents are to prove the relationship to the candidate (not ID documents). E.g.<br>- Spouse – marriage certificate<br>- Child – birth certificate |

**Note: Candidates withdrawing in the 'preferred' status in UVP.**

Candidate can withdraw when in the 'preferred' state in UVP. The Mobilization user, and the candidate receive a notification email in the same scenario. Recruiter and OA VM receive a task to review the withdrawal.

Recruitment and Operations VM users and VSC Team Leads can now withdraw the candidate when the assignment is at the preferred and offered states.

If there is suitable candidate on the waitlist, they should be promoted to preferred in the first instance.
If there are no candidates on a waitlist, the field unit or regional office to consult with the recruiter and host entity and decide on one of the following options.
- Go back to the shortlist and submit more candidates
- Re-open the recruitment
- Cancel the recruitment

Field unit (if present) or regional office to advise OA Recruiter of how to proceed if no waitlisted candidates are available. If recruitment is to be cancelled, the FU/RO cancels the DOA.

Withdrawn tab and previous status column

This tab under the 'candidates' screen of the recruitment process in UVP shows which candidates have withdrawn and where they were up to in the recruitment process when they withdrew. Click here for screenshots and for instructions to add a column to a table.

Choosing a waitlisted candidate as preferred

The mobilization user (country coordinator or programme assistant, if present, or regional programme assistant) can promote a candidate from the waitlist to become the preferred candidate. The OA-Recruiter will be able to perform final clearances (if needed) and issue the offer.

In case of withdrawal for UNHCR assignments

UNHCR APRS will not be automatically notified if a candidate declines. The OA Recruiter needs to trigger new HR clearance.

## Reference checks

Candidates must provide at least three references to be considered for any UN Volunteer assignment. Reference checks will be conducted at the request of UN Host Entities, who will determine the nature of referees, whether professional and/or academic. Referees may be asked to provide UNV verifications as to the candidate's credentials, including educational background, employment history, and questions concerning competencies and behavior.

Recruiters should consult the field unit or regional office if they are unclear about host entity requirements. Recruiters should consult the field unit or regional office if they are unclear about host entity requirements. **Reference checks for UNHCR international assignment expert and specialists are performed by OneHR. For UNHCR NUNV assignments and international youth the references are performed by UNV.**

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| A | OA Recruiter | Trigger reference check in UVP | If required by host entity, perform the task "request reference". <br><br> Under related actions, choose 'Manage recruitment clearances' and mark that the reference check was requested. | Interactive step-by-step guide to complete reference checks in UVP <br><br> Web-based guide <br><br> More information about reference checks | UVP | UVP sends an email to referees named in the candidate's profile <br><br> The email has a link to an online reference form for the referee to complete. <br><br> The reference check status changes to 'requested' when marked under related action. |
| B | Referee | Complete reference | Click on, or copy/paste the link in the reference request email, complete the form and submit. | | Email UVP | The recruiter receives an email when all references are submitted. <br> The referee feedback is saved under the candidate profile. |
| ⚠ C | OA recruiter | Review referee feedback | Review referee feedback. Recruiter will receive an email when all sent reference requests are returned by referees. <br><br> If referee feedback is positive, mark the reference check as cleared. <br><br> If referee feedback is negative, decide to either: discuss the information with the host entity or recommend to the host entity to not continue with the candidate. | | UVP | References responses are shown on the candidate's profile page in UVP. |

## Post-selection recruitment clearances

| | | | **Conduct and Discipline Services (CDS) vetting, Medical professional technical clearance (DHMOSH), release for national staff in missions (** | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
| A | OA recruitment | Send submitted candidates for clearance | Send email to clearance body with candidate/applicant data as per clearance body requirements. | Links to each clearance requirements | Email | |
| B | OA recruitment | Record requested status | Mark that this has been sent under the 'manage recruitment clearances' related action. | | UVP | |
| C | Clearance/vetting body | Review submission list | Review clearance and notify OA Recruiter. | | None | |
| ⚠ D | OA Recruitment | Review clearance outcomes | Review clearance and record outcome using the related action in UVP called manage recruitment clearances.<br><br>If clearances not passed, notify field unit and host entity of failure and discuss options.<br><br>If all cleared, proceed with next steps. | | Email, UVP | |
| E | OA Recruitment | | Once recruitment formalities have been completed OA recruiter will inform OA Deployment to proceed with next steps leading to issuance of offer. | | Salesforce | |
| | **Note that there is a separate process for clear checks which is performed monthly, in bulk. Recruiters may proceed with offer issuance (next step) without confirming clear check.** | | | | | |
| | **Tasks for 'request UNHCR HR clearance' and 'request UNHCR functional clearance' appear in UVP for all assignments, even if the host entity is not UNHCR. If these clearances are not needed, choose 'not applicable' to clear the tasks. This is optional.** | | | | | |
| | **Recruitment of medical personnel for UN Clinics should follow section III of** Guidelines on UN Clinics as well as the Standard Operating Procedures on Recruitment of Medical Personnel in UNDP administered Clinics | | | | | |

| | | | **Workflow for selection and technical clearance of medical professionals to be based in UN Missions** | | | |
|---|---|---|---|---|---|---|
| OA | Submit medical profiles | | Submit medical profiles to Health Services (HS) in the requesting mission | | Recruiter | |
| MHS | Medical professional interview/assessment | | Completes interviews/assessments | | | |
| MHS | Request for medical credentials | | Requests successful candidate(s) to provide certification documentation | | | Email |
| MHS | Submit credentials | | Sends documentation to Medical Services Division (MSD) in New York for clearance | | | Email |

| | MHS | Confirmation of credentials | | Sends confirmation of MSD technical clearance to VSC as evidence of certification and to trigger the issuance of offer. | | | Email |
|---|---|---|---|---|---|---|---|

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| ⚠️ 13 | OA recruiter | Validate profile information/ verify academic qualification/ diploma | Confirm the candidate has uploaded their passport (IUNV) or identity document (NUNV) and that the name in this document matches the name in their UVP profile. Request edits from candidate, if required, by email<br>Review and validate the academic qualification/diploma<br><br>Trigger COVID vaccine card (UNICEF only) | | UVP/ email | |
| 13.1 | OA Deployment | Review documents | Verify academic qualifications as well as dependent certificates (Only official birth/marriage certificates are valid).  Also check candidate's contract status<br><br>OA to also make sure that the financial authorization is aligned with DoA duration/funding allocation and obtain vaccination card (for UNICEF only). | | | |

**Offer issuance for Special Programme Initiatives (SPIs) and exceptions**
Some SPIs or individual exceptions require the offer letter to be edited before issuing. In such cases, the following step applies
This instruction should also be included in the implementation guide for each SPI

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| A | PA if present<br>CC if no PA<br>RO if no CC | Notify recruiter of change to offer | Create a case in Salesforce with the following information:<br><br>- UVP assignment ID<br>- Volunteer name<br>- Change(s) required to offer<br>- Link to details of exception/SPI e.g. implementation guide or approved memo<br><br>Assign to the OA recruiter responsible for offer generation and tag them in a comment. | SPI implementation framework | Salesforce | |

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| | | | | | | |

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 14 | OA Recruiter | Handover to Deployment Team | Click on a task "Ready to Offer" to facilitate the handover of selected candidate workflow from recruitment to deployment | Volunteer Recruitment and Deployment (sharepoint.com) | | The task "Ready to offer" appears on the Operations recruitment user dashboard and should be used when the recruitment process is completed. This replaces the current practices of creating salesforce cases. |
| ⚠️ 14.a | OA Deployment | Issue Offer | Perform 'select and issue offer' task.<br><br>Confirm that offer details are correct.<br>Pay special attention to the following:<br>- Candidate name<br>- Duty station<br>- Monthly living allowance, especially countries that have more than one VLA step for national UN Volunteers<br>- Entitlements, especially those that may be affected by an exception or special programme initiative<br><br>Make live edits to template before sending in cases of special initiatives, exceptions or additional entitlements such as exceptional well-being differential and duty station wide accommodation supplements.<br><br>Add any special instructions to the candidate email if needed.<br><br>Triggers email to candidate. | | UVP | All final clearances such as technical clearance for medical professionals, technical clearance for Staff Counsellors, HR and functional clearance for UNHCR, release for national staff in missions, reference checks when applicable to be obtained **before performing the task**. UVP will raise a warning but will not block offer issuance. Clear check is done monthly, in bulk and is therefore not required prior to offer issuance.<br><br>*If the candidate is serving in an onsite assignment and has more than 3 months left in their contract, they should not be considered for another assignment.* |

**Clear check process**
The final selection of a UN Volunteer is subject to screening and vetting of the individual's personal details against entries in the Clear Check Database. If UNV confirms that the individual under recruitment appears in the database, the individual will no longer be eligible for recruitment by UNV.
**As the checks are currently only done monthly, the recruitment process can proceed without a clear check but must be stopped immediately if a match is discovered.**
Link to clear check SOP

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| A | ICTS Systems Development Specialist | Create uncleared list | From the UVP database, create a list of all candidates marked as preferred in the previous month who are not already cleared and have not withdrawn, declined or cancelled. | | UVP | |
| ⚠️ B | Clear Check focal point | Upload excel to clear check database | Upload the excel file to the clear check database to compare candidates against records. Database will return either 'no match' or 'possible match'. Possible matches should be examined individually to confirm if the candidate is really a match with the person in the database. | | Excel Clear check | |
| C | Clear Check focal point | Return excel with outcomes | Return excel file with all cleared candidates to ICTS systems development specialist | | Excel Email | |

| | | | | | | |
|---|---|---|---|---|---|---|
| D | ICTS Systems Development Specialist | Bulk clear candidates in UVP | Perform a bulk update to change the statuses of cleared candidates to 'Cleared' and ensure that the check task has been completed successfully for candidates. | | UVP | |
| **In case of clear check match** | | | | | | |
| A | Clear check focal point | Inform candidate | Send templated letter to the candidate, notifying them that they are no longer under consideration for the assignment. | Letter template | Email | |
| B | Clear check focal point | Mark not cleared and tag | Mark the candidate as clear check not cleared and apply the 'TBR' tag to the candidate profile | | UVP | |
| C | OA recruitment OA VM OA TL | Stop recruitment process | Depending on stage of recruitment the offer may need to be rescinded, contract revoked or assignment ended. | | | |

| # | Responsible role | Process step | Step description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 15 | Preferred candidate | Review the offer | Review the offer and either accept or decline. Candidate can accept the offer by clicking on "**Accept**" or decline by clicking "W**ithdraw**".<br><br>UNV may withdraw the offer if not accepted within 3 days. | Review offer guide | UVP | Candidates who decline the offer are requested to provide a reason.<br><br>An extra copy of the offer is added to the document library with the date it was accepted. The candidate may print and sign the offer if needed. |

| | | | | |
|---|---|---|---|---|
| **Candidate declines the offer** | | | | |
| A | OA Deployment | Respond to declined offer | If the candidate declines the offer. Follow the steps under this note | Deployment users will receive a dashboard task if a candidate declines an offer.<br><br>The task is called 'Candidate withdrawn'. This is a notification only. Completing the task performs no action. Mobilization users will receive a notification email.<br><br>If the candidate withdraws but does not decline the offer, they will need to be unlinked from the assignment manually. This can only be done by service desk Level 3 and should be channelled through salesforce. |

| | | | | |
|---|---|---|---|---|
| **Candidate is non-responsive** | | | | |
| A | OA Deployment | Withdraw offer | If the candidate is non-responsive to an offer, the recruiter may withdraw the offer.<br><br>Recruiters may withdraw and offer 3 days after issuance. However, recruiters also have | Candidates cannot be withdrawn from the assignment in the UVP user interface. This can only be done by service desk Level 3 and should be channelled through salesforce. |

| | | | discretion to give more time in consultation with the FU, RO and HE. | |
|---|---|---|---|---|

# Candidate Pre-assignment

| Applicability | All UN Volunteers |
|---|---|
| Last updated | September 2024 |

## Pre-assignment process for International UN Volunteers



**Legend:**
- FU/RO
- Action outside of systems
- UN Volunteer
- 3rd Party
- OA Vol Mgmt
- Host entity

Tasks marked with a * require approval by OA VM before workflow continues

**Process steps:**

- Accept offer
  - Indicate travel plans*
  - Upload visa information*
  - Upload 3x mandatory course certificates
  - Upload beneficiary form*
  - Enter bank details in UVP* → Confirmed by GSSU
  - Medical clearance form to UNOG → Medical form task in UVP → Cleared by UNOG

Travelling?
- Yes → Travel quote process in salesforce → Travel payment in UVP (invoice) → Upload travel ticket*
- No → Security clearance*

Mob. user confirm start date via task

Entry lump sum payment process (1st 1/2) → Generate contract → Accept contract

## Pre-assignment process for National UN Volunteers
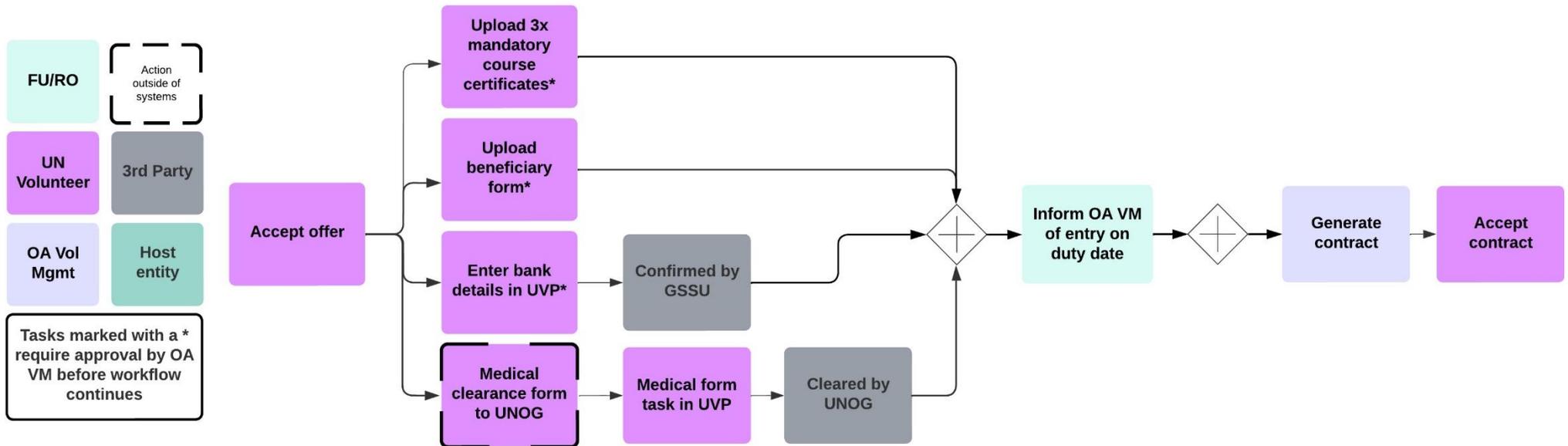


Key policy points:

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | Candidate | Review the offer letter | Review the offer letter saved in the UVP document library.<br><br>Accept the offer in UVP. | Step-by-step guide:<br>- Interactive<br>- Web<br>- PDF | UVP | If the candidate declines the offer, follow the steps under this note. |
| In cases where the UN Volunteer declines to take up assignment after signing the Offer or the Contract, they will be required to refund to UNV any amounts that have already been disbursed (such as Entry Lump Sum, cost of travel to the duty station, etc.). If they do not refund the sums disbursed, they will be excluded from future opportunities to be a UN Volunteer, information on outstanding debts may be disclosed to other UN entities, and appropriate legal steps may be taken to recover outstanding debts. ||||||| 
| For UNHCR and UNICEF only: UNV candidates who have not yet been vaccinated for Covid-19 and who may not have access to a vaccine in their country of residence, the host entity will facilitate access to vaccination as soon as possible. How this will be facilitated and the impact it may have on their start date will be considered case-by-case.<br><br>For UNDRR assignments only: VSC to keep Geneva based UNDRR focal points informed as per UNDRR workflow |||||||

## *Candidate pre-assignment tasks*

## Pre-assignment process overview

Once the candidate accepts the offer, UVP sends 2 automated emails:
1. General pre-departure instructions
2. Instructions to complete the medical clearance

OA Volunteer Deployment should check the pre-assignment tab in UVP regularly (with country filters applied) to check for candidates who have recently accepted the offer. The candidate's pre-departure process can be monitored in UVP using the activity log on each assignment details page or the 'progress tracker' on the assignment tab list view.

When the candidate accepts the offer, they are given tasks on their UVP dashboard to complete as follows:
- Enter bank details in UVP
- Confirm medical form sent to UNOG
    - Medical clearance confirmation from UN Medical Services is sent through an integration between Earthmed and UVP. This clearance is needed to continue the pre-assignment process.
- Upload beneficiary form*
- Upload mandatory course certificates*
    - BSafe
    - Prevention of Sexual Exploitation and Abuse
    - Prevention of Harassment, Sexual Harassment and Abuse of Authority

In the case of community volunteers, due to difficult circumstances (language, internet and computer access, literacy level etc.) UN Community Volunteers cannot complete mandatory courses then the Host Entity is responsible to provide the same information in a more accessible form (briefing, training workshop) and request that UN Volunteers sign the document (sample document [here](#)) on understanding the course content. Host entities are free to the design the form in local language that is understandable by UN Volunteers. UN Community Volunteers, like other UN Volunteers should complete UNV online mandatory courses within first 4 weeks of their assignment. The signed documents need to be uploaded in each Volunteer profile in UVP by UN Community Coordinator or Field Unit Programme Assistant.

The process can be automated in mass recruitments by preparing one sample document with the name of all UN Volunteers and signatures and submit to UNV ICTS (or VSS) to upload in all volunteer profiles on one go.

International UN Volunteer candidates only
- Upload proof of visa/government clearances*
- Indicate travel date or that travel not required
- Upload travel ticket (if travelling)
- Upload security clearance*
- GSSC Kuala Lumpur enters the candidate's banking information in Quantum supplier module and completes their task in UVP to confirm.

Tasks marked with a **\*** have a corresponding task for the operations associate (volunteer deployment) (OA VD) to confirm or reject the task completion.

**Medical clearance (all onsite assignments)**

When the candidate accepts the offer, UVP sends the candidate's profile information to EarthMed. Earthmed is the system operated by the United Nations Office in Geneva (UNOG) Joint Medical Service for the processing of medical clearances.

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| A | Candidate | Complete medical form | Fill in the MS3 form and send to Medical Services in Geneva by email. unogmedicalservice@un.org | MS.3 form | Email | It is critical that the information written on the MS.3 form matches the information pushed from the UVP profile to EarthMed. Otherwise, the clearance process may fail. <br><br> Additional instructions apply to candidates serving in Ukraine. See here |
| B | Candidate | Complete 'Medical form sent to UN Medical services' task | Complete the task to confirm medical clearance form sent. | | UVP | This task is not linked to the clearance process. It only notifies UNV that the form is with UNOG for processing. |
| C | UNOG Medical Service | Request further information | If further information is required for medical clearance. Mark status in EarthMed and request information from candidate by email | | Email | |
| ⚠ D | UNOG Medical Service | Grant medical clearance | Enter medical clearance outcome in EarthMed. | | Earthmed | The result is saved in the UVP history log. <br><br> Candidate, mobilization user and OA VM all receive a confirmation email when the candidate is medically cleared. |

**Adding bank details (all onsite assignments)**

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| A | Candidate | Enter banking info in UVP | Complete banking information task available under dashboard. User is taken to banking entry page. Complete form and submit. | How to enter banking information: <br> Interactive version <br> web-page version <br> PDF version | UVP | User should not complete the task on the assignment detail page. |
| ⚠ B | GSSC UNV | Create Quantum supplier profile (IUNV only) | Check UVP dashboard for task to create supplier profile in Quantum supplier module. <br><br> Once created in Quantum, confirm entry using task in UVP. <br><br> Request additional information or feedback from candidate in UVP if needed. <br><br> Add supplier number in banking page of UVP. | GSSC UNV data entry process SOP | UVP, Quantum | Requests to create a supplier in Quantum for NUNVs are triggered by the OA in UVP only if needed for exceptions. The candidate must enter bank details in UVP before the OA triggers the task. <br><br> For National UN Volunteers, GSSC UNV receives the notification when UN Volunteer is hired in Quantum to enter banking information in Quantum HCM. |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | For NUNV the supplier profile should not be created before hiring unless required for an exception. If the profile is created, the same workflow follows.<br><br>Supplier profiles that result from this process are part of a common database and can be used by the host entity for other payments not related to UN volunteers' entitlements.<br><br>The payment related to volunteers' entitlements will be processed by UNV. Other entitlements such as mission travel, DSA etc. will be processed by the host entity. |

**Important banking notice for new hires for telecommuting UNHCR volunteers**

If GSSC UNV team adds the banking details after the telecommuting action has been added in Job Data, GSSC UNV should ensure to update the source bank under Organizational Payment Methods (OPM) for salary payment. Exceptions may apply when the source bank cannot pay to UN Volunteer to the volunteer's beneficiary bank.

**Mandatory learning**

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| A | Candidate | Complete mandatory learning | Complete courses in eCampus.<br><br>• Prevention of Harassment, Sexual Harassment and Abuse of Authority<br>• Prevention of Sexual Exploitation and Abuse of the Local Population (PSEA)<br>• BSAFE<br><br>**New mandatory Course for UN Volunteers in Ukraine - Basic First Aid Course (BFAC)**<br><br>• UNV disseminate short booklets and longer document on BFAC to candidates/volunteers in Ukrainian / Russian languages<br><br>• UNOG accepts that volunteers complete studying the short booklet before submitting medical clearance | | e-campus | The following mandatory courses are to be completed upon registration and prior to commencement of service. Certificates for the following UNV mandatory e-courses are valid from the release date of the latest version and have no expiration date.<br><br>• Prevention of Harassment, Sexual Harassment and Abuse of Authority<br>• Prevention of Sexual Exploitation and Abuse of the Local Population (PSEA)<br>• BSAFE<br><br>Courses to be completed upon registration, and latest within one month of commencement of service.<br><br>• E-learning modules on UNV Conditions of Service including Know your obligations and rights<br>• Ethics and Integrity<br>• Volunteer for Sustainable Development Goals |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | | • Volunteers should indicate in the medical clearance form (next to the signature filed – "UNBFAC completed on XX/XX/XXXX) that they have studied and understood the content of the booklet. | | | Upon registration, and latest within three months of commencement of service <ul><li>Information Security Awareness</li><li>Cultural Awareness and Working in Multi-Cultural Environments</li><li>I know Gender including Volunteerism and Gender</li><li>UN Human Rights Responsibilities</li><li>Disability Inclusion: building an inclusive and accessible United Nations</li><li>Greening the Blue</li></ul> <u>UN personnel and partners</u> <br><br>The United Nations Implementing Partner Protocol Working Group (IPPWG) together with the United Nations International Computing Center (UNICC) launched digitized resources for UN personnel in the UN Partner Portal (UNPP). <br><br>The below resources are available in a library. <br><br>a. Inter-agency PSEA Implementing Partner Protocol Resource Package (including guidance on interagency coordination and a methodological guide for assessing partners) <br>b.Resources to support PSEA capacity strengthening <br>c.PSEA Module User Guides and Resource Materials. <br><br>For more details, please find the link (Memo). |
| B | Candidate | Upload course certificates | Upload the certificates via the dashboard tasks and assignment detail page. <br><br>1 certificate per task. | | UVP | |
| ⚠ C | 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. | | UVP | |

| | For UN Volunteers serving in Ukraine only – Basic First Aid Course (BFAC) | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| i | UNV Ukraine field unit | Share BFAC documents | Disseminate short booklets and longer document on BFAC to candidates/volunteers in Ukrainian / Russian languages | | Email | |
| ii | Candidate | Complete mandatory basic first aid course | Complete reading material | | | |
| iii | Candidate | Mark as complete in MS3 form | Indicate in the medical clearance form (next to the signature filed – "UNBFAC completed on XX/XX/XXXX) that you have studied and understood the content of the booklet. | | | |
| ⚠️ iv | UNOG | Check compliance | UNOG confirms as part of medical clearance that the candidate has studied the course content. | | | |

| Upload beneficiary information | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| A | Candidate | Complete beneficiary form. | Download and complete beneficiary form. Sign form. | How to complete and upload a beneficiary form: Interactive version Web-page version Form link | Word | Beneficiary forms may be signed electronically in line with the UNV records management and UNDP electronic signatures policies. |
| B | Candidate | Upload beneficiary form | Upload via the dashboard task. | | UVP | |
| ⚠️ C | OA VM | Confirm beneficiary task complete | Check that the beneficiary form was correctly completed (available in the assignment document library), signed and uploaded and confirm. If not correct, reject task. Returns to candidate to try again. | | UVP | |

| Visa and/or government clearances (IUNV only) | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| A | Candidate | Visa and/or government clearance | With assistance from, HE, RO and FU obtain all required visas, including transit visas, or confirmation that visas are available and will be issued upon arrival. | | Outside systems | As per the conditions of service, volunteers are responsible to ensure they have all necessary clearances before travel. |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| B | Candidate | Complete visa task | Complete task to confirm that visa has been obtained or will be obtained on arrival. Upload evidence of visa or confirmation. | | UVP | If a visa is not required, upload evidence to confirm how this status is held. |
| ⚠️ C | OA VM | Confirm visa task complete | Check that the visa information uploaded to the assignment document library and confirm if correct. If not correct, reject task. Returns to candidate to try again. | | UVP | |

## Travel payment process (IUNV only)

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| A | Candidate | Agree on travel date | Agree with UNV and host entity (incl. UNV Field Unit, where present) on travel date to country of assignment. | | | RO/FU needs to be in the loop to be able to communicate the final travel date to VSC for the contract |
| B | Candidate | Complete 'confirm travel date' task | Complete travel date task to confirm tentative travel date. Or select 'travel not needed' if already in duty station.<br><br>Candidate can directly confirm assignment starts date in UVP (in case of telecommuting) | Step-by step guide on how to confirm travel ticket dates ([Link]) | UVP | Creates task on OA VM dashboard to review travel date if travel date is entered.<br><br>Deployment team users can record travel information contained in travel tickets during the 'confirm travel ticket' task. This includes entering assignment travel dates and end dates, which will pre-populate the 'generate contrat' task for IUNV assignments with travel. |
| C | 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 | | | If the assignment starts as telecommuting the payment can be raised as payment request (payroll) when the UN Volunteer travels. |
| D | OA VM | Complete travel date task | Confirm via 'review travel date' task that quote has been entered in Salesforce | | UVP | |
| E | UNV Travel | Provide quote | Enter travel quote into salesforce case. Task is created in UVP to request OA to create payment request. | | Salesforce UVP | |
| F | OA VM | Pay travel lump sum (invoice) | Create an invoice in Quantum Payables for payment of the travel lumpsum. Record the invoice details in UVP. | Invoice creation guide | Quantum, UVP | |

**Note on pre-departure payments: Separate invoices should be created for Entry lump-sum and Ticket lump-sum for all cases except for UN Volunteer candidates funded by UNV, UN Missions and other SCA funded assignments.**

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| ⚠ G | OA TL | Approval | Receive the email notification and review the invoice in Quantum. Approve invoice in Payables if eligible. | | Quantum | |
| H | OA VM | Notify payment approved | Notify candidate through email that the payment has been approved | | Email | |

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

| **First half of entry lump sum paid prior to deployment (IUNV only)** | | | | | | |
|---|---|---|---|---|---|---|
| **The entry lump sum for IUNV is USD 4000 and is paid in two instalments of USD 2000 each.** | | | | | | |
| **#** | **Responsible role** | **Process step** | **Description** | **Documents or guides** | **System** | **Comments** |
| A | UVP | Confirm pre-requisite tasks completed including banking details and email candidate | Candidate receives email notifying that the tasks are completed and that two tasks remain (travel ticket and security clearance) | | UVP | Tasks to be completed are:<br>- Enter bank details<br>- Bank details entered by GSSC UNV<br>- Medical clearance<br>- Mandatory learning<br>- Confirm travel date<br>- Confirm visa information<br>- Upload beneficiary form |
| B | UVP | Trigger entry lump sum payment request | Trigger entry lump sum payment request | | UVP | Entry lump sum is paid to all candidates regardless of travel or telecommuting status |
| **Note on pre-departure payments: Separate invoices should be created for Entry lump-sum and Ticket lump-sum for all cases except for UN Volunteer candidates funded by UNV, UN Missions and other SCA funded assignments.** | | | | | | |
| C | OA VM | Pay travel lump sum (invoice) | Create an invoice in Quantum Payables for payment of the travel lumpsum. Record the invoice details in UVP. | Invoice creation guide | Quantum, UVP | OA-VM is responsible to ensure all clearances are obtained prior to releasing/payment of pre-departure entitlements. |
| ⚠ D | OA TL | Approval | Receive the email notification and review the invoice in Quantum. Approve invoice in Payables if eligible. | | Quantum | |
| E | OA VM | Notify payment approved | Notify candidate through email that the payment has been approved | | Email | |

| **Complete security clearance (IUNV only)** | | | | | | |
|---|---|---|---|---|---|---|
| **#** | **Responsible role** | **Process step** | **Description** | **Documents or guides** | **System** | **Comments** |
| A | Candidate | Request Security Clearance | Enrol with UNDSS TRIP, and request security clearance for travel to duty station using the | Guide: how to complete and upload a security clearance:<br>- Interactive version | | If travel itinerary changes, TRIP clearance to be updated. In such cases, document should be uploaded to document library until additional functionality developed. |

| | | | instructions provided by UVP in automated emails. | - Static Html version<br>- PDF | | Candidates who are already living in the duty station should upload proof of TRIP registration.<br><br>After receiving an official host entity email address, UN Volunteers should create a new TRIP account. Accounts using the @unvolunteers.org email will be removed after 90 days and the email address becomes invalid.<br><br>Candidates who are telecommuting should upload the telecommuting confirmation form. |
|---|---|---|---|---|---|---|
| B | Candidate | Complete security clearance task | Upload proof of clearance via task. | | UVP | |
| ⚠ C | OA | Check security clearance | Check that candidate has uploaded the security clearance correctly. If not correct, reject task. Returns to candidate to try again. | | | |

| Upload travel ticket (IUNV who are travelling only) | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| A | Candidate | Purchase travel ticket and upload itinerary | Confirm arrival date with host entity and field unit (where available) or OA before purchasing ticket. Upload itinerary to UVP. | | UVP | If travel not needed or telecommuting, upload the telecommuting confirmation form. |
| ⚠ B | OA | Check travel ticket | Check that candidate has uploaded the travel ticket correctly. If not correct, reject task. Returns to candidate to try again. | How to confirm travel ticket date (guide) | UVP | |

## Finalise pre-assignment

| **The following should be completed before a contract can be issued to a UN Volunteer candidate** |
|---|
| National assignments<br>   - Mandatory learning certificates uploaded and confirmed by VSC<br>   - Bank details entered in UVP by the candidate and Quantum supplier profile confirmed created by GSSC UNV<br>   - Beneficiary form signed and uploaded to UVP, confirmed by VSC<br>   - Medical clearance received from UNOG and confirmed in UVP assignment activity log<br>International assignments – same as national assignments plus: |

- Confirmation of travel and residence visas (or evidence that a visa can be obtained on arrival) uploaded and confirmed by VSC
- Confirmation of travel dates
- Security clearance from UNDSS uploaded and confirmed by VSC

At this point UVP sends an email to the candidate to tell them they have completed all pre-deployment tasks

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | Candidate | Enter assignment start date | Candidate enter assignment start date in UVP | | | IUNV who travel, they enter it in the task to confirm travel date. |
| 2 | Mobilization user | Confirm start date | Mobilization user confirms contract start date in UVP via task | (User guide) | | This applies to NUNV and IUNVs who are not travelling. Mobilization user will also receive email reminders if deadlines approach |
| ⚠ 3 | OA VM | Generate Contract | Perform generate contract task. The OA VM User will receive task to generate contract based on the contract start dates. The start and end dates confirmed by the mobilization user will be pre-populated in the task to generate the contract. Review contract template to check information is correct. Issue contract by completing the task. | User guide | | If OneHR clearance is pending for UNHCR volunteers, a warning will be issued to the Operations VM user during the contract issuance. Noting that UNV operates under UN rules and regulations, and taking into consideration the UNV policy, SoPs, and risks of the legal and financial implications that generation of the contract before the entry on duty may entail, the following solution has been decided as an interim solution: • For International volunteers, the contract will be generated no more than five working days before the date candidates start their official, authorized travel to the country of assignment or five working days |

| | | | | Re-issuing the contract before contract start date (user guide) | | before they start their official duties, as applicable.<br><br>• For National volunteers, the contract will be generated no more than five working days before they start their official, authorized travel to their duty station or five working days before they start their official duties, as applicable.<br><br>Contract can be re-issued before entry on duty including reasons for update and mandatory supporting documents and accepted by UN volunteer. The new version of the contract will be automatically saved in the document library.<br><br>Reissue an initial contract before the contract start date<br><br>Process; Request is done by : Mobilization user, approval: Operations VM user and acceptance: Candidate<br><br>When reissuing contracts, the end date field is auto-populated based on either the assignment length or end date specified in the DOA. This auto-populated end date remains manually editable, providing flexibility to users. This enhancement simplifies the contract reissuance process and ensures accurate end dates for assignments. This is an improvement of the **Re-issuing an initial contract before the start date** feature. |
| 4 | Candidate | Review contract | Review contract saved in document library and confirm acceptance (or not) in UVP. | | UVP | UVP saves date stamped contract in UVP document library.<br><br>In cases where the UN Volunteer declines to take up assignment after signing the Offer or the Contract, they will be required to refund to UNV any amounts that have already been disbursed (such as Entry Lump Sum, cost of travel to the duty station, etc.). If they do not refund the sums disbursed, they will be |

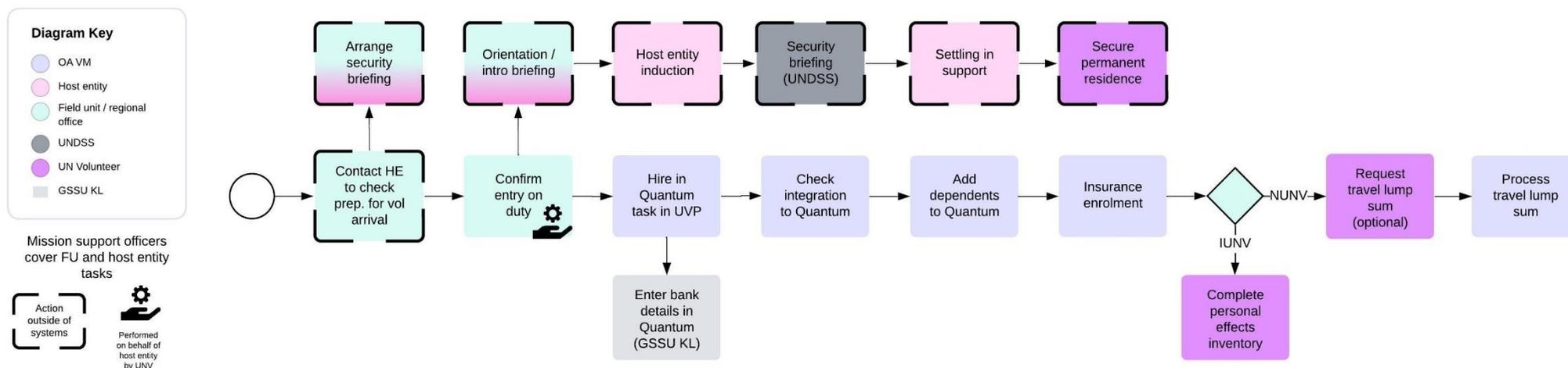| | | | | | excluded from future opportunities to be a UN Volunteer, information on outstanding debts may be disclosed to other UN entities, and appropriate legal steps may be taken to recover outstanding debts |
|---|---|---|---|---|---|
| Note: Operations Associate receives a dashboard task **if a candidate declines a contract.** <br> The task is called 'Candidate withdrawn'. This is a notification only. Completing the task performs no action. <br> Mobilization users will receive a notification email. | | | | | |

# Volunteer and dependant onboarding

| Applicability | All onsite UN Volunteers |
|---|---|
| Last updated | March 2023 |



**UN Volunteer Onboarding**

**Diagram Key**
- OA VM
- Host entity
- Field unit / regional office
- UNDSS
- UN Volunteer
- GSSU KL

Mission support officers cover FU and host entity tasks

Action outside of systems

Performed on behalf of host entity by UNV

**Note on Telecommuting**

International UN Volunteers may begin their assignments from their place of recruitment (telecommuting) in agreement with their host entity. Telecommuting is to be recorded in this form during the pre-departure process. The Volunteer will receive the entitlements specific to their duty station and not those of the place of telecommuting. Entry lumpsum will be paid at the beginning of the assignment even for UN Volunteers who are telecommuting.

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | PA if present<br>CC if no PA<br>RO if no CC | Contact HE to ensure onboarding is proceeding as planned | Contact HE 3 weeks prior to volunteer arrival to ensure HE is ready to host the UN Volunteer and all administrative issues have been handled. | HE tool kit onboarding guide | | |
| 2 | HE or Mission support officer | Arrange security briefing | Arrange Security Briefing with UNDSS or UN entity's security section. | | | |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 3 | UVP | Change candidate status | Candidate status changes to 'Serving' when start date is reached. UVP is source of truth for contract start and end date. | | UVP | |
| 4 | Mobilization user | Confirm entry on duty | Complete task to confirm UN Volunteer entry on duty | | UVP | The mobilization user needs to be in contact with the volunteer and host entity to be able to confirm entry on duty when it happens. |
| ⚠ 5 | OA VM | Hire in Quantum task | Complete the task 'Hire the volunteer in Quantum' in UVP.<br><br>Confirm all information to be pushed to Quantum is correct.<br><br>**Hiring is completed in Quantum via integration.** | Manual hiring in Quantum (exceptional cases) | UVP | During a data entry freeze, requests to hire are reviewed by the payroll associate. The payroll associate decides if the hire should proceed or if it is pushed back to the OA VM dashboard to complete later.<br><br>If UN volunteer is telecommuting from US, please inform VSS accordingly in order to inform Cigna. follow the user guide to adjust US based insurance rate User Guide<br><br>In exceptional cases, e.g. if the integration with Quantum fails, the hiring will need to be done manually in Quantum. |
| 6 | OA VM | Check for integration errors | Check if there were any errors in the integration via the 'view quantum data' action. Correct errors manually in Quantum as needed. | | UVP, Quantum | Quantum position number and Quantum Assignment Number are available on the Assignment Details page of UVP. |

**Hiring process during HR data entry freeze period**
During payroll, HR data entry is not allowed unless exceptionally approved.
If the OA VM tries to complete the hire during the freeze period they receive a warning message that the hire needs to be approved by the payroll team.

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| A | OA VM | Submit hire for review | Confirm that request to hire should be sent to payroll team for review | | UVP | It is recommended to notify the payroll associate outside of UVP (e.g. chat) the reason for the exceptional request. |
| ⚠ B | Payroll Associate | Review freeze period hire | Choose 'Yes, proceed with the hire' to push the hire to Quantum.<br>Choose 'No, return to OA' to decline the request. | | | Decline requests return the task 'hire in Quantum' to the OA VM dashboard. OA VM to wait until freeze period ends before completing task again. |

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| ⚠ 7 | OA VM | Add dependents to Quantum (if applicable) | Add dependent data from the candidate profile to Quantum. | | Quantum | |

| | | | | | | |
|---|---|---|---|---|---|---|
| ⚠️ 8 | OA VM | Enrol in health insurance (if eligible) | Enrol volunteer and dependents in insurance | [Quantum Job Aid - Benefits Enrolment & Withdrawal - Volunteers & Dependents.pdf](#) | Quantum | International UN Volunteer dependents should be enrolled in health insurance if present at the duty station, otherwise they should be enrolled when they travel. |
| 9 | UVP | Notify GSSC UNV | Send email and create task for GSSC UNV to update banking details in quantum Payroll based on UVP bank information | | | Applicable for both NUNV and IUNV |
| ⚠️ 10 | GSSC UNV | Enter bank details | Update IUNV profile in Quantum payroll with the quantum employee ID.  Enter NUNV bank account details in Quantum Payroll. | | Quantum | |
| 11 | PA if present CC if no PA RO if no CC SO for missions | Orientation Briefing/Induction | Provide administrative brief to volunteer and dependents on Unified COS, Country Specific information and on using host entity systems, including for leave management. | [Unified Conditions of Service](#)  [HE tool kit onboarding guide](#) | | |
| 12 | Security focal point | Security briefing | Provide UN Volunteer with UNDSS security briefing. | | | |
| 13 | HE | Host entity induction | Briefing with the Host Entity hiring section. Ensure UN Volunteer has access to equipment and information for the role. | | | |
| 14 | HE or Mission SO | Settling-in support | Support with settling in e.g. bank account, residence permit/visa | | | |
| 15 | System | Pay entry lump sum | Pay entry lump sum allowance for NUNVs and 50% for IUNV | | Quantum | |
| 16 | Volunteer | Secure permanent residence | Locate permanent residence, have it cleared by security for MORSS compliance | | | Only applicable to IUNVs and to the duty stations that provides permanent residence. |
| 17 | International Volunteer | Personal Effects Inventory | Complete personal effects inventory via related action. | | UVP | |

**Requesting payment for travel (NUNVs only)**
National UN Vounteers may request a travel lump sum payment if they are moving to a duty station outside of commuting distance.

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| A | National UN Volunteer | Request travel lump-sum payment | Complete the request for national UN Volunteer travel payment | [Travel lump sum request form](#) | UVP | OA VM is notified via task |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| | | | request form and complete the task 'Request NUNV travel lumpsum'. | | | The document upload is mandatory when national UN Volunteers request a travel lump sum |
| B | OA VM | Raise travel payment request | Create payment request for NUNV deployment travel. | | UVP | Travel lump sum is $200 regardless of actual cost |
| ⚠ C | Payroll Associate | Confirm payment | Approve payment request | | UVP | |



Dependent Onboarding (International UN Volunteers Only)
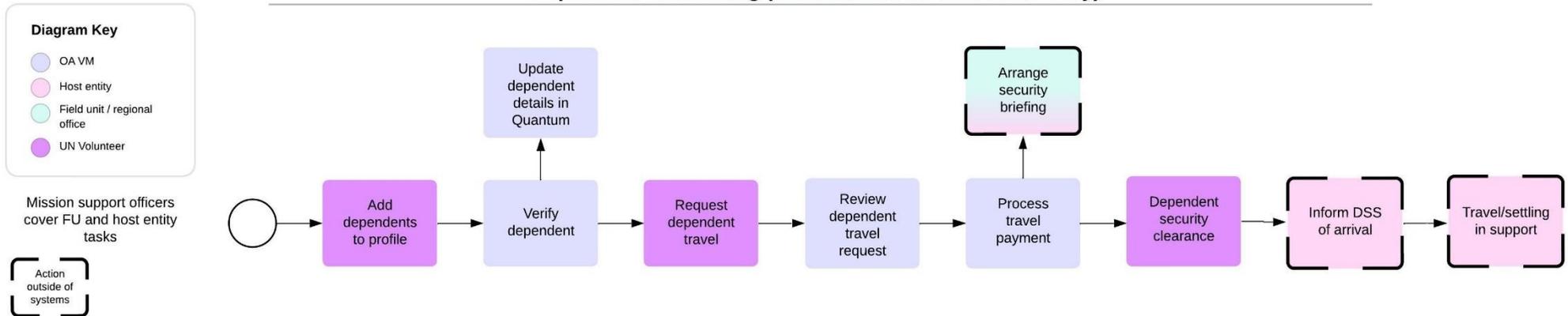
| International UN Volunteer dependent arrival at duty station (if not travelling with the UN Volunteer) | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| 1 | UN Volunteer | Add dependents to UVP profile | (If not added earlier) add or update dependent information in candidate profile including upload of supporting document | | UVP | |
| ⚠ 2 | OA VM | Verify dependent | Check supporting documents and confirm (or reject) request to verify dependents | | UVP | |

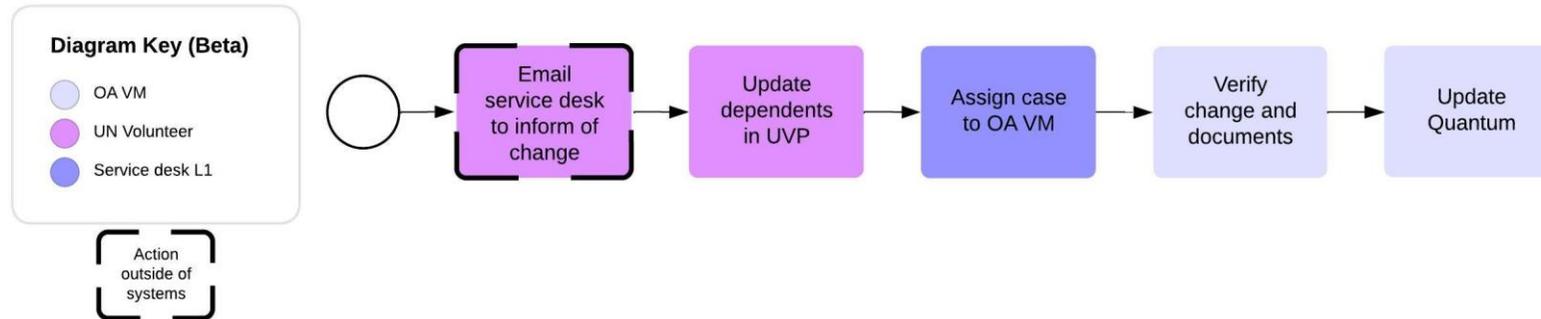| | | | | | | |
|---|---|---|---|---|---|---|
| 3 | UN Volunteer | Request travel of dependent(s) | Request travel of dependents by completing task 'request dependent travel' | Request for Dependent Arrival form | UVP | |
| ⚠️ 4 | OA | Review and approve the request | After the volunteer requests the dependent travel, the VM user gets a task to approve the request | | UVP | |
| 5 | OA | Process payment for dependent | Process 120% travel lump sum to the UN Volunteer dependent's travel. | | Salesforce | Create request in Salesforce for travel quote. Raise payment request in UVP for quoted amount. Payroll associate approves payment request. |
| 6 | Mission SO Host entity (AFP) | Arrange Arrival | Assist volunteer with arrival of dependants including visas, travel arrangements and security clearances. | | | |
| 7 | Volunteer | Complete security clearance for dependants | Complete security clearance for dependants. Upload the security clearance document to the assignment document library. | | TRIP | |
| 8 | OA | Update data in Quantum | Update dependent information and enrol dependents for medical insurance | Adding dependents to insurance and updating details in Quantum | Quantum | UN Volunteer and eligible dependents with dual insurance from a UN staff member are advised to use the insurance from staff member as their primary insurance and the UNV provided insurance as their secondary. There is no opting out of UNV provided insurance, as it is an entitlement and a potentially liability when the policies differ. Premiums for the first 3 dependents will be charged to the host entity. The 4th, and subsequent, dependents will be charged to the UN Volunteer directly. |
| 9 | Mission SO Host entity (AFP) | Notify of arrival | Inform DSS of arrival | | | |
| 10 | HE | Support in getting residence permit | Assist with request for residence permit for dependents if needed. | | | |

# Changes to UN Volunteer or Dependent Circumstances

| Applicability | All Onsite UN Volunteers |
|---|---|
| Last updated | March 2022 |

## Changes to Volunteer or Dependent Circumstances



**Diagram Key (Beta)**
- OA VM
- UN Volunteer
- Service desk L1

Action outside of systems

Email service desk to inform of change → Update dependents in UVP → Assign case to OA VM → Verify change and documents → Update Quantum

This SOP covers changes to the primary family unit (PFU) such as
- A dependent child reaches age 21 or gets married
- A volunteer has a child, marries, or gets divorced

These changes affect insurance eligibility and need to be entered in systems.
Removing a dependent from the PFU will affect family allowance for international UN Volunteers

Summary of conditions of service section IV.5-7
- New additions to the PFU are allowed only if the maximum membership limit has not been reached and for reasons such as birth, adoption, or marriage/partnership
- Changes to the PFU are only allowed in certain situations such as a child turning 21, getting married, or leaving the duty station, or if the spouse/partner no longer qualifies through death or dissolution of the marriage/partnership
- It is the responsibility of the UN Volunteer to update UNV in case of changes to the PFU or additional dependents
- UNV may reject changes if the circumstances indicating a change in PFU have not been met
- Changes must be reported within 90 days, with supporting documentation if available

Late submission may lead to a loss of benefits and entitlements, and failure to keep UNV informed may result in misconduct and disciplinary proceedings.

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | UN Volunteer | Inform UNV of change | Send request to support@unv.org about the status change. Include relevant documents. | | Email | If the field unit or mission support office receive a request from the volunteer directly they can request the volunteer to email service desk or create the case directly in Salesforce. |
| 2 | UN Volunteer | Update dependent information in UVP | Update dependent info and upload documents | | UVP | As UVP does not currently notify VSC of changes to dependents, both UVP update and service desk request are needed. |
| 3 | Service desk level 1 | Assign service desk case to operations associate (volunteer management) | Create a service case (if not done already) and assign to the OA VM for the country of the UN Volunteer | | Salesforce | VLA will be affected when number of dependants changes. Life insurance by Cigna will cease when volunteer reaches 70 years of age. |
| ⚠️ 4 | OA VM | Verify documents | Verify documents and upload as evidence of change in circumstances to the assignment details page. | | UVP | If translation of documents is required, request volunteer to translate and confirm that the translation is genuine. No official, external translation is required. |
| 5 | Operations Associate (Volunteer Management) | Quantum update | Update dependents and medical insurance, as applicable. | Adding dependents to insurance and updating details in Quantum | Quantum | |
| 6 | OA VM | Notify payroll associate | Let the payroll associate for the assignment country know that the change has been entered so they can validate the change in payroll. | | | For more information about payroll validation, see the Payroll SOP. |

# Reassignment

| Applicability | All Onsite UN Volunteers |
|---|---|
| Last updated | March 2024 |

**Policy key points**

Only change of duty station within the same country is a valid form of reassignment. Every other change (host entity, category, country, type) is considered a new assignment and subject to all charges and entitlements).

Change of duty station must be for more than three months or will be considered mission travel.

Changes to core functions can occur as part of a reassignment and will not constitute a new assignment. Reassignments do not require the issuance of a new UN Volunteer Contract, but the UN Volunteer must consent to the reassignment.

Funds for travel and settling-in will be provided in cases of reassignment.

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | HE hiring manager | Re-assignment request | Complete the reassignment request form and send to the UNV field unit or regional office. | Reassignment request form<br><br>HE Toolkit Reassignment page | | |
| 2 | PA if present<br>CC if no PA<br>RO if no CC<br>SO for missions | Upload reassignment document and enter reassignment request | Upload necessary reassignment document and complete the related action 'request a reassignment'. | Enter reassignment request<br><br>Step-by-step guide<br>- | UVP | In case of mission-to-mission reassignment but the country is different, please follow the below steps;<br><br>1. Mobilization user requests reassignment by choosing any location in the country of assignment by using the drop-down menu in UVP<br>2. FU/RO sends email to support@unv.org to request to change the correct country/location from the back end.<br>3. ICTS technical team manually corrects the reassignment duty station in the reassignment country.<br>4. ICTS informs once corrected<br>5. complete the rest of the steps of reassignment.<br><br>In case of change in assignment title only, please follow the below steps;<br><br>• Obtained the official memo on the assignment update (nonduty station reassignment)<br>• confirmation of fund, consent from the UN Volunteer, updated DOA from the HE<br>• upload these documents in UVP under the respective volunteer's file.<br>• TLs having the Operations Power User role can edit DOA in UVP to reflect the new changes in DOA. So, request TL to edit DOA\<br>• Go to Quantum, Employment info-actions-change assignment- change business title |
| FF | OA FF | Donor reassignment approval | Ensure donor supports reassignment<br>Complete 'Review reassignment (FF) UVP task | | UVP | |

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| ⚠️ 3 | OA VM | Review request | Complete 'Review reassignment request' and review.<br><br>Confirm reassignment if compliant. | Step-by-step guide | UVP | Reassignments must be change of duty station only and must have more than 3 months left on contract. |
| 4 | OA VM | Complete transfer in Quantum | Complete transfer. | Quantum reassignment guide | Quantum | |
| 5 | System (Quantum) | Pay reassignment allowance | When transfer is entered. Pay the UN Volunteer the reassignment allowance ($2000 for IUNV or $200 for NUNV) | | Quantum | Reassignment entry allowance to be paid automatically in payroll along with the travel amount. Will be charged to the project budget. |
| 6 | UN Volunteer with assistance from HE | Arrange reassignment travel | Arrange the travel for the UN Volunteer to the new duty station. | | | Reassignment travel is the purview of the host entity and not charged to UNV's travel budget. |
| 7 | Volunteer | Complete travel clearance | Complete in TRIP | | TRIP | |
| 8 | Host entity | Onboarding | Assist the UN Volunteer with onboarding at new duty station as per onboarding SOP. | | | |
| 9 | Mobilization user | Assign new supervisor in UVP (if needed) | Update the supervisor if changed | | UVP | |

# Assignment Extension

| Applicability | All onsite UN Volunteers |
|---|---|
| Last updated | March 2024 |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | UVP | End of contract reminder | Notify mobilization users (RO and FU) by email and UN Volunteer that contract is ending two  months in advance of contract end dates. Reminders are sent weekly thereafter. if no action by mobilization user. | | UVP | |
| 2 | CC if no PA<br>RO if no CC<br>SO for missions | Discuss contract extensions | Discuss the needs of host entities relating to extensions or new assignments. | HE Toolkit extension guide | | For international Specialist and Expert assignments with UNHCR, the UN Volunteer must have a clear OneHR clearance before an extension request can be submitted. |

| If no action taken in UVP to confirm end of assignment or extend within 15 days before end of contract | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| a | UVP | End of contract reminder task | Assign task to mobilization user to follow up with the host entity | | UVP | |
| b | UVP | End of contract notification task | Assign the end of contract reminder task to OA VM | | UVP | |
| c | CC, PA, RPA | Complete end of contract reminder task | Follow up with the host entity.<br>Complete this task once the host entity confirms their desired action (end or extend) to remove it from the UVP dashboard. | | UVP | The task is for notification purposes only and has no affect in UVP. |
| d | OA VM | Complete actions in Quantum and UVP | Place volunteer into an appropriate HR status e.g. 'Suspended – payroll eligible' or 'Active – no payroll' in Quantum.<br>Mark this task in UVP as complete to remove it from the dashboard. | Hold and release VLA Quantum guide | Quantum, UVP | The task is for notification purposes only and has no affect in UVP.<br><br>There is currently no flag in UVP to indicate that the volunteer is not on active payroll. |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 3 | Host entity | Submit updated service request form | Complete and sign an updated service request form to confirm funding for the entire extension period | Service request form<br><br>SRF Switzerland only | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| 4 | PA if present<br>CC if no PA<br>RO if no CC<br>SO for missions | Request contract extension | Choose the related action 'Contract extension' or the 'extend assignment' task if within 3 months of contract end date.<br><br>Choose new contract end date, confirm extension discussed with UN Volunteer, confirm funding is available (if host entity funded) and upload new service request form. | Step-by-step guide - how the mobilization user can request an extension for an assignment in serving status, including when the UN Volunteer has exceeded time in service limits. | UVP | If the mobilization user confirms that the contract will not be extended, Operations Associate (OA) Volunteer Management (VM), mobilization user and UN Volunteer will get an automated email.<br><br>If an extension is requested by FU/RO and OneHR clearance is still pending, then UVP will show a message about the pending clearance and block the extension request. |
| ⚠ 5 | PA if present<br>CC if no PA<br>RO if no CC<br>SO for missions | Update funding information | Confirm if funding information is changed for the extension period. Update funding information (if changed) | Guide to updating funding information (extensions) | UVP | |

| | | | | | | |
|---|---|---|---|---|---|---|
| FF | OA FF | Review extension | Obtain the donor's approval if required, check if funding is available. Confirm in UVP. | | UVP | |

| | | | | | | |
|---|---|---|---|---|---|---|
| ⚠ 6 | OA VM | Review request | Review information provided in request and approve if compliant with COS. Decline if not, and give reason.<br><br>Volunteers who have served 3.5 years overall or 1.5 years and youth will be tagged in UVP.<br><br>To check actual time served, check the candidate contract information under the candidate details screen. | How to view time served (video)<br><br>Step-by-step guide - Reviewing (return, reject, approve) a contract extension in UVP | UVP | Extensions should not allow the volunteer to serve more than four years without an approved exception.<br><br>Extensions beyond 4 years for UNHCR must include a signed memo from UNHCR APRS.<br><br>VSC can return a request, if necessary, with a reason. Mobi user notified and can resubmit if required. |
| 7 | UVP | Notify | Notify UN Volunteer. Update assignment data. | | UVP | Notifications to host entities are currently being forwarded to mobilization users. These should be forwarded to the host entity for information. |

| 8 | UN Volunteer | Accept contract extension | UN Volunteer must accept their extension contract in UVP. | [Step-by-step guide](#) – reviewing an extension contract in UVP | UVP | |
|---|---|---|---|---|---|---|
| 9 | System integration | Extend contracts in Quantum | Outside of the data entry freeze period the integration will follow the applicable calendar to transfer extension data from UVP to Quantum daily.<br><br>Errors appear on a BI report. | | Quantum | HR data entry freeze period is from 15th-25th of each month.<br><br>In case of time served – time served by UN volunteer is shown when extension request raised. Warnings for requests over age and time-served limits.<br><br>Upload of exception approval by delegated authority as part of request if any.<br><br>The new contract extension date will be a day after previous contract end date. |
| 10 | OA VM | Fix integration errors | Check BI report (overlap errors) and follow instructions on the top of the BI report to fix errors. | [Extension error BI report](#) | BI | ICTS pushes the extensions again to correct quantum. |
| 11 | Quantum/UVP integration | Generate personnel action report (PAR) | PARs are generated and added to UVP by the system.<br><br>Errors raised during this automation are recorded in a BI report. | | Quantum | UNV Personnel should not complete the Upload PAR task in UVP unless manually generating a PAR. |
| 12 | OA VM | Correct PAR errors | Check BI report regularly.<br>Generate PAR manually if required. | [PAR error BI report](#)<br><br>[PAR generation guide](#) | BI | |
| 13 | Payroll associate | Review and update recurring earnings | Review and update recurring earnings/deductions, if necessary. For example, recurring manual entries with an end date should be extended. | | Quantum | GP Admin |

Note :

1. Extensions after end of assignment - Under 'No Contract' status (contract end date reached) only RMs can request contract extension for 15 days. If more than 15 days after EOA date, extension is no longer possible. Here is the [step-to-step guide](#) on how to confirm end of assignment at contract expiry. Here you can find the [step-by-step guide](#) about how to find assignment in "no contract" status . you can find the [step-by-step guide](#) about requesting an exceptional extension for assignments after their end date

2. If case the host entity decides not to continue with extension - VSC can cancel an approved extension and withdraw an accepted contract if extension has not started. ([step-by-step guide)](#)

# Home Visit

| Applicability | All International UN Volunteers |
|---|---|
| Last updated | March 2023 |

**Key policy points:**

[Section VII, 11 of the Unified Conditions of Service](#)

- International UN Volunteers and eligible PFU members are entitled to Home Visit travel to travel back home to rest and to renew personal, cultural, and professional ties in the home country
- International UN Volunteers are eligible after accrual of 24 Home Visit service credit points.
    - Duty stations classified as H, A, B, and C accrue Home Visit points at 1 point per month from commencement of service
    - Duty stations classified as D or E accrue Home Visit points at 2 per month
- Eligible PFU members who have stayed for at least six months in the country of assignment and those newly born at the duty station may accompany the UN Volunteer on the Home Visit and are entitled to a lump-sum payment as established by UNV methodology.
- Children who are part of the PFU and approaching the age of 21 before or at the time of the Home Visit and cannot remain at the duty station for at least six months from the return date following the Home Visit will not be entitled to the Home Visit.
- A minimum of three months is required between entitlement-related travels (e.g., Home Visit and Repatriation Travel), counting from the date of return to the duty station from one travel to the date of departure of the next travel.
- UN Volunteers are required to use accrued Annual Leave during the Home Visit but authorized official travel time to/from the Home Visit location is not counted against Annual Leave during the Home Visit.
- The place of the Home Visit shall be the domicile of the UN Volunteer, but UNV may authorize another location as a change to the designated Home Visit location upon presentation of compelling circumstances, which will be permitted only one time per UN Volunteer assignment.



Home Visit (International UN Volunteers only)

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | UN Volunteer | Assess the eligibility to home visit | Review the number of points accrued based on entry on duty date/last eligibility date and duty station classification | Host entity leave records | Quantum of host entity leave records/system | Volunteers serving in Quantum agencies can access this information in Quantum. |

| 2 | Volunteer | Request home visit | Complete 'request home visit' task. Upload home visit request form | [Home visit request form](#) | UVP | |
| ⚠ 3 | OA VM | Confirm eligibility | Review request form from the assignment detail document library. Confirm eligibility for home visit.<br><br>If the request is rejected (not eligible) the UN Volunteer receives an email with the explanation and can resubmit, if relevant.<br><br>The candidate receives a confirmation email if the request is approved. | | UVP | Home visits taken after October 2021 are recorded in UVP under the travel quotations section. |
| 4 | OA VM | Request travel quote | Create 120% travel quotation case in salesforce Procure to Pay (P2P) | | Salesforce | |
| 5 | UNV travel | Provide travel quote | Enter travel quotation in Salesforce. | | Salesforce | |
| 6 | OA VM | Create home visit payment request | Create a payment request for home visit travel.<br>Complete 'Confirm travel quotation' task to confirm. | | UVP | |
| ⚠ 7 | Payroll Associate | Review home visit payment request | Review payment.  Approve if valid. Return to OA if invalid. | | UVP | |
| 8 | OA VM | Notify UN Volunteer | Notify UN Volunteer that payment is approved | | Email | UVP sends an automated email saying a payment has been approved but it does not provide detail. |
| 9 | UN Volunteer | Maintain accurate records | Update leave records in Quantum or host entity leave management systems. | | | Volunteers to update in Quantum if they have access |

# Medical Evacuation

| Applicability | All International UN Volunteers |
|---|---|
| Last updated | September 2024 |

**Useful links**

International SOS Assistance Operations Procedure for UNV
International SOS Website
UNDP Policy on Medical Evacuation Travel
SOS contract for services
SOS contract

Leaflet on SOS services to UNV
UPDATE – The UN Medevac Accra COVID Field Hospital Project
Administrative Instruction to medical Evacuation for mission volunteer.pdf
Guidelines on UN Clinics

**All AFP Medevac requests go to UNOGmedicalevacuations@un.org cc to UNOG Front Desk UNOGmedicalservice@un.org**
For mission volunteers – Medevac is approved by Head of Department/Offices away from HQ

**Cigna 24/7 Contact Centre for specific medevac cases +32 3 217 6964**

| International SOS Assistance Centers to call in case of medical emergency | | UNV Membership Number: 22ACMA000034 |
|---|---|---|
| **Johannesburg:** +27 11 541 1300 <br> **Bangkok:** +66 2 205 7777 <br> **London**: +44 208 762 8008 <br> **Paris**: +33 1 55 63 31 55 <br> **Philadelphia:** +1 215 942 8226 <br> **Singapore**: +65 6338 7800 | **Ho Chi Minh City:** +84 8 3829 8520 <br> **Mumbai:** +91 22 42838383 <br> **Kuala Kumpur:** +603 2787 3126 <br> **Jakarta:** +62 21 750 6001 <br> **Moscow:** +7 495 9376477 <br> **Geneva** : +41 22 785 6464 | Be ready to provide: <br> • Your family name and first name <br> • International SOS membership number **22ACMA000034** <br> • Name UNV as the organization <br> • Phone number where you can be reached <br> • Reason for your call |

**Eligibility criteria for Medical Evacuation of UN Volunteers -** As per the Unified Condition of Service for UN Volunteers Section X(6)

a. UN Volunteers and their recognized primary dependents in the duty station are normally expected to avail themselves of locally available medical facilities. However, in an acute life-threatening medical emergency, medical evacuation of the UN Volunteer and eligible dependents will be considered when, in the opinion of the UN designated physician authorized to approve medical evacuations, the available local facilities are inadequate to address the medical condition.
b. Medical evacuation will under no circumstances be made for recognized primary dependents of the **UN Volunteer who were not authorized to reside at the duty station or are not eligible for evacuation due to the contractual type and category of the sponsoring UN Volunteer.**

c. **Process and duty of care standards**: The authorization of the destination, designation of the escorts, authorized length, and approved travel payments related to the medical evacuation is subject to the UN Medical Evacuation policies and procedures applicable to the medical evacuation of equivalent staff members.

| | | | d. UNV reserves the right to authorize medical evacuation in the interest of the 54 X. Insurance and Duty of Care health, safety, and security of the UN Volunteer, regardless of whether the UN Volunteer agrees |
|---|---|---|---|

## Medevac process for UN Mission-based UN Volunteers

**Key policy points:**

Medical information is confidential and should only be shared with medical professionals

Annex III, Article IX, Section 9.1. of UNV MOU with UN Secretariat, describes Mission policies, procedures, and approval process for medical evacuations and medical treatment outside of the duty station.

The Mission pays for the medical evacuation if the UN Volunteer is present at the mission. In cases where UNV has incurred expenses for an authorized medical evacuation of a UN Volunteer, the Mission to which the volunteer is assigned will be responsible for reimbursing UNV for these expenses. While in the Mission area, UN Missions will pre-finance personal medical bills of UN Volunteers exceeding US$ 1,200, particularly in cases where no direct billing between the medical provider and the medical insurer is possible. This facility only applies during the UNV contract and is not applicable during the period of UNV post-service insurance coverage

If the volunteers is outside of mission scope (e.g. - during home leave, annual leave etc.), UNOG approves the medical evacuation process and the cost will be charged to the UNV standard COA for medical evacuation.

Mission policies regarding medical administrative procedures, including approval of certified sick leave, medical evacuations, and emergency medical treatment outside the duty station, will apply to UN Volunteers in the same manner as for Mission staff.

Administrative Instruction to medical Evacuation for mission volunteer.pdf

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | Volunteer | Seek medical advice | Seek medical advice from mission-designated physician | | | |
| 2 | Medical officer/United Nations dispensary physician | Review and provide recommendation | Medical officer or the United Nations dispensary physician review and recommends the medical evacuation. | MS.39 form | | |
| 3 | Heads of departments | Approve evacuation | Approve evacuation | | | |
| 4 | SO | Inform VSC | Inform relevant Team Lead and OA in VSC of evacuation by completing the 'Medical evacuation' task | | UVP | |
| 5 | OA VM | Complete task | Acknowledge receipt of task medical information by completing task. | | UVP | |

| 6 | OA VM | Inform Cigna | Confirm Cigna is aware of evacuation. Cigna provides payment guarantee if necessary. | | | |

## Medevac process for UN Volunteers hosted by agencies, funds and programmes (AFP)

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | Volunteer | Seek medical advice | If able, seek medical advice from UN-designated physician. Physician may certify need for medical evacuation and if an accompanying nurse, doctor or family member is justified on medical grounds. | | | |
| 2 | UN-designated physician | Forward medical report to UN Medical Services | Send complete medical report (including MS39) without delay to UNOG Medical Services to authorise evacuation.<br><br>Email address: unogmedicalevacuations@un.org<br>  cc. unogmedicalservice@un.org<br><br>Follow-up telephone call to UN Medical Services to confirm approval of medical evacuation if required. | MS.39 form | | Medical information is confidential and should only be shared with medical professionals |

**For Covid-19 Medevac cases organised directly by UNV.**

**UNV personnel is to keep using** unogmedicalevacuations@un.org as a point of contact. UNOG ensures coordination with the UN MEDEVAC Cell.

**It is advised to also contact the respective COVID19 Country Coordinator to inform her/him about the evacuation.**

The UN MEDEVAC Cell for Covid-19 infected UN personnel and dependents provides a single-window for all UN entities that have personnel or partners in need of COVID-19 related medical evacuations anywhere in the world and it builds upon the existing capacities of WHO, DOS and WFP. It provides global 24/7 coverage for all UN entities with a full range of medical and air asset coordination services and full visibility over all relevant medical and airframe assets that exist across the UN system. All COVID-19 related medical evacuations are arranged solely through the UN MEDEVAC Cell, which can be reached 24/7 at **unmedevac@who.int** (Tel: +41 22 791 5555). **It is however not to be contacted directly by individuals.**

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 3 | HE | Inform UNV | Alert RO and FU of possible medical evacuation.  Ensure updated documents and contacts are available  Make sure volunteer's documents and details are on file (passport, mobile phone number) | | Email | |
| 4 | OA – VM | Complete request medevac task in UVP | Complete record medevac task to record medevac by – "Record medevac" | | UVP | An email will be sent to the mobilization user when a medevac is recorded.  Record medevac" task will be available to record again when the process is complete. |
| ⚠ 5 | UNOG JMS | Authorise medevac | Authorise evac, duration and accompanying person (if applicable) UNOG confirms if they will be directly organizing the evacuation | | | Approval of medevac captures following information; destination, type of transportation (commercial flight/air ambulance), eventual wheelchair assistance, requirement of medical or non/medical escort |

| **In emergencies when immediate approval is needed** | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| ⚠ a | UNDP resident representative | Authorise medevac | If the UN-designated physician certifies that adequate treatment or facilities are not available at the volunteer's duty station the UNDP RR may authorize medical evacuation in emergency situations. RR decides on place of evacuation. S/he may also seek advice from UN Medical Services. | | | Usually, UNDP dispensary authorizes for UN Volunteer serving with AFPs and medical doctors in the mission for the mission-based UN Volunteers. This set up may vary from country to country. List of designated UN physicians and doctors who can approve medevac in the country can be obtained from the UNDP operations managers. |

| # | **Responsible role** | **Process step** | **Description** | **Documents and guides** | **System** | **Comments** |
|---|---|---|---|---|---|---|
| 6 | OA VM | Inform Field Unit/Regional Office of approved medical evacuation | UNV Field Unit/ RO reminds volunteer to make appropriate medical appointment with treating physician prior to his/her departure to avoid unnecessary stay at place of medical evacuation | | Email | |
| 7 | UNOG JMS/ UNDP Operations Manager | Arrange medevac | Only in cases when UNOG does **not** arrange medevac directly, arrange medevac as per UNDP procedure. | Note: Depending on the country, UN agencies funds and programmes can utilize Mission air assets (if a mission country), UN Humanitarian Air Service flights, LTAs with local air transport company or SOS International (see note in next column). | | |

| | | | | Charges related to such evacuation are paid by the host entity. UNDP processes these charges based on authorization sent by UNV HQ. |
|---|---|---|---|---|---|

**Using UNV's contract with International SOS (for cases when UNOG does not arrange medevac directly).**

Important note: The UNDP Country Team may use a local provider but can also activate UNV's contract with **International SOS.**

International SOS provides:
- Access to professional health advice and assessments over the phone
- Emergency medevac management
- In-patient case management and monitoring including payment guarantees and hospital follow-up

In emergency cases when UNOG or UNDP/host entity process is not activated, for example if a volunteer is outside of their duty station country, UNV Field Unit, Regional Office or, in exceptional cases, the volunteer themselves have the option to activate International SOS' services.
**For phone numbers of all International SOS Assistance Centres visit this site and, when prompted, quote UNV's membership number: 22ACMA000034**

Once activated, International SOS may seek authorisation (funding confirmation) to proceed with a medevac. Current authorising persons are:
- Below USD 50,000 - Chief Financial Resources Management Section
- Above USD 50,000 - Director Management Services (DMS)
- Above USD 50,000 in absence of DMS - Deputy Executive Coordinator (DEC)
- Above USD 50,000 in absence of both DMS and DEC - Executive Coordinator

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| 8 | OA VM | Inform FU and RO of the receiving country | Inform FU/RO as soon as possible, ideally in advance of the evacuation, including the details of the receiving hospital. Inform receiving RO (and FU where available) so they can assist. | | | In cases of FF UN Volunteers, VSC OA inform the donor accordingly through VSC FF OA |
| 9 | OA VM | Create Authorization | Create Authorization in word document based on template. Authorization includes travel to place of medical evacuation for UN Volunteer and accompanying person (if applicable), including DSA if applicable. | Authorization template<br><br>Authorisation to extend the medical | | Word document authorization is workaround until functionality is developed in UVP.<br><br>Information about payment amounts incl. DSA can be found here |

| | | | | evacuation of a UNV to an approved place of medical evacuation | | |
|---|---|---|---|---|---|---|
| ⚠️ 10 | OA TL | Approve authorization | OA VM approves/signs the authorization (word template) and sends to UNDP Country Office | | Email | |
| ⚠️ 11 | FRMS /VSC/FU/RO | Process and certify for entitlements | Based on approved authorization, UNDP travel processor processes and certifies the travel and DSA request through UNAll. The following documents to be uploaded while processing the request in UNAll;<br><br>   a.   Medical evacuation authorization<br>   b.   Travel ticket booking<br>   c.   DSA calculation | | UNAll | Purchase order for travel ticket and AP Invoice for DSA<br><br>Process for travel request (TR) and travel claim (TC):<br><br>   1.   OA/VM in Volunteer Service Centre (VSC) sends authorization to the Field Unit/Regional Office<br>   2.   FU/RO creates the travel request in UNall<br>   3.   As soon as the TR is created in UNall, it is sent to the respective travel processor for review and certifying<br>   4.   It comes to UNV approval and UNV approval approves the request<br><br>Travel Claim (TC) is initiated once the travel is completed to settle the balance/any unforeseen expense payable to the traveler.<br><br>Link to UNDP Medical Evacuation Travel |
| ⚠️ 12 | UNV Financial Resources Management Section (FRMS) | Review and approve the request | UNV FRMS review and approve the request of travel ticket and DSA through Quantum | | Quantum | In case of clarification needed, FRMS will contact VSC TL |

| 13 | OA VM | Upload signed authorization to UVP | Download signed document and upload to assignment document library. | | UVP | |
|----|-------|-----------------------------------|----------------------------------------------------------------------|--|-----|--|
| 14 | OA VM | Inform medical insurance provider | Inform Cigna of the medical evacuation and request provision of guarantee of payment to treating hospital | | | Cigna Antwerp Office 24/7 GOP admissions@cigna.com (National)<br><br>Cigna Antwerp Office 24/7 GOP unv.internationals@cigna.com (international<br><br>Please note that if an **urgent** Guarantee of payment (GOP) is needed, the volunteer (or in the impossibility of him/her calling, a colleague or a family member) has to call the dedicated Customer support team. |
| 15 | UNOG JSM | Follow-up volunteer's condition | UNOG JMS to follow-up at least twice a week about the medical condition of UN Volunteer | | | |
| 16 | Treating medical doctor | Send medical report | Send detailed medical report to UNOG JMS | | | |
| ⚠️ 17 | UNOG JMS | Extend medevac | Authorize medevac extension based on medical report if necessary | | | |
| 18 | Treating physician | Inform of readiness to return to work | When treatment completed, inform on condition and readiness to return to work.<br><br>Sends the final medical report to UNOG JMS requesting approval of return to work. | | | |
| ⚠️ 19 | UNOG JMS | Authorize return to work | Reviews medical treating doctor`s reports provided by UN Volunteer. Authorizes return to work.<br>Notify the UN Volunteer and VSC | | | |
| **Clearance to return to duty station given** | | | | | | |
| 20 | OA VM | Create Authorization | Create Authorization in word document based on template. Authorisation includes travel to duty station for UN Volunteer and accompanying person (if applicable), including DSA if applicable.<br><br>Send to OA TL using DocuSign for review. | Authorization template | | Information about payment amounts incl. DSA can be found here |

| | | | | | | |
|---|---|---|---|---|---|---|
| ⚠ 21 | OA TL | Approve and send authorisation | Review and approve using DocuSign. | | | |
| 22 | OA VM | Upload signed authorization to UVP | Download signed authorisation document and upload to assignment document library. | | UVP | |
| 23 | OA TL | Send authorization to UNDP | VSC sends authorization to UNDP for further process of travel ticket and DSA (if applicable) | | Email | |
| 24 | UN Volunteers/ VSC OA | Process and certify entitlements | Based on approved authorization, UNDP travel processor process and certifies the travel and DSA request through UNAll. The following documents to be uploaded while processing the request in UNAll;<br><br>   a.   Medical evacuation authorization<br>   b.   Travel ticket booking<br>   c.   DSA calculation | UNV Travel workflow<br><br>Standard Operating Procedure: Duty Travel | UNAll | Purchase order for travel ticket and AP Invoice for DSA<br><br>Process for travel claim (TC) :<br><br>1.   Creation of travel claim:<br><br>  a)  For Volunteers serving with Quantum agencies:  Volunteer to create travel claim in UNALL<br><br>  b)  For Volunteers serving with non -Quantum agencies:<br>    I.   Volunteer to submit F10 duly completed and signed with supporting documents (boarding pass etc.) and send to VSC for further processing<br>   II.  VSC to create travel claim in UNALL<br><br>2.  As soon as the TC is created in UNall, it is sent to the respective travel processor for review and certifying<br><br>3.  It comes to UNV approval and UNV approval approves the request<br><br>Travel Claim (TC) is initiated once the travel is completed to settle the balance/any unforeseen expense payable to the traveler. |

| | | | | | | |
|---|---|---|---|---|---|---|
| ⚠ 25 | UNV Finance, Resource Management Section (FRMS) | Review and approve the request | UNV FRMS reviews and approve the request of travel ticket and DSA through UNall | | UNAll | In case clarification is needed, FRMS will contact VSC TL |

| **Clearance to return to duty station NOT given** | | |
|---|---|---|
| A | CC if present RO if no CC | Liaise with host entity about non-return of UN Volunteer. |
| B | OA VM | **Process reassignment or repatriation** <br><br> WITHIN COUNTRY EVACUATION (reassignment): if the UN Volunteer is cleared to work in the capital city but not in the region; then on the advice of UNOG JMS, OA interacts with host-entity and UNV FU/ FP about reassignment to capital city or other duty station within country of assignment. <br><br> OUTSIDE COUNTRY EVACUATION: <br> (1) OA initiates the repatriation and check-out process in coordination with UNV FU/FP. <br> (2) OA processes repatriation authorization; coordinates with UNOG and CIGNA, if extension of medical insurance coverage (beyond 1-month post-contract) is required. |

| **Extending payment of DSA beyond 45 days** |
|---|
| The period spent on MET should normally not exceed 45 days. For DSA to be paid beyond 45 days (either if expected at time of initial travel or extended beyond initial authorization) approval is needed in line with the UNDP rules and regulations related to travel on medical evacuation. Authorization must be obtained from the UN Medical Director. For this purpose, all relevant medical documentation must be forwarded to the UN Medical Director. |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 26 | UNOG JMS | Record medical information | UNOG JMS records all medical information in EarthMed | | | |
| 27 | Volunteer | Request approval of certified sick leave | Volunteer upon return to duty station applies for certified sick leave in e-services or agency-based leave monitoring system. | | | |

| If sick leave exceeds 20 working days | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| a | UN Volunteer | Request sick leave over 20 days | Submit the required medical certificate from a medical practitioner, any required UN medical forms, and medical report directly to the United Nations Office at Geneva (UNOG) Medical Service via email (unogsickleave@un.org) for validation as soon as possible and not later than the 20th working day following the initial absence from duty. | MS24 form<br><br>MoU between UNOG and UNV | Email | |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 28 | HE | Record and monitor sick leave | Record and monitor sick leave of the volunteer | | | |
| 29 | OA VM | Follow up on approval of sick leave with UNOG JMS | OA follow up on approval of sick leave with UNOG JMS | | | |

| Claims for under/over-payment | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| A | Volunteer | Claim for an additional payment | UN Volunteer submits all necessary claims to FU/RO who raises travel claims for additional payment on behalf of UN volunteers through UNall. | | UNall | The settlement of travel claim follows the UNDP POPP Post travel medical claim process |
| B | OA VM | Process additional payment | Create the payment and follow usual payment process. | | UVP | |
| C | OA VM | Reclaim overpayment | If DSA was paid in advance and overpayment needs to be recovered, reclaim overpayment from volunteer. | | UVP | |

## Volunteer passes away during medical evacuation
See also (*Death of a Volunteer SOP*)

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| Country coordinator (if present) or regional office focal point should keep the host entity informed throughout this process. | | | | | | |
| 1 | UNOG/Designated physician | Inform OA of death of UN Volunteer | Inform OA of the death of UN Volunteer during evacuation. | | | |
| 2 | OA VM | Inform RO and FU | Inform regional office and field unit of death of UN Volunteer | | Email | |
| 3 | PA if present CC if no PA RO if no CC | Coordinate repatriation of remains | Coordinate with relevant sections in UNDP to initiate the process of repatriation of remains to the home country of deceased UN Volunteer | | | |
| 4 | PA if present CC if no PA RO if no CC | Coordinate with UN Volunteer's home country | Initiate coordination with the UNV FU/RO/UNDP in the home country of UN Volunteer to receive remains of the deceased volunteer and hand-over to the next of kin/ designated beneficiary of the UN Volunteer | | | |
| 5 | OA VM | Coordinate with Cigna | Coordinate with Cigna informing about the death of the UN Volunteer; this information is critical to support UNV claim from CIGNA for the costs related to transportation of remains to home country, etc. | | | |
| 6 | OA VM | Prepare authorization for repatriation of remains | Prepare authorization addressed to UNDP CO in country of assignment and home country of UN Volunteer authorizing them to incur expenditures related to administrative repatriation from the country of assignment, repatriation of remains and receipt of remains in the home country. | | | |
| 7 | PA if present CC if no PA | Coordinate receipt of remains | Coordinate receipt of remains and hand-over to the family | | | If there is no UNV FU/RO/UNDP CO present in the home country of UN Volunteer, then |

| RO if no CC<br>UNDP country office in UN<br>Volunteer's home country | | | | | the OA/VSC coordinates directly with the family of deceased UN Volunteer enabling them to receive the remains and process the payment from UNV HQ. |

If the medical evacuation was to another country (not the country of assignment)

- The FU of the serving country will need to coordinate with the FU/RO/UNDP of the evacuation country for repatriation of remains
- The FU and UN Physician in country of assignment coordinates with the medical facility in the country of medical evacuation to prepare the remains for repatriation to home country
- The OA/VSC coordinates directly with the family of deceased UN Volunteer enabling them to receive the remains and process the payment from UNV HQs including the expenditure incurred in the country of medical evacuation

**Medical Assistance Financial Authorizing Person:**

| **Amount below US$ 50.000.**<br>Chief, Financial Resources Management Section |
| **Amount above US$ 50.000**<br>Director Management Services (DMS) |
| **In absence of Director Management Service (DMS) – Amount above US$50,000**<br>Executive Coordinator (EC) |

# Security Evacuation

| Applicability | All International UN Volunteers |
|---|---|
| **Last updated** | March 2023 |

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | International UN Volunteer | Update inventory list | Regularly update inventory list throughout assignment to ensure changes are recorded accurately. | | UVP | |
| 2 | UN Volunteer | Record travel in TRIP | UN Volunteers must record during their assignment all travel in TRIP in case of emergency. | | TRIP | |
| 3 | UNDSS | UN Security Coordinator gives order to evacuate | Notification from the UN Security Co-ordinator requesting immediate relocation of UN Volunteers and dependants to a safe haven. UNDSS decides with HE which staff, including volunteers are essential and stay behind and which are evacuated. | | | |
| 4 | SO - missions PA if present – AFP CC if no PA HE- for own volunteers | Maintain personnel lists | Prepare a consolidated list of the UN Volunteers and their dependents.  List should include contract duration and presence or absence from the duty station (for example, on leave, official business). | | | Until UNV systems have a feature to download volunteer lists, this information should be maintained in excel or similar |
| 5 | PA if present CC if no PA RO if no CC SO for missions | Inform UNV HQ | Check contract dates and inform VSC of repatriation if applicable (volunteers and their dependants). | | | |
| 6 | CC if no PA RO if no CC SO for missions | Security Evacuation Request | Complete 'Security evacuation' task. Upload evacuation order from UNDSS. | | UVP | |
| 7 | UN Volunteer | Evacuate | Evacuate as per instructions from UNDSS and host entity. | | | |

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| 8 | OA VM | Check UN Volunteer and dependants arrival at safe haven. | Follow up with UN Volunteers, field unit/mission support and ensure UN Volunteers and dependents arrive at safe-haven. | | | |
| 9 | OA VM | Prepare monitoring list of evacuees | Prepare and update monitoring list of evacuees of UN Volunteers and dependents. List should include departure dates and track DSA payments. | | Excel | |
| 10 | OA VM | Create Authorization for DSA/SEA | Create Authorization in word document based on template for payment of DSA (for in-country evacuation) and SEA for evacuations outside of the duty station country (safe haven, home country, third country), as necessary.

Send to OA TL using DocuSign for review. | Authorisation template | | |
| ⚠ 11 | OA TL | Approve authorisation | Review and approve using DocuSign. | | | |
| 12 | OA VM | Upload authorisation | Upload authorisation to the UN Volunteer's document library. | | UVP | |
| 13 | OA VM | Create security evacuation DSA payment request | Create a payment request for DSA in the payment module. | | UVP | |
| ⚠ 14 | OA VM | Authorise additional payment of DSA | Prepare and send authorisation for additional payment of DSA as necessary. Update monitoring list of evacuees. | | | |

| Duty station has re-opened within two (2) months | | | | | | |
|---|---|---|---|---|---|---|
| | UNDSS | Notification from UNDSS | Notification from UNDSS confirms that all UN personnel including their dependents can return to the Duty station

Prepare and send authorization to country of safe haven to send UN Volunteers and dependents back to duty station. | | | |

| Duty station remains non-operational | | | | | |
|---|---|---|---|---|---|
| OA VM | Monitor period of stay at safe-haven | Within one month of stay at safe-haven, start contacting funding project for other applicable Volunteer opportunities | | | |
| PA if present<br>CC if no PA<br>RO if no CC<br>SO for missions | Initiate repatriation formalities | Initiate repatriation formalities if no other project opportunities. | | | |
| OA | Contract termination | Prepare early termination of contract by providing the notice period. | | | |
| OA | Initiate reassignment formalities | Initiate reassignment formalities if project has provided other opportunities in another country.<br>Prepare and authorise reassignment procedures. | | | |

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# Death of UN Volunteer

| Applicability | All onsite UN Volunteers |
|---|---|
| **Last updated** | March 2023 |

Description of insurance coverage – [IUNV](), [NUNV]()

If needed, the UNV Cigna focal point can be contacted for clarification. Contact details are available from the UNV Volunteer Solutions Section.

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | PA if present<br>CC if no PA<br>RO if no CC<br>SO for missions | Notify | Notify VSC and RO of the death by email | | Email | |
| 2 | OA VM | Record death of UN volunteer | Record death of UNV using the 'death of UN Volunteer task' | | UVP | |
| 3 | OA TL | End the assignment in UVP | OA-TL separate UN volunteers using the related action 'Separation from assignment' | | UVP | |
| ⚠4 | OA TL | Complete checklist on behalf of UN Volunteer | Log in as the UN Volunteer to complete the checklist on their behalf. | | UVP | This is the only way to move the process to completion until a dedicated workflow is created for this scenario. |
| ⚠5 | PA if present<br>CC if no PA<br>RO if no CC<br>SO for missions | Complete host entity checkout confirmation | Complete the host entity checklist on behalf of the host entity. | | UVP | |
| 6 | RO | Notify family members | RO informs family members about the death of UN Volunteers | | Email | |
| 7 | OA VM | Notify insurance company (Cigna) and UN Joint Medical Service (UNJMS) | Inform Cigna and UNJMS of the death and that documents are being gathered and will be submitted as soon as possible. | | Email | [adlt@cigna.com](mailto:adlt@cigna.com)<br><br>[unogmedicalservice@un.org](mailto:unogmedicalservice@un.org) |
| 8 | PA if present<br>CC if no PA<br>RO if no CC<br>SO for missions | Review documentation | Ensure volunteer document library contains:<br>- Birth Certificate of the UN Volunteer<br>- Beneficiary Form (with complete information and signature of UN Volunteer) | | UVP | In case no Field Presence, host entity will need to send to OA VM or regional office via email. |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | | - Passport/Identity proof of beneficiaries<br><br>Source and upload to UVP document library if necessary.<br><br>Check beneficiaries' names and how compensation should be distributed | | | <span style="color:red">In case beneficiary form is not fully completed,</span> UNV could consider presenting this case to the UNV Executive Coordinator to make a discretionary decision to pay out. |
| 9 | PA if present<br>CC if no PA<br>RO if no CC<br>SO for missions | Coordinate sending and receipt of remains | Coordinate receipt of remains and handover to family. | | | UNV RO to assist. In cases UNV has no presence in home country or sending location of remains (e.g. in cases of medical evacuation), the UN Physician and UNV presence or RO for the duty station country coordinator to send and OA coordinates with family to receive the remains. |
| ⚠️<br>10 | OA VM | Process separation in Quantum | Separate UN Volunteer. Enter separation action and reason. Separate medical and life insurance with the effective date of 1 day after the UN Volunteer death | Separation Quantum user guides | Quantum | Example: Death occurs on 31.03.2021. Effective date of separation from medical insurance for UN voluntee is 1 April 2021 and medical insurance for recognized PFU members is 16.05.2021.<br><br>Extension of medical insurance of recognized PFU for 45 days is automated when correct action reason is entered. It will be effective 1 day after the date of UN Volunteer death. |
| 11 | RO | Prepare and Send Condolence letter | A condolence letter in the name of the UNV Executive Coordinator is drafted. This is then passed on to the UNV Executive Coordinator for review and signature.<br>Condolence letter is addressed to beneficiaries and/or dependants | Condolence letter EN, FR | | |
| A | OA-FF | Inform donors or full-funding partners | If the UN Volunteer is fully funded, inform the donor partners of the UN Volunteer's death. | | | |
| 12 | OA VM | Inform insurance company (Cigna) and UN Joint Medical Service (UNJMS) | Draft a communication to Cigna copied to the UN Medical Director (UNJMS Geneva) informing of the UN Volunteer's death. The communication should contain the following information: | | | adlt@cigna.com<br><br>unogmedicalservice@un.org |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | | - UN Volunteer's name, roster number and employee ID <br> - Certificate of Death (issued by an official authority of the country in which the insured member died) <br> - medical certificate stating the cause of death <br> - Birth Certificate of UN Volunteer <br> - Beneficiary Form (with complete information and signature of UN Volunteer) <br> - Passport/Identity proof of beneficiaries | | | Autopsy report is not mandatory unless Cigna requests it. <br><br> If necessary, CIGNA can request additional information if the cause of death or the circumstances around it aren't clear enough. |
| 13 | Cigna | Check insurance coverage of the UN Volunteer | The insurance policy should be checked to determine its relevance in relation to the cause of death as found in the medical report and to the location of the duty station. <br><br> Check type of coverage for UN Volunteers assigned in regular duty station or countries covered under the malicious act policy | | | Cigna - UN Volunteer Life and dismemberment Insurance flyer |
| 14 | Beneficiary/legal guardian | Liaise with Cigna | Provide additional personal documentation as requested by Cigna including medical reports. | | | UN Physician, UNV PA, FP and/or RO to assist as required. |
| 15 | OA VM | Complete word document authorization for dependents (if applicable) in the case of an international UN Volunteer. | If applicable, authorize travel for the dependents, travel allowance and an allowance for the dispatching of personal effects | Authorization template | | |
| ⚠ 16 | OA TL | Approve paper authorization | Sign the authorization with docusign or on paper and then upload to volunteer's document library. | | | |
| 17 | Cigna | Send discharge form | Send discharge form to UNV | | | Cigna - UN Volunteer Life and dismemberment Insurance flyer |
| ⚠ 18 | VSC Chief | Signs discharge form | VSC Chief signs discharge form using docusign | | | |
| 19 | OA VM | Send discharge form to CIGNA | Send signed discharge form to CIGNA to process the payment. benefits@cigna.com | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| 20 | Cigna | Payment process | Cigna makes a bank transfer to UNV Programme | | | Cigna sends a cheque with a letter of payment |
| 21 | UNV Finance Unit | Notify about payment | Inform OA VM and OA TL of receipt of payment and share the costing through which money is available. | | | |
| ⚠ 22 | OA VM | Request banking information from beneficiaries | Contact beneficiaries to obtain bank information. Verify against ID documents and beneficiary form already on file. | Link to vendor template | UVP | Payment of outstanding VLA, exit allowance and any other outstanding unpaid financial entitlements payable by UNV or the host entity which have accrued by the time of death will be made to the estate of the international UN Volunteer which will be determined in accordance with the laws of the home country of the international UN Volunteer upon proof of the establishment of an administration of the estate. |
| 23 | OA VM | Request supplier profile creation | Request GSSC UNV to create Quantum supplier profile for beneficiaries via email. Upload bank details form to the volunteer's document library. | | Email | |
| ⚠ 24 | GSSC UNV | Create supplier profile | Create supplier profile | | Quantum | |
| 25 | OA VM | Request beneficiary discharge form | Send discharge capital sum form to beneficiary | | Email | |
| 26 | Beneficiary | Complete discharge form | Beneficiary completes and signs form to acknowledge receipt of life insurance payment and release UNV from further liability. Sends form to OA. | Life insurance discharge form - EN , ESP, FR | Email | |
| 27 | OA | Create invoice for payment of benefits | Create invoice in Quantum and submit for approval through payment module. | | Quantum | |
| ⚠ 28 | Chief of Finance | Approve invoice | Approve invoice | | Quantum | OA can upload confirmation of payment to the beneficiaries in UVP |
| 29 | PA if present CC if no PA RO if no CC SO for missions | Send invoices to VSC OA VM | Invoices sent to VSC to forward to Cigna for reimbursement of the following claims:<br>- Embalming of the mortal remains;<br>- Purchase of coffin;<br>- Transportation of the remains from duty station to place of origin; | | Email | (reimbursement based on invoices, up to 10,000 USD) |

| 30 | OA VM | Forward invoices to Cigna | Transmit invoices for expenses to Cigna for reimbursement | | Email | |
| 31 | UNV Finance Unit | Credit reimbursements to chart of account | Upon receipt of reimbursement from Cigna, respective reimbursement costs should be credited to the assigned chart of account. | | | |
| ⚠️ 32 | OA VM | Complete final end of assignment review | Complete the task 'Final EOA review'. | | UVP | |

**Death of a UN Volunteer dependent**

Applicable policy provision under medical insurance coverage for UN Volunteers

| 2.14. Decease Item | Remarks |
| --- | --- |
| Funeral expenses | Not covered |
| Repatriation | Under the limitations of the Life Insurance, the refund of the costs of repatriation of the corpse of an International UNV up to 10,000 USD. This includes the cost of the coffin, preparation and transportation of the corpse (e.g. cost of transportation from the country of assignment to the country of origin/recruitment and from the arrival at the airport to the home of the late insured person and from the home to the burial ground). In case of death of a dependent occurred at the volunteer's duty station, the cost of transportation (repatriation) of this corpse will be reimbursed at 100% up to a maximum USD 5,000 |
| Mortuary (in hospital) | Not covered |

For aspects not covered by the SOP, UNV Regional Manager and Volunteer Services Centre shall exercise managerial judgement on best action/ decision to take when time is a factor. Any financial implications not stipulated in the applicable medical coverage policy shall be cleared by the UNV Chief of Financial Resource Management Section. Host entities can provide financial support without consulting UNV.

Host entity responsibility are as follows:
- Inform UNV programme on the incident
- Provide transportation for the Volunteer as needed and all moral and additional ad-hoc financial support as deemed necessary

Authorization template (IUNV)

Authorization template (NUNV)

| Notification from the UN volunteer that a recognized PFU member passed away: | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | FU | Notify VSC | Inform the VSC that PFU has passed away. | | | Copy regional office. |

| | | | | | | |
|---|---|---|---|---|---|---|
| | Volunteer Host entity | | | | | |
| 2 | FU Volunteer Host entity | Gather documentation | Gather a full medical report, report on cause of death and death certificate | | | |
| 3 | OA VM | Withdraw PFU member from health insurance | Terminate medical insurance with the effective date 1 day after the date of PFU death | Update benefits enrolment Quantum guides | | |
| 4 | RO | Prepare and send condolence letter | Condolence letter is addressed to the UN Volunteer and signed by the UNV Executive Coordinator, drafted by the OA. This is then passed on to the UNV Executive Coordinator for review and signature. | Condolence letter | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| A | OA FF | Inform donors or full-funding partners if applicable | If the UN Volunteer is fully funded, inform the donor partners of the recognized PFU's death. | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| ⚠5 | OA VM | Authorize repatriation of PFU remains. | Authorize repatriation of remains. Upload relevant supporting documents through UVP. | Authorization template | | |
| 6 | PA if present CC if no PA RO if no CC SO for missions | Arrange repatriation of remains and process payment | Ensure mortal remains are repatriated and payment is processed | | | UNV HQ or UNV Regional office requests UNDP in the country of assignment to deal with the repatriation of remains. UNV Global pot is charged, actual invoices are sent to UNV VSC who submits claim to CIGNA. CIGNA pays and global pot is replenished with it.<br><br>Mission may want to arrange the repatriation due to contract with a local or international service provider, incurred costs and sent to UNV through the debit advice.<br><br>The same applies to repatriation of remains of a UN Volunteer's dependent. |

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# End an assignment due to separation by UNV

| Last updated | June 2024 |
|---|---|
| Applicability | All onsite UN Volunteers |

| Early separation scenarios and effect on entitlements - See also COS – Sections XIII, IX, X | | | | |
|---|---|---|---|---|
| Separation grounds | Exit lump sum | VLA deductions? | Notice given by UNV? | New End of Contract (EOC) date is: |
| Abandonment of Post | Not paid | Yes, retroactively deduct one day VLA for each day of unauthorized absence | No notice | Date of first day of unauthorized absence from service. |
| Summary dismissal | Not paid | No, full VLA to new EOC | No notice | Date of Summary Dismissible as established by UNV indicated in the Summary Dismissal letter sent to UN Volunteer |
| Termination for facts anterior | Not paid | No, full VLA to new EOC | Up to 30 days or compensation in lieu incl. MLA, family allowance and WBD | Date of decision by UNV |
| Early separation for misconduct | Not paid | No, full VLA to new EOC | Up to 30 days or compensation in lieu incl. MLA, family allowance and WBD | Date of decision by UNV |
| Documented unsatisfactory work performance | Paid as accrued | No, full VLA to new EOC | Up to 30 days or compensation in lieu incl. MLA, family allowance and WBD | Date of decision, plus notice period if any |
| For external circumstances not caused by the UN Volunteer | Paid as accrued | No, full VLA to new EOC | Up to 30 days or compensation in lieu incl. MLA, family allowance and WBD | Date of decision plus notice period if any |
| For early termination of the project or operation | Paid as accrued | No, full VLA to new EOC | Up to 30 days or compensation in lieu incl. MLA, family allowance and WBD | Date of decision plus notice period if any |
| If the maximum period of evacuation has been exceeded | Paid as accrued, minus costs of repatriating personal effects | No, full VLA to new EOC | Up to 30 days, starting 1st day of second month of evacuation, or compensation in lieu. Notice period may not exceed number of days left in current contract. * | Date of decision plus notice period if any |
| For prolonged incapacity to work because of injury or illness (COS S.VIII.3.k) | Paid as accrued | No, full VLA to new EOC | No notice observed | EOC date is set in consultation with the HE after exhausting all Sick Leave (Uncert & Cert) and Annual Leave. |
| Termination for any other reasons provided the UN Volunteer consents | Paid as accrued | No, full VLA to new EOC | Up to 30 days or compensation in lieu incl. MLA, family allowance and WBD | Date of decision plus notice period if any. |

Notes
- Volunteers may keep the entry lump sum in all cases.
- Repatriation travel should be paid in all cases if requested by the UN Volunteer.
- 1-month additional health insurance should be given to all UN Volunteers repatriating immediately, except for cases of abandonment of post.
- UNV Field Unit/Regional Office to consult with the UNV Legal for the requested terminations outside of the provisions of COS. This is to remove any risks of liabilities to UNV and reduce potential cases of recourse and complaints from the volunteers, whose contracts had been terminated upon requests of HEs and outside of COS provisions.

* Security evacuation should not exceed 60 calendar days. Within this period, a decision should be made as to whether the UN Volunteer will be authorized to return to the duty station or reassigned to another duty station or terminated. Notice period should start end of first month of evacuation. If there are less than 30 days in left in the current contract, they number of remaining days should be given as notice period.

** If the Contract is terminated due to prolonged incapacity to work because of illness (once the maximum entitlement of Certified Sick Leave is exceeded and remaining uncertified Sick Leave and Annual Leave entitlements are exhausted), medical insurance coverage of the UN Volunteer will continue until the last day of the initially agreed Contract period including the one-month post service extension, or for a period of six months after the Contract termination date, whichever is shorter (COS S. X.2)

**Processes unique to each type of separation.**
**After completing the below steps, continue with the SOP.**

**Abandonment of post**
**Host entity guide including email template**
- Host entity notifies UNV (country coordinator or regional office country focal point) that the UN Volunteer has not come to work
- UNV field unit and the host entity to contact the UN Volunteer repeatedly for 10 working days from the first unexplained absence
    - o Attempts to contact the UN Volunteer should be documented for presentation to the regional manager
- Notify the UN Department of Safety and Security (UNDSS) of the UN Volunteer's absence.
- Notify UNV that the UN Volunteer has not come to work for 10 working days and provide the document attempts to contact them
- ⚠️Regional manager determines that the contract is ended by reason of abandonment of post if the UN Volunteer does not provide a satisfactory explanation or report for duty for 10 working days.
- VSC team lead completes actions in UVP to separate the UN Volunteer from their contract.

**Documented unsatisfactory work performance**
- Host entity notifies UNV (country coordinator or regional office country focal point) that the UN Volunteer has been underperforming
    - o Documentation should be provided including evidence of performance reviews and attempts to reverse underperformance.
- ⚠️Regional manager determines if the evidence justifies separation from contract and may request further proof, if necessary. Evidence could be documentation that the host entity has followed its own performance review process that includes the UN Volunteer or other formal documentation of performance.
    - o Field unit (if present) or regional office to follow up with the host entity in cases where more evidence is requested.
    - o It should be flagged to the host entity that there could be legal liabilities if a contract is terminated without sufficient evidence.
    - o This step ensures that UNV has done its due diligence, even if the host entity insists on separating the UN Volunteer
- VSC Team Lead completes actions in UVP to separate the UN Volunteer from their contract

**Early termination of the project or operation or external circumstances not caused by the UN Volunteer**
- Host entity notifies UNV (country coordinator or regional office country focal point) of the termination of project or extenuating circumstances
    - o Documentation should be provided to show how the UN Volunteer's role is affected and is no longer sustainable.
    - o The UNV field unit or regional office should review the case and assess risks of unfair treatment of the UN Volunteer which may lead to reputational damage to UNV.
- Regional manager signs off on termination on behalf of UNV
- ⚠️ VSC team lead completes actions in UVP to separate the UN Volunteer from their contract.

**Summary dismissal and early separation for misconduct**
- Follow the APDMC process – **see SOP here.**

**Termination for facts anterior**

- If facts come to light about the UN Volunteer's recruitment process, eligibility, conduct or anything else that would have excluded them from selection for the assignment, UNV may decide to end the assignment under this provision. Facts anterior terminations are administrative terminations and do not necessarily implicate behaviour that constitutes misconduct.
    - o In assessing whether a contract may be terminated for facts anterior to the UN Volunteer assignment, UNV must:
        - ▪ determine that certain facts about the UN Volunteer have been sufficiently established; and,
        - ▪ that such facts, had UNV been aware of them before the person was recruited, would have prevented UNV from hiring them.
- The FU if present, or RO, if no FU, should present the uncovered 'facts' to the UN Volunteer for response.
- The UN Volunteer has 72 hours to respond. This response should be considered as part of the 'facts' present to the regional manager.
- Facts should be presented to the regional manager for decision.
    - o The RM has 3 options:
        - ▪ Determine that facts presented to not warrant separation
        - ▪ Determine that the facts presented warrant separation from the contract on grounds of facts anterior
            - • Separation without leaving a disciplinary record.
        - ▪ Determine that the facts presented constitute misconduct and refer the case to the APDMC
- VSC takes necessary contract actions, depending on regional manager decision

**For prolonged incapacity to work due to injury or illness**

- As per COS Section x.2, once the maximum entitlement of Certified Sick Leave is exceeded and remaining uncertified Sick Leave and Annual Leave entitlements are exhausted, UNV may decide to end the UN Volunteer's contract in consultation with the host entity.
- UNOG medical services may provide advice on the UN Volunteer's timeline for returning to work and whether the contract should be terminated
- UNV VSC Team Lead to notify the host entity that the contract is to be terminated. The assignment may be extended despite all leave being exhausted if requested by the host entity and they agree to cover the costs.

**Termination for any other reason with UN Volunteer's consent**

- This is case-specific and must be mutually agreed between UNV, the UN Volunteer and the Host Entity. VSC Team Lead acts on behalf of UNV.

**If the maximum period of evacuation has been exceeded**

- See security evacuation SOP

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|

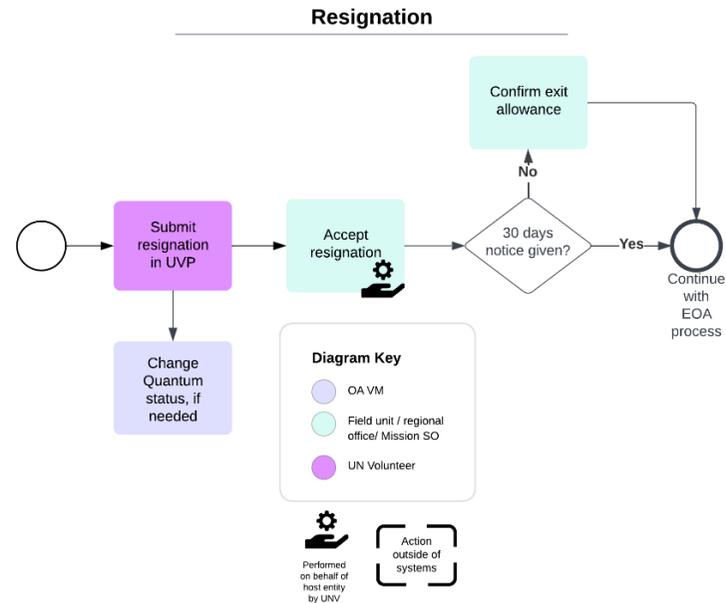| | | | | | | |
|---|---|---|---|---|---|---|
| 1 | OA TL | Register separation | Complete the related action 'Separation from assignment'. Enter the new assignment end date, the reason for separation (as per COS) and indicate if exit allowance should be paid (as per COS and the table above. Upload supporting documents as per above description for each separation reason. | | UVP | This triggers the end of assignment process. The details of the early separation appear in the assignment details page.

Authorized users can now perform the related action 'early separation' even after the assignment end date has been reached. |
| 2 | OA TL | Notify OA VM of separation | Email the separation details (EOC date) to the OA VM, including the UVP assignment ID. | | Email | This is needed until UVP has dedicated workflows and automated notifications for this process. |
| ⚠ 3 | OA VM | Process separation | Process separation | | Quantum | |
| Continue to End of Assignment Checkout process. | | | | | | |

# Resignation

| Last updated | December 2023 |
|---|---|
| Applicability | All onsite UN Volunteers |

Resignation is covered under section XIII.3 of the COS. The table below summarises entitlements in all resignation scenarios.

| | Complete first contract? | Notice period at least 30 days | Entry lump sum | Exit lump sum (COS s.XIII.3) | Repatriation travel | 1 month additional health insurance coverage (for UN Volunteer) |
|---|---|---|---|---|---|---|
| Scenario 1 | No | Yes | Keep in full | Not paid | Paid | Yes, if repatriating immediately |
| Scenario 2 | No | No | Keep in full | Not paid | Paid | Yes, if repatriating immediately |
| Scenario 3 | Yes | Yes | Keep in full | Paid in full | Paid | Yes, if repatriating immediately |
| Scenario 4 | Yes | No | Keep in full | Amount accrued in current contract lost | Paid | Yes, if repatriating immediately |

<div align="center"><strong>Resignation scenarios and effect on entitlements</strong></div>

| # | Responsible role | Process step | Description | Documents and guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | UN Volunteer | Submit resignation in UVP | Perform resignation action. Provide new end of contract date, number of leave days owing and reason for resignation. | Step-by-step guide | UVP | Date of resignation in UVP is the official resignation date. Resignation date – UN Volunteer can enter their resignation date in the past. Proof of resignation to host entity required. In these cases, the volunteer should submit the resignation with their actual proposed end date despite warnings that 30 days' notice will not be met. The mobilization user can waive the notice period and approve the exit allowance in step 4. |
| UVP creates a task on the OA VM dashboard to notify of potential resignation. | | | | | | |
| 2 | OA VM | Change status in Quantum, if end date is uncertain | If there is suspicion that the end date may change or the resignation may not be confirmed and payroll freeze is approaching, place the UN Volunteer under 'suspended – payroll eligible' or 'active – no payroll' as per the guide to setting assignment statuses for exceptional circumstances. Mark the resignation notification task as complete | Setting statuses guide – see 'exceptional circumstances' | | If resignation is eventually cancelled, reset the status and de-activate non-pay. |
| ⚠ 3 | FU RO | Accept resignation on behalf of host entity | Review resignation information. Confirm acknowledgement of the resignation by host entity and that they agree with the leave balance and notice period provided. Confirm if correct. Return if changes needed. | | UVP | Please note that there is an option to return, edit and resubmit or cancel the resignation by UN volunteers if submitted by mistake. |
| UVP will consider the contract status and notice period given. | | | | | | |

UVP will consider the contract status and notice period given.
- If 30 days' notice is given, the standard EOA process is triggered and exit allowance is automatically triggered at the completion of the checklist process.
- If 30 days' notice is not given in UVP,mobilization user to upload host entity decision as evidence of this decision.
- .
Notes – Leave balance no longer entered by UN volunteers.  Exit allowance is now only deduction for early resignation without notice period.

| | | | If 30 days' notice is not given in cases of assignments already in second or subsequent contract. | | | |
|---|---|---|---|---|---|---|
| **#** | **Responsible role** | **Process step** | **Description** | **Documents and guides** | **System** | **Comments** |
| 4 | Host entity | Inform UNV of waived notice period | Host entity may decide to waive the 30 day notice period for any reason as per Business Simplification_01_2023.<br><br>If choosing to waive, the hiring manager should confirm this to the UNV field unit or regional office. | | | In case of first contract, waiving 30 day notice period will have no effect on exit allowance as it is forfeited in full. |

| | | | | | | |
|---|---|---|---|---|---|---|
| ⚠<br>5 | CC, RPS | Confirm if exception applies when 30 days' notice not given in UVP | UVP presents two options:<br>- Pay exit allowance in full<br>- Pay no exit allowance<br><br>If the mobilization user is sure that exit allowance should be zero, they may choose this option.<br><br>Otherwise, choose the option to pay exit allowance in full. The amount can be adjusted by the OA VM at the time of payment for cases of partial exit allowance payment. | | | Partial exit allowance would be paid if the UN Volunteer completed the initial contract period but resigned without giving notice in the second, or subsequent, contract period.<br><br>Shorter notice periods can be approved by the regional manager to allow payment of exit allowance in full.<br><br>No exit allowance is payable for resignations within the first contract period. This cannot be waived by the regional manager.<br><br>If 30 days' notice is not given in UVP, mobilization user to upload host entity decision as evidence of this decision. |
| Continue to End of Assignment Checkout process. | | | | | | |

# Confirming an assignment will end at the completion of the current contract

| Last updated | March 2024 |
|---|---|
| Applicability | All onsite UN Volunteers |

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| 1 | CC if present RPS if no CC | Monitor contract end dates (optional) | Monitor volunteer assignment end dates as part of relationship management with partners and discuss possibility of (non)extension of contracts/ new assignments. | | | |

UVP sends reminders at 2 months from end of contract (EOC) date and creates a task for the mobilization user confirm end of assignment or an extension.
15 days from EOC UVP creates tasks for OA VM and mobilization user if no action is taken.

| | | | | | | |
|---|---|---|---|---|---|---|
| If end of assignment is not confirmed by 15 days from end of contract date. | | | | | | |
| A | OA VM | Add volunteer to non-pay | If end date is certain, proceed with separation. procesures .<br><br>If suspicion that end date may change or contract is expiring toward end of month or there is uncertainty, – place the person under 'suspended – payroll eligible' or 'active – no payroll' as per setting statuses guide – exceptional circumstances.<br><br>Mark 15 day reminder task as complete | Setting statuses guide | | |
| B | CC if present RPS if no CC | Follow up with host entity | Follow up with host entity to confirm if the assignment will end at the current EOC date or if an extension is planned. | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| ⚠ 2 | PA if present CC if no PA RPS if no CC | Confirm end of assignment | Confirm end of assignment via the task | | UVP | OA VMs will receive a task on their dashboard every time an assignment is ended by contract expiry or separation. (for more information, please follow this guide<br><br>OA VMs receives an email notification when an assignment is ended. This email now includes the Quantum assignment number and a link to the page in Quantum. |
| Continue to End of Assignment Checkout process. | | | | | | |

# End of Assignment Checkout Process

| Last updated | August 2024 |
|---|---|
| Applicability | All onsite UN Volunteers |

## End of Assignment Process
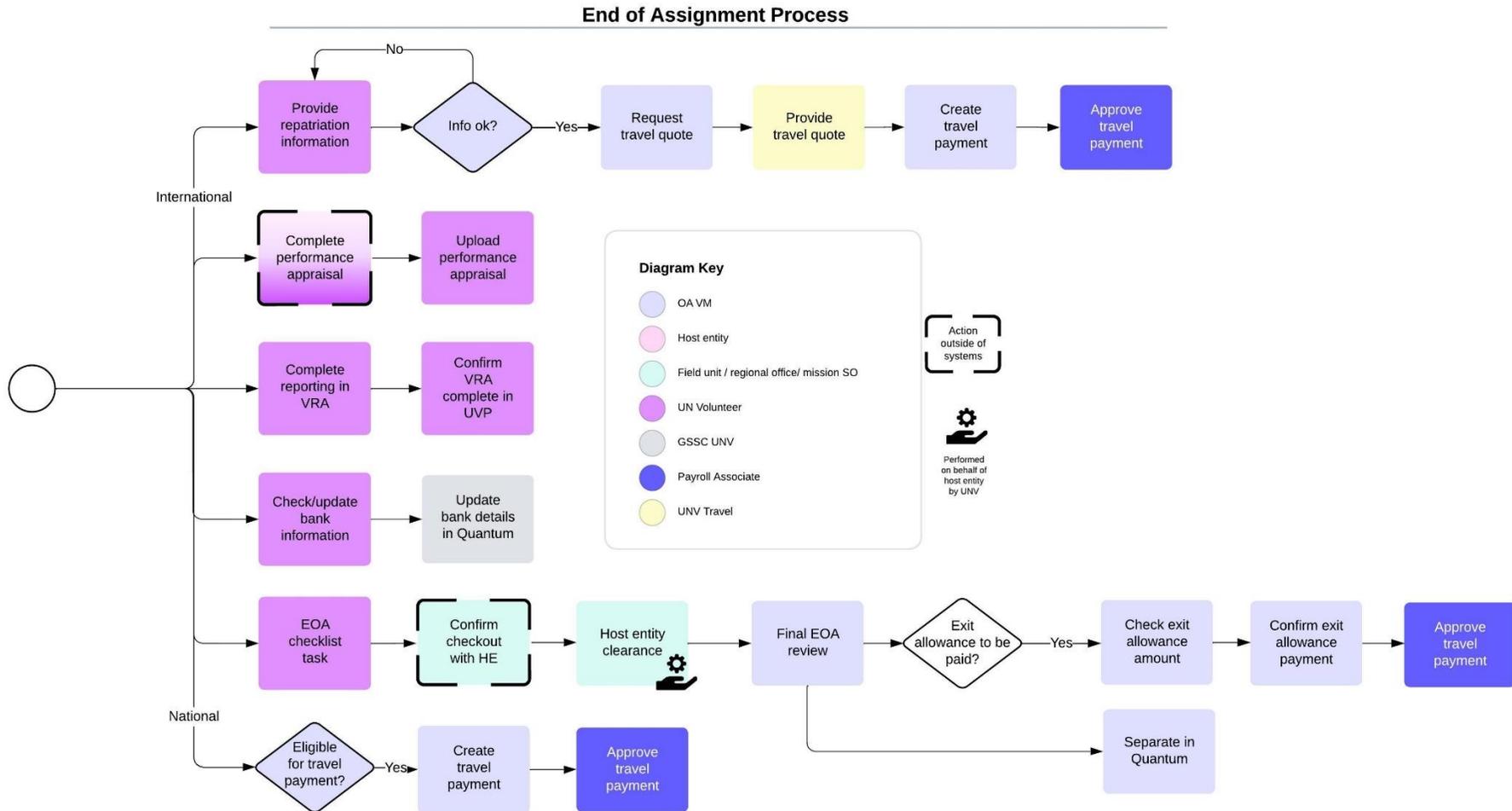
UVP sends an email to the UN Volunteer with instructions for the end of assignment process. The following tasks are added to the UN Volunteer's UVP dashboard
- End of assignment checklist
- Reporting in VRA
- Update bank account
- Confirm date and place of repatriation (IUNV only)

In case end of assignment is confirmed by reason of contract expiry and the host entity changes its mind before the assignment end date, mobilization user can reverse the action (step-by-step guide).

**Exit allowance calculations**
UVP calculate exit allowance at end of assignment date even if the end of assignment is triggered before this date and end of assignment checklist tasks are complete.

**National UN Volunteers**
- 1 specialist MLA for each 12 months served. Part months are calculated as follows:
  - MLA ÷ 12 ÷ days in month e.g. 28, 29, 30, 31 x days served in that month
  - Exit allowance is calculated based on the latest VLA that UN volunteers receive upon completion of assignment.

**International UN Volunteers**
- USD 225 for each month served. Part months are calculated as follows:
  - 225 ÷ days in month e.g. 28, 29, 30, 31 x days served in that month

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| 1 | PA if present CC if no PA | Debrief volunteer | Discuss end of assignment entitlements and check out procedure | | | |
| 2 | UN Volunteer | Volunteer reporting | Complete volunteer assignment reporting in the Volunteer Reporting Application (VRA) ). | | VRA | |
| 3 | UN Volunteer | Confirm report complete | Complete the 'Reporting in VRA' task to confirm. | | UVP | |
| 4 | UN Volunteer | Upload performance appraisal | Performance appraisals should be completed between the UN Volunteer and the host entity. Host entity performance appraisal tools and templates can be used or the UNV format<br><br>Volunteer can upload performance appraisal any time in addition to existing EOA task. | UNV Performance Appraisal Form Eng, Esp, Fr | UVP | Performance appraisals are required as per COS S.XII.4. However, non-compliance does not stop exit allowance payment. Volunteer can upload performance appraisal any time during the assignment including at the end of the contract. |

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| 5 | UN volunteer | Upload leave record | UN Volunteer to upload assignment leave record | | | |
| 6 | UN Volunteer | Complete final clearance checklist | Complete final clearance checklist task to confirm that there are no outstanding debts/charges owing, all equipment is returned to the host entity. Checklist is required to receive final entitlements. | | UVP | Upload of host entity checkout document is mandatory<br><br>**Mobilization users (FU/RO)** receive an email notification when Exit Processes (UserTask_FinalReview) are completed. The email will include exit allowance information. The email is triggered when VSC confirm the end of assignment process is complete. |
| 7 | UN Volunteer | Review bank details | Review bank details and update if needed. Complete dashboard task to confirm. | | UVP | |

| For international UN Volunteers only | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents | System | Comments |
| A | UN Volunteer | Confirm travel details | Complete repatriation travel form and upload using task | Repatriation travel form | UVP | |
| B | OA VM | Request travel quote | Cross check volunteer travel form and request travel quote in Salesforce. | | Salesforce | |
| C | UNV Travel | Provide travel quotation | Provide travel quote. Triggers task to OA in UVP to review. | | Salesforce | |
| D | OA VM | Create travel payment request | Create travel payment request in based on quote. Complete travel quotation task. | | UVP | |
| ⚠ E | Payroll Associate | Confirm travel payment | Confirm travel payment. | | UVP | |

| For national UN Volunteers only (excluding community category) | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents | System | Comments |

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|------------------|--------------|-------------|-----------|--------|----------|
| ⚠️ A | OA VM | Check travel eligibility (NUNV) | If NUNV received reimbursement for travel at the beginning of the assignment, they are eligible at the end to receive the lump sum. | | Quantum | For volunteers recruited in VMAM: Check in Quantum if travel reimbursement was made at beginning of assignment. For volunteers recruited in UVP: Check assignment detail page to see if payment was recorded. |
| B | OA VM | Pay travel lump sum (if eligible) | Create travel payment request for USD 200 if eligible. | | UVP | |
| ⚠️ C | Payroll associate | Approve travel lump sum payment | Approve lump sum payment. | | UVP | |

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|------------------|--------------|-------------|-----------|--------|----------|
| 7 | CC RO focal point if no country presence Mission SO for missions | Confirm checkout with host entity | Contact host entity to confirm the UN Volunteer has no outstanding administrative or financial debts with the host entity. | | | There is a drop down menu available for HE to confirm task at the end fo assignment. This addition aims to provide more comprehensive options for indicating outstanding liabilities. |
| ⚠️ 8 | PA if present CC if no PA RO focal point if no country presence Mission SO for missions | Complete host entity review | Complete host entity review task. Identify any outstanding payments, if needed. | | UVP | |

| 9 | UNV Field Units and Regional Offices | Report to OA about outstanding obligation (if any) | UNV Field Units and Regional Offices must report to their VM OA at any time potential outstanding obligations and financial liability of the UN Volunteers in their duty station, provided there is legal proof of it. | Step-to- step guide | | **This step will help further reduce the risk of completing the EoA process and processing assignment payments while the volunteer still has outstanding obligations such as private debts (e.g. landlords or banks)**<br><br>VSC has the option to archive an assignment from 6 months after EOC date if no activity. This cancels the end of assignment process and voids all outstanding.<br>The following related actions remain available for all assignments in archive state:<br><br>• Request payment and View activity log (multiple users)<br>• Associate open item (VM user)<br>• Generate certificate of service (super user)<br>• Edit host entity information (mobilization user |
| ⚠️ 10 | OA VM | Final clearance review | Check for open items (and clear if needed), clear any outstanding payments.  If an open item is cleared, remove open item from assignment record.<br><br>Complete end of assignment clearance task. | | UVP | |

At this point, UVP performs the following actions:
- Issues the certificate of service and sends an email to the UN Volunteer with instructions on how to view it in UVP.
- Adds a template letter to the UN Volunteer's document library for tax or other administrative purposes.
- Triggers the exit allowance payment
- Triggers the exit allowance withheld amount (missions only)
- Triggers the exit allowance withheld amount release (missions only)

**Note on eligibility for extra month of health insurance for UN Volunteers.**

International UN Volunteers who choose not to repatriate immediately after their end of contract date are not eligible for the additional month of health insurance. This is described in COS section IX(2).

*"A UN Volunteer or her/his recognized primary dependents who choose not to return immediately to the place of recruitment/domicile, to stay on in the country of assignment, travels via a different route or mode of transport or to travel to a third country, will have no status as a UN Volunteer and any dependents will cease to be recognized by UNV and will forfeit the one-month additional health insurance coverage."*

In Quantum, the additional 30 days of health insurance is automated by default. If not eiligible, the UN Volunteer should be manually unenrolled.

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| ⚠ 11 | OA | Process separation | Separate the UN Volunteer <br><br> Un-enrol International UN Volunteers from health insurance if not repatriating immediately. | Separation in quantum guides <br><br> Separation in quantum guides <br> UN Volunteer chooses to stay after EOA Quantum guide | Quantum | |
| ⚠ 12 | Payroll Associate | Terminate recurring earnings and deductions | Terminate recurring earnings and deductions if applicable with the contract end date and validate payroll results. | | Quantum | |
| ⚠ 13 | OA | Check banking information is updated | Check that volunteer has valid bank account information in Quantum. <br><br> Request the UN Volunteer to update their banking information in UVP and submit to GSSC if the banking information is incorrect or missing. | | Quantum | This is most relevant for IUNVs who are repatriating. If they want to have the exit allowance paid to their home country, they will need to update their bank account in UVP. Payments sent to closed bank accounts in the assignment country will be rejected. In some cases, Atlas to Quantum migration issues may have removed banking information. |
| ⚠ 14 | OA VM | Check UVP exit allowance info correct | Check the exit allowance value calculated by UVP is correct by comparing with results from the excel exit allowance calculator. Differences between the exit allowance calculator and UVP should be reported to the service desk for review. If the excel and UVP match, proceed with payment. Screenshot the result of the exit allowance calculator. | | UVP Excel | |

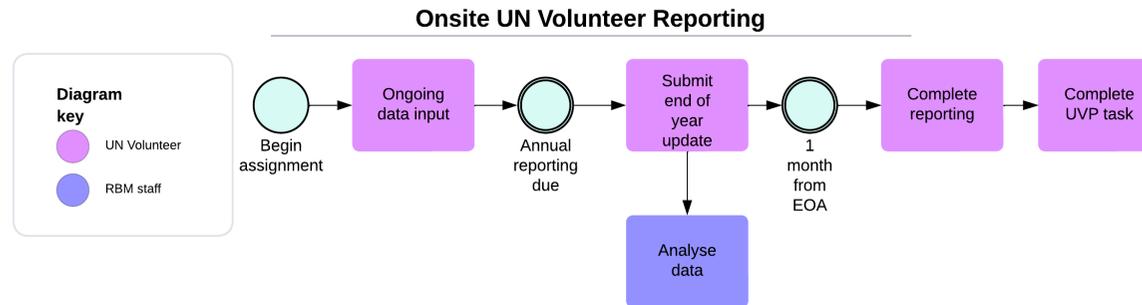| | | | | | | |
|---|---|---|---|---|---|---|
| ⚠️ 15 | OA VM | Confirm exit allowance | Complete exit allowance payment request task. Upload screenshot of the excel calculator for payroll associate to review. | | UVP | If the UN Volunteer has an account with UNFCU, OA VM is to seek clearance from UNFCU before releasing the exit allowance payment |
| 15 A | OA VM | Confirm exit allowance withheld amount (mission only) | Complete exit allowance withheld amount task | | | |
| 15 B | OA VM | Confirm exit allowance withheld amount (mission only) | Complete exit allowance withheld amount (release) task. Indicate future date for release. | | | |
| ⚠️ 16 | Payroll associate | Approve payment | Review payment request and approve if eligible. | | UVP | |
| ⚠️ 16 A | Payroll associate | Approve exit allowance withheld amount (mission only) | Approve withheld amount | | UVP | |
| ⚠️ 16 B | Payroll associate | Approve exit allowance withheld amount release (mission only) | Approve withheld amount | | UVP | |

# Volunteer Reporting – Standard Operating Procedure

| Last updated | December 2023 |
|---|---|
| Applicability | All onsite UN Volunteers |

**Onsite UN Volunteer Reporting**



| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| 1 | UN 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 | | VRA | |
| 2 | 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. | | VRA | |
| 3 | UN 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. | | VRA | VRA, performance appraisal tasks expire after 6 months - Instead of 1 month |
| 4 | RBM staff in regional offices and headquarters | Analyse data | Close volunteer report (the questionnaire part) filling feature of the VRA, analyse data and report. | | VRA | |
| 5 | 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. | | VRA | |

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| 6 | UN 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. | | VRA | |
| 8 | UN Volunteer | Reporting complete task | Complete the 'Reporting complete' task to confirm that report has been entered in VRA. This is part of the standard end of assignment process for all UN Volunteers. | | UVP | |
| 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 | UN 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 | | | |

# Implementation of the UNV Clear Check policy

| Last updated | April 2023 |
|---|---|
| Applicability | All onsite UN Volunteers |

The procedures outlined in this SOP facilitate the implementation of the UNV Clear Check policy applicable to UN Volunteers before, during, and after the UN Volunteer assignment.  This policy applies to all former or currently serving International and National UN Volunteers as well as individuals under recruitment for UN Volunteer assignments.

Clear Check (the Database) is a shared UN system electronic database in which UNV may include the names of UN Volunteers with a record of sexual exploitation and abuse (SEA) or sexual harassment (SH) whose conduct in that regard resulted or would have resulted in the termination of their UNV assignment and contract. UNV may also place UN Volunteers in the Database in cases when UNV has come into possession of information confirming that an individual has a criminal record for a serious sexual offence.

The purpose of the Database is to ensure that UN Volunteers with a record of SEA or SH are not engaged or re-engaged by UNV or assigned to any UN entity or Organization and that before the commencement of their assignment, information about any record of such offences by UN Volunteers is available to UNV and the UN entity to which the UN Volunteer is proposed to be assigned.

The UNV Executive Coordinator (EC) has the authority to decide whether an individual name should be placed in the Database. The EC may authorize other individuals to decide on this matter should the EC consider it in the interest of UNV to do so. The UNV EC appoints individuals as Clear Check Focal points who will then be provided access to the Database from the UN Secretariat

Refer to UNV Policy on the Clear check Database for more details including the identifying information to be entered into the Database.

**SOP sections**
Screening and vetting of UN Volunteer candidates under recruitment
Placement of currently serving and former UN Volunteers on the database following a disciplinary process
Removal of a current or former UN Volunteer from the database

## Screening and vetting of UN Volunteer candidates under recruitment

The final selection of a UN Volunteer is subject to screening and vetting of the individual's personal details against entries in the Clear Check Database. If UNV confirms that the individual under recruitment appears in the database, the individual will no longer be eligible for recruitment by UNV.
**As the checks are currently only done monthly, the recruitment process can proceed without a clear check but must be stopped immediately if a match is discovered.**

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| 1 | ICTS Systems Development Specialist | Create uncleared list | From the UVP database, create a list of all candidates marked as preferred in the previous month who are not already cleared and have not withdrawn, declined or cancelled. | | UVP | |
| 2 | Clear Check focal point | Upload excel to clear check database | Upload the excel file to the clear check database to compare candidates against records. Database will return either 'no match' or 'possible match'. Possible matches should be examined individually to confirm if the candidate is really a match with the person in the database. | | Excel Clear check | The final selection of a UN Volunteer shall be subject to screening and vetting of the individual's personal details against entries in the Clear Check Database. If UNV confirms that the individual under recruitment appears in the Database, the individual will no longer be eligible for recruitment by UNV.<br><br>The clear check focal point is an individual(s) with delegated authority and function to access the database |
| 3 | Clear Check focal point | Return excel with outcomes | Return excel file with all cleared candidates to ICTS systems development specialist | | Excel Email | |
| 4 | ICTS Systems Development Specialist | Bulk clear candidates | Perform a bulk update to change the statuses of cleared candidates to 'Cleared' and ensure that the check task has been completed successfully for candidates. | | UVP | |
| | **In case of clear check match** | | | | | |
| 5 | Clear check focal point | Inform candidate | Send templated letter to the candidate, notifying them that they are no longer under consideration for the assignment. | Letter template | | |
| 6 | Clear check focal point | Mark not cleared and tag | Mark the candidate as clear check not cleared and apply the 'TBR' tag to the candidate profile | | UVP | |
| 7 | OA recruitment OA VM OA TL | Stop recruitment process | Depending on stage of recruitment the offer may need to be rescinded, contract revoked or assignment ended. | | | |

## Placement of currently serving and former UN Volunteers on the database following a disciplinary process

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| 1 | APDMC with advice from UNDP Office of Legal Services (OLS) | Review the SEA/SH allegations | Review the investigation report and UN Volunteer's response (if applicable) in line with the applicable APDMC SOPs and TORs. | APDMC SOP APDMC TOR | | ` |
| 2 | APDMC with advice from UNDP Office of Legal Services (OLS) | Provide recommendations to the UNV EC and receive EC's decision | APDMC Secretary prepares recommendation including on the inclusion into the Database (if applicable) for the UNV EC's decision-making and signature. | For more details, refer to Standard Operating procedures on APDMC | | |
| 3 | APDMC Secretary | Sends disciplinary decision letter to UN Volunteer | APDMC Secretary sends the signed letter to the UN Volunteer communicating the EC's decision. A copy of the letter is sent to the Chief, VSC for placement on the UN Volunteer's file | | | A letter that sets out the case, the disciplinary decision and the decision to place the person on the database UVP: functionality to send the templated letter APDMC Secretary with the access right to the UVP. |
| 4 | APDMC Secretary | Insert the name into the database | APDMC secretary inserts the name of current or former volunteers in the clear check database | | | |

| **Exceptional Cases** |
|---|

| **Placement in case of a criminal record for a serious sexual offence** |
|---|

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| 1 | UNV EC on advice from OLS and duly authorized investigative body | Placement on a Database where there is a prior criminal conviction regarding a former UN Volunteer | UNV EC may decide to place a former UN Volunteer on the database where there is evidence of a prior criminal conviction for a serious sexual offence. If the EC decides to place the individual on the Database APDMC will inform the individual, OLS, the applicable host entity and the investigative body in writing. | | | UNV EC may consider placement where there is evidence of a prior criminal conviction for serious sexual offences by a competent court, the duly authorized investigative body confirms that such conviction exists and OLS advises that such conduct would have resulted in early separation for misconduct or summary dismissal of the individual had they been a UN Volunteer at the time the conduct occurred. |

| | | | | | | |
|---|---|---|---|---|---|---|
| 2 | APDMC Secretary | Send a letter to the volunteer | APDMC secretary sends letter to UN volunteer informing about the placement of his/her name in the database<br><br>APDMC also informs OLS, applicable Host Entity and duly authorized investigative body in writing of the EC's decision.<br><br>Send a copy of the letter to Chief, VSC for placement on the individual's file. | | | |
| 3 | APDMC Secretary | Insert the name into the database | APDMC secretary insert the name of UN volunteer in the clear check database | | | |
| **Temporary Placement pending the conclusion of an investigation** | | | | | | |
| 1 | EC with advice from UNDP Office of Legal Services (OLS) and the duly authorized investigative body | Decision by EC to temporarily place a currently serving UN Volunteer on the database | If there is an ongoing investigation into SEA/SH that cannot be completed due to ongoing criminal investigation or proceedings by national authorities, APDMC with advice from OLS and the duly authorized investigative body will inform the EC of the case for a decision. If EC decides to place the individual in the Database the APDMC Secretary will inform the individual, as well as OLS, applicable Host Entity and duly authorized investigative body in writing. | | | |
| 2 | APDMC Secretary | Send letter to volunteer | APDMC secretary sends letter to UN volunteer informing about the placement of his/her name in the database<br><br>APDMC also informs OLS, the applicable Host Entity and duly authorized investigative body in writing of the EC's decision. | | | APDMC will also inform the UN Volunteer in writing of their temporary placement on the Databased. A copy of the letter will be sent to Chief, VSC for placement on the individual's file. |
| 3 | APDMC Secretary | Insert the name into the database | APDMC secretary inserts the name of the UN volunteer in the clear check database | | ClearCheck | |
| | **Placement of former volunteers when investigation cannot be completed** | | | | | |

| 1 | UNV EC on advice from OLS and duly authorized investigative body | Placement on database where the investigation is incomplete | UNV EC may decide to place a former UN Volunteer on the Database where the duly auhtorized investigative body cannot complete an investigation concerning the former UN Volunteer and upon advice by OLS and the duly authorized investigative body.<br><br>If the decision is made to place them on the Database, APDMC Secretary sends letter to UN volunteer informing about the placement of his/her name in the database | | | This may be done where all of the following conditions exist as advised by OLS and the duly authorized investigative body: the former UN Volunteer has not co-operated with the investigation, there is strong corroborating evidence that the allegation is credible , and the nature of the allegation is such that it would have resulted in at least the sanction of early separation for misconduct if the individual had remained a UN Volunteer. |
| 2 | APDMC Secretary | Send letter to a former UN volunteer | APDMC secretary sends letter to former UN volunteer informing about the placement of his/her name in the database<br><br>APDMC also informs OLS, the applicable Host Entity and duly authorized investigative body in writing of the EC's decision.<br><br>A copy of the letter will be sent to Chief, VSC for placement on the individual's file. | | | |
| 3 | APDMC Secretary | Insert the name into the database | APDMC secretary inserts the name of the former UN volunteer in the clear check database | | ClearCheck | |

## *Removal of a current or former UN Volunteer from the database*

| Removal following temporary placement on the Database | | | | | | |
|---|---|---|---|---|---|---|
| 1 | UNDP Office of Legal Services/APDMC Secretary | Removal of the UN Volunteer from the Database | If a UN Volunteer who is temporarily placed on the database is subsequently cleared by a final court verdict or investigation or where disciplinary proceedings do not result in the sanction of early separation for misconduct or summary dismissal, the APDMC Secretary will ensure their name is removed from the Database and inform the individual in writing accordingly.  A copy of the letter will be sent to Chief, VSC for placement on the individual's file | | | |
| Removal following appeal to the UNDP Administrator or Arbitration | | | | | | |

| 1 | UNDP Office of Legal Services | Inform APDMC about the removal of UN Volunteers information from Database | A UN Volunteer may be removed from the Database upon the decision of the Administrator, UNDP, following a request for administrative review pursuant to the applicable Conditions of Service. The decision may also be reversed by an arbitrator following arbitration proceedings | Supporting documentation of decision to remove. | | |
|---|---|---|---|---|---|---|
| 2 | APDMC Secretary | Remove UN volunteer's data from Database | APDMC Secretary removes the individual from the database and informs the person in writing. A copy of the letter is sent to Chief, VSC to be placed on the individual's file. | Supporting documentation provided to Clear Check | | |
| 3 | APDMC Secretary | Inform individual and other relevant parties | APDMC inform OLS, the host entity where the UN Volunteer was serving at the applicable time and the duly authorized investigative body will also be notified in writing about the removal of individual from the clear check database | | | |

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# Advisory Panel on Disciplinary Matters and Claims

| Last updated | April 2023 |
|---|---|
| Applicability | All onsite UN Volunteers |

APDMC Terms of Reference

**Note on financial losses due to UN Volunteer conduct**

When a UN Volunteer is found to be responsible through willful conduct, gross negligence, or recklessness for a financial loss, the UN Volunteer is obliged to refund UNV or the Host Entity either partially or in full for any financial loss suffered by that entity as a result of his or her actions.

UNV Headquarters may make deductions from any allowance or payment due to the UN Volunteer to cover indebtedness to UNV or the UN system. Deductions may be up to 30% monthly from the VLA, however, up to 100% of the Exit Lump Sum allowance and the last month of the VLA may be deducted.

If a UN Volunteer owes an amount that has not been fully recovered within the time limits established by UNV, generally within 3 months, she/he will be excluded from future opportunities to be a UN Volunteer and appropriate legal steps may be taken to recover all outstanding funds. If the UN Volunteer separates owing an outstanding debt to UNV, this fact may also be disclosed to other UN entities, and recovery obtained through other UN Entities if the former UN Volunteer is employed there.

Under MoU template language a UN Volunteer may be held responsible for financial loss to the UN Host Entity or damage to UN Host Entity assets, including those assigned to them, in accordance with provisions of the CoS. In such cases, the UN Host Entity reviews the incident in line with its internal policies and procedures provides UNV with a report containing its findings and conclusions. The UNV Executive Coordinator will then take appropriate action in terms of possible recovery and/or disciplinary action, as appropriate, and inform the UN Host Entity accordingly.

Where there is no MoU (e.g. with UNDP), the Executive Coordinator may instruct that payment be made to UNDP. UNDP should be notified to recover amounts beyond UNV's deductions.

## *Disciplinary process*

| # | Responsible role | Process step | Description | Documents or guides | Comments |
|---|---|---|---|---|---|
| 1 | APDMC Secretary | Receive case for review | Review the investigation report for completeness ensuring it is sufficiently supported by evidence that is comprehensible enough for the UN Volunteer to understand the allegations against her/him (should include interview reports, Annexes etc.)<br><br>Formally and confidentially register the case. | | Within 10 working days.<br><br>When notifying the agency that brought the case:0<br>- If case includes a formal investigation report, mention that this report will be shared with the subject of the |

| | | | | | |
|---|---|---|---|---|---|
| | | | Acknowledge receipt of the case to the agency that brought it before UNV HQ, with copy to the UNDP Resident Representative (RR) and the relevant UNV Field Unit and RO<br><br>Share all available documentation with all APDMC members | | investigation to obtain his/her comments on the allegations;<br>- If the case did not contain an investigation report, request that such an investigation report be made available to APDMC and mention that the case will not be reviewed until such report is received.<br><br>For incomplete reports or vague reports, the Secretary will request the submitting agency to provide additional documentation and/or requested revisions of the report. |
| 3 | APDMC Secretary | Inform UN volunteer of case | Inform the volunteer in writing that s/he is under investigation, explaining the charges, even if s/he was already informed of the allegations prior to or during the host entity's investigation.<br><br>Share a copy of the investigation report and supporting documents with the volunteer and request his/her comments on the allegations and report. Explain that his/her comments will go on official record.<br><br>Advise the volunteer that they have 10 working days to respond after receipt of the documentation. This deadline may be extended by 5 days at the APDMC's discretion upon written request, including justification from the volunteer. | | If the UN Volunteer fails to comment before the deadline, or in the event APDMC is informed that the UN Volunteer is convicted of a crime by a competent authority, APDMC can make a recommendation without taking into account the volunteer's comments. |
| 4 | UN Volunteer | Submit comment to APDMC | Submit comments to the APDMC Secretary within the deadline. | | |
| 5 | APDMC Secretariat | Convene a meeting to review | Within 10 working days of receiving the volunteer's comments.<br><br>Convene a meeting to review with a quorum of at least four panel members.<br><br>APDMC Secretary to record the minutes. | | During its deliberations, APDMC can decide to request additional information from a variety of sources, including the UN Volunteer him/herself, the instance that conducted the investigation, the head of the host agency in question, UNV Field Unit or UNDP RR in the volunteer's location, UNDP's legal advisors, the Regional Manager, etc |
| 6 | APDMC Secretary | Draft letters | APDMC secretary will draft the appropriate letters for the UNV Executive coordinator's signature. | | |
| 7 | APDMC Chair | Report to EC and receive decision | Within ten working days of meeting report the Secretariat's recommendation to the Executive Coordinator.<br><br>Having received the Executive Coordinator's decision, the APDMC then produces the appropriate letter to be sent to the UN | | The case is summarized in the letter |

| #  | Responsible role | Process step | Description | Documents or guides | Comments |
|----|------------------|--------------|-------------|---------------------|----------|
|    |                  |              | Volunteer. Where relevant, a copy of the letter is placed on the UN Volunteer's file at UNV Headquarters. |  |  |
| 8  | APDMC Secretary | Send volunteer letter | Having received the Executive Coordinator's decision, the APDMC then produces the appropriate letter to be sent to the UN Volunteer. Where relevant, a copy of the letter is placed on the UN Volunteer's file at UNV Headquarters.  The signed copy is sent to the UN Volunteer. |  |  |
| 9  | APDMC Secretary through RO | Inform host entity | The APDMC informs the applicable Host Entity, the delivery of the communication will be facilitated by the UNV Regional Office or UNV Field unit, as applicable, to inform the Host Entity of the Executive Coordinator's decision on the matter. This is the process regardless of the Host Entity at which the UN Volunteer is/was serving. |  |  |
| 10 | APDMC Secretary | File letters and background documentation | APDMC letters are filed under the APDMC page in the portal where only APDMC Secretariat, panel members, UNV legal Specialist, EC and DECs have access |  |  |
| 11 | APDMC Secretary | Maintain statistics | Maintain detailed statistics on relevant aspects of all cases that have been brought before APDMC including:<br>• types of misconduct;<br>• types of proposed disciplinary measures;<br>• data on host entities and countries |  | This can be used for reporting or statistical purposes whenever necessary, while maintaining strict confidentiality and anonymity regarding individual perpetrators and victims. |

## Claims process

| # | Responsible role | Process step | Description | Documents or guides | Comments |
|---|------------------|--------------|-------------|---------------------|----------|
| 1 | UN Volunteer | Update inventory list | Keep inventory list updated. |  |  |
| 2 | UN Volunteer | Submit claim | When loss or damage occurs, submit a claim to the OA in Bonn through the service desk, specifying the exact circumstances of the incident that caused the loss or damage, of the items, the value and other relevant details such as a police or a UN security report, as appropriate. |  | Within 12 months of the damage occurring. |

| 3 | OA TL | Review and forward to APDMC | Review case and submit to APDMC secretary | | Within 5 days of receiving claim | |
| 4 | APDMC secretary | Register case | Ensure all background documents are in place for APDMC Board to make decision<br><br>Register the case | | | |
| 5 | APDMC Chair | Call meeting | Call meeting to review the case | | Within 10 days of receiving from OA TL. | |
| 6 | APDMC | Review claim | Review the case, reach a decision. Secretary to take minutes. | | The decision of APDMC Board is final with regard to setting reasonable compensation for the lost or damaged personal effects. It is not subject to any arbitration. | |
| 7 | APDMC Chair | Summarise and share | Prepare a summary of the decision and share with the volunteer, VSC Team Leader, Field Unit and RM. | | | |
| 8 | OA TL | Request compensation payment | Request UNV Finance to proceed with compensation, if any. | | | |

## Reporting process

| # | Responsible role | Process step | Description | Documents or guides | Comments |
|---|---|---|---|---|---|
| 1 | APDMC secretary | Draft annual report | For drafting the Annual Report, the following are useful:<br>  a) Statistics of the cases reviewed for the past year. A log list of cases reviewed is available.<br>  b) Statistics calculator for the APDMC cases<br>  c)  Monthly Statistics Report produced by Executive Office (take the December) | | |
| 2 | APDMC Chair | Review | Review the draft Annual report and make recommendations /edits | | |
| 3 | APDMC secretary | Finalise report | Finalise the annual report | | |
| 4 | APDMC secretary | Draft memos | Draft memos to accompany the APDMC Annual Report.  Memos are addressed to the following: a)All UNV Field Units/ Regional Managers b) UNDP Administrator  c) DFS  d) Office of Audit and Investigation (OAI) and a personalized email message from the UNV EC to all Resident Coordinators and RRs | | |

| 5 | APDMC Chair | Review and finalise | Review and finalise memos. Send report to EC for endorsement. | | |
|---|---|---|---|---|---|
| 6 | UNV EC | Endorse | Endorses the Annual Report and signs memos and sends personalized email from his email account | | |
| 7 | APDMC Secretary | Dispatch | Dispatch annual report and memos. Upload annual report to UNV SharePoint. | | |

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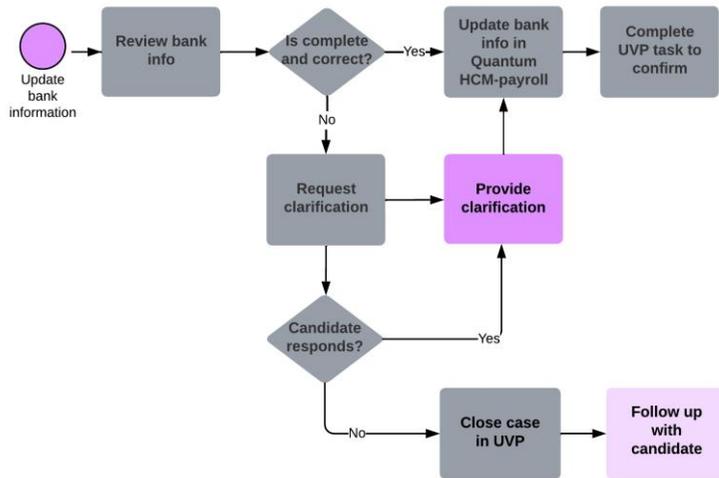
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# Supplier Profile Creation and Banking Information Entry

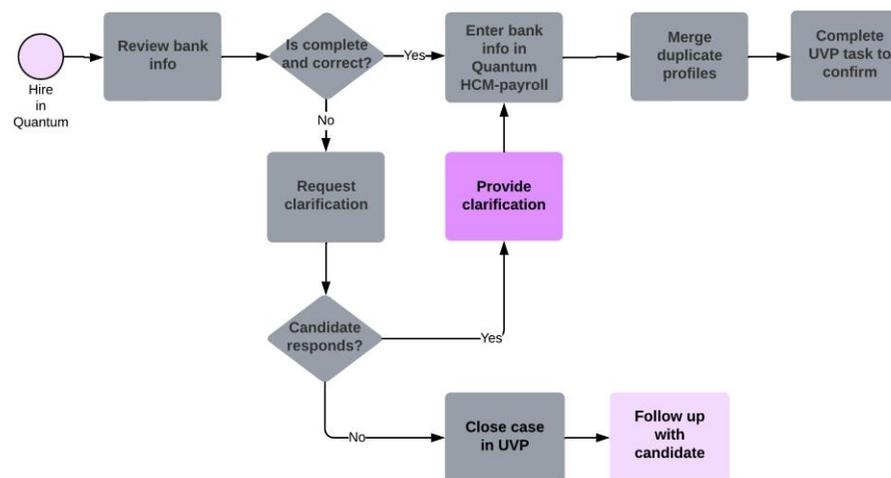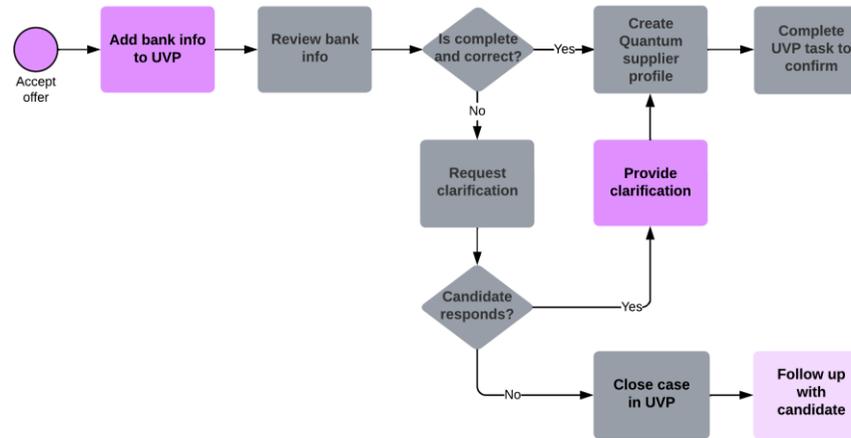| Last updated | September 2024 |
|---|---|
| Applicability | All onsite UN Volunteers |

## Contents

### Quantum HCM-payroll banking update during assignment



### Quantum HCM-payroll banking info entry at hiring

**Pre-departure Quantum supplier profile creation (International assignments only)**



| A. Creating supplier profiles in Quantum | | | | | | |
|---|---|---|---|---|---|---|
| Applies to all International UN Volunteer candidates | | | | | | |
| Applies to National UN Volunteers in exceptional cases only (see note below) | | | | | | |
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| 1 | Candidate | Enter bank details | When the offer is accepted, complete the task 'Add bank information'. Enter bank details under 'My banking' and submit. | | UVP | Upload proof of Banking or other necessary information required for certain countries where it is needed to process payments. For Ecuador and Peru this is mandatory.<br><br>Guide for how to enter banking information: Interactive version, web-page version<br><br>National candidates' banking details remain in 'In progress, pending hiring' status until they are hired in Quantum. NUNV candidates can update their bank details without triggering tasks to GSSC UNV when in this status. |

| | | | | | | Only in exceptional cases is a supplier profile created in Quantum for NUNV candidates and this is triggered by the OA UN Volunteer Management (OA VM). See below. |

**The default process is that no supplier profiles should be created for national UN Volunteers.**
However, exceptions may be requested at the discretion of VSC operations associates.
Exceptions should only be approved if pre-deployment payment is required to avoid undue financial or other hardship for the UN Volunteer candidate or if a blanket exception is approved by the Chief of VSS for a group of volunteers.
Until exception recording is standardised in systems, supporting documentation related to the exception should be uploaded to the assignment document library in UVP as an adhoc document.
GSSC UNV is to process all exceptions requested by UNV.

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| A | VSC | Request supplier profile for NUNV (exceptional) | Submit a request to GSSC UNV via the candidate banking screen. <br> - Edit banking information and submit. <br> - Select Quantum supplier from dropdown. | | UVP | The candidate banking is available from the candidate details page. The submit button for the OA VM user will not be available until the candidate has entered and submitted their bank details for the first time. <br><br> While in 'In Progress-pending Hiring' status VSC can request supplier creation in Quantum Supplier when invoice payment is needed. <br><br> The status will show "In Progress" until GSSC UNV completes the task. The status will then show as "Complete". |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 2 | System (UVP) | Notification | Send automatic notification to GSSC UNV and create task on GSSC UNV dashboard | | UVP | The email notification sent to GSSC for supplier creation now includes the funding entity information if the host entity is UNFPA or UN Women. This signals to GSSC to ensure compliance with Quantum's configuration by identifying the correct funding entity. |
| 3 | GSSC UNV | Review banking | Open task. <br> Review bank information | | UVP | |

| If the bank details provided by the candidate are incomplete or incorrect | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| A | GSSC UNV | Request clarification | Contact candidate using 'request edit' function in UVP (sends automated email to candidate).<br><br>If no response from candidate:<br>- Send a reminder after 24 hours and final reminder 48 hours.<br>- If no response within 96 hours, email support@unv.org with the assignment ID and conversation history. Close the case. | | UVP<br>Email | Until UVP correctly records cases closed without action and notifies relevant users, it is important that GSSC UNV copy the service desk into the final reminder emails to non-responsive candidates.<br><br>If bank information in UVP does not match with the verification portal, GSSC UNV will proceed with data from the portal.<br><br>UVP sends a generic email to the candidate with case outcome if the case is closed without response. |
| B | Candidate | Send clarification | Candidate provides clarification/missing information to GSSC UNV. and uploads proof of banking or other documents in UVP. | | Email<br>UVP | |
| If case is closed due to candidate inaction | | | | | | |
| C | OA VM | Unsuccessful case follow up with candidate | VSC to follow up with candidate and ask for banking in UVP. | | Email | |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| ⚠️ 4 | GSSC UNV | Create supplier profile | Create supplier profile in Quantum | | Quantum | For all international UN Volunteers, GSSC will create Supplier under Business Unit "UNV"<br><br>For all international UN Volunteers with funding entity UNFPA and UNWOMEN, GSSC will create Supplier under Business Unit UNFPA/UNWOMEN and UNV respectively"<br><br>For all funding entities (except UNWOMEN), supplier under BU "UNV" shall be used for entry lump sum.<br><br>If the funding entity is UNWOMEN, the supplier under BU "UNWOMEN" shall be used for entry lump sum.<br><br>If the funding entity is UNFPA, the entry lump sum shall be included in the first payroll. |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 5 | GSSC UNV | Complete task in UVP | Confirm by completing 'Review banking information' task. Indicate Quantum supplier number in the candidate details page. | | UVP | |
| 6 | System | Notification | Send automatic notification to requestor, candidate and GSSC UNV with case outcome | | UVP | |

| **B.** Add banking info to Quantum HCM-payroll at hiring | | | | | | |
|---|---|---|---|---|---|---|
| All candidates enter their bank details during the pre-deployment phase | | | | | | |
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| 1 | OA VM | Hire in Quantum | Hire the UN Volunteer in Quantum via UVP integration. | | UVP | |
| 2 | System | Notification | Send automatic notification to GSSC UNV and create task on GSSC UNV dashboard | | UVP | |

| If the bank details provided by the candidate are incomplete or incorrect | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| A | GSSC UNV | Request clarification | Contact candidate using 'request edit' function (sends automated email to candidate).<br><br>If no response from candidate:<br>- Send a reminder after 24 hours and final reminder 48 hours.<br>- If no response within 96 hours, email support@unv.org with the assignment ID and conversation history. Close the case. | | UVP<br>Email | Until UVP correctly records cases closed without action and notifies relevant users, it is important that GSSC UNV copy the service desk into the final reminder emails to non-responsive candidates.<br><br>If bank information in UVP does not match with the verification portal, GSSC UNV will proceed with data from the portal.<br><br>UVP sends a generic email to the candidate with case outcome if the case is closed without response. |
| B | Candidate | Send clarification | Candidate provides clarification/missing information to GSSC UNV and uploads proof of banking or other documents in UVP. | | Email<br>UVP | |
| If case is closed due to candidate inaction | | | | | | |
| C | OA VM | Unsuccessful case and follow up with candidate | VSC to follow up with candidate and ask for banking in UVP. | | Email | |

| ⚠️ 3 | GSSC UNV | Enter banking information | Enter banking information in Quantum HCM-payroll as per current banking information in UVP. | | Quantum HCM-Payroll | Note: Intermediary bank account for Quantum HCM-payroll can only be entered by GSSC Copenhagen. GSSC UNV to request from GSSC Copenhagen directly. |
|---|---|---|---|---|---|---|

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 4 | GSSC UNV | Merge duplicate profiles<br>Update supplier number | Merge duplicate profiles in Quantum to link the Quantum supplier profile with the Quantum payroll information.<br><br>Update the new supplier number in UVP | | Quantum<br>UVP | |
| 5 | GSSC UNV | Confirm task complete | Complete 'review banking information' task | | UVP | |

| **C.** | **UN Volunteer self-service updates during assignment and repatriation** | | | | | |
|---|---|---|---|---|---|---|
| UN Volunteers are allowed two changes in bank information per year as per Unified Conditions of Service section VII (D,ii).<br>Changes due to reassignment or unavoidable bank detail changes (banks merging, changing IBAN numbers or SWIFTs etc.) do not count towards these two changes<br>UN Volunteers are requested to confirm their bank details at end of assignment to ensure final payments are paid to correct account | | | | | | |
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| 1 | UN Volunteer | Update bank information | Update banking information and submit.<br>Add additional bank account if needed and choose the percentage split between the accounts. | | UVP | |
| 2 | System | Notification | Send automatic notification to GSSC UNV and create task on GSSC UNV dashboard.<br>Only Quantum HCM-payroll requests will be triggered while the UN Volunteer is serving. | | UVP | **Note:** Intermediary bank account for Quantum HCM-payroll can only be entered by GSSC Copenhagen. GSSC UNV to request from GSSC Copenhagen directly. |

**Note: International UN Volunteers who have recently completed an assignment**

UVP sends the incorrect request type (supplier instead of payroll) for International UN Volunteers who have recently completed an assignment. In these cases, the UN Volunteer will have a payroll profile which needs to be updated. GSSC UNV is to check if the UN Volunteer recently completed an assignment and, if true, update payroll. The Supplier profile is then automatically updated.

The issue of incorrect request type from UVP is expected to be fixed by the end of March and the above is therefore a temporary measure.

| **If the bank details provided by the candidate are incomplete or incorrect** | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| A | GSSC UNV | Request for clarification | Contact candidate using 'request edit' function (sends automated email to candidate).<br><br>If no response from candidate:<br>- Send a reminder after 24 hours and final reminder 48 hours.<br>- If no response within 96 hours, email support@unv.org with the assignment ID and conversation history. Close the case. | | UVP<br>Email | Until UVP correctly records cases closed without action and notifies relevant users, it is important that GSSC UNV copy the service desk into the final reminder emails to non-responsive candidates.<br><br>**Note:**<br>If bank information in UVP does not match with the verification portal, GSSC UNV will proceed with data from the portal. |

| # | Responsible role | Process step | Description | | System | Comments |
|---|---|---|---|---|---|---|
| | | | | | | UVP sends a generic email to the candidate with case outcome if the case is closed without response. |
| B | Candidate | Send clarification | Candidate provides clarification/missing information to GSSC UNV. and uploads proof of banking or other documents in UVP. | | Email UVP | |
| If case is closed due to candidate inaction | | | | | | |
| C | OA VM | Unsuccessful case and follow up with Candidate | OA VM to follow up with candidate and ask them to resubmit their banking in UVP. | | Email | |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| ⚠ 3 | GSSC UNV | Update bank information | Update banking information in Quantum HCM-payroll | | | |
| 4 | GSSC UNV | Confirm task complete | Complete 'review banking information' task | | UVP | |

| D. Statistical reporting | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
| 1 | GSSC UNV | Regular reporting | GSSC UNV maintains reporting dashboards to provide on volume of completed requests and compliance with the service level agreement (SLA). | | Email | |

## Travel Arrangement (Overview)

| Applicability | All International Onsite UN Volunteers |
|---|---|
| Last updated | April 2023 |

### *Flight quotation for initial travel to assignment duty station*

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| 1 | International UN Volunteer candidate | Confirm travel date task | Complete travel date task to confirm tentative travel date (see candidate pre-assignment SOP) | | UVP | |
| 2 | OA-VM | Request airfare quote | Review travel date and Closest Airport of departure under the assignment detail page in Travel Quotation Section. Create a new Travel Quote case in Salesforce P2P and submit to UNV Travel. | | UVP Salesforce | |
| 3 | OA-VM | Complete travel date task | Confirm via travel date task that quote has been entered in Salesforce | | UVP | |
| 4 | UNV Travel | Provide quote | Enter travel quote into salesforce case. Task is created in UVP to notify that travel quotation is available under assignment detail page | | | Avoid low-cost airlines.<br><br>VSC not to share the actual quoted itinerary with the UN Volunteer |
| 5 | OA VM | Complete travel date task | Confirm via 'review travel date' task in UVP that quote has been entered in Salesforce | | | |
| 6 | UNV Travel | Provide quote | Enter travel quote into salesforce case. Task is created in UVP to request OA to create payment request in UVP. | | | |
| 7 | OA VM | Pay travel lump sum (invoice) | Create an invoice in Quantum Payables for payment of the travel lumpsum. Record the invoice details in UVP. | Invoice creation guide | Quantum, UVP | |
| **Note on pre-departure payments: Separate invoices should be created for Entry lump-sum and Ticket lump-sum for all cases except for UN Volunteer candidates funded by UNV, UN Missions and other SCA funded assignments.** | | | | | | |
| ⚠ 8 | OA TL | Approval | Receive the email notification and review the invoice in Quantum.  Approve invoice in Payables if eligible. | | | |
| 9 | OA VM | Notify payment approved | Notify candidate through email that the payment has been approved | | | |

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 10 | Candidate | Request Security Clearance | Enrol with UNDSS TRIP, request security clearance for travel to duty station. | Guide: how to complete and upload a security clearance:<br>- Interactive version<br>- Static Html version<br>- PDF | | If travel itinerary changes, TRIP clearance to be updated.<br><br>In such cases, document should be uploaded to document library until additional functionality developed.<br><br>Candidates who are already living in the duty station should upload proof of TRIP registration. Candidates who are telecommuting should upload evidence that telecommuting was approved. |
| 11 | Candidate | Upload security clearance | Complete task to confirm security clearance and update proof is complete. | | UVP | |
| ⚠️ 12 | OA | Check security clearance | Check that candidate has uploaded the security clearance correctly. Follow up as required with the candidate. | | | |
| 13 | Candidate | Purchase flight ticket and send details to UNV | Volunteer confirms arrival date with host entity and field unit (where available) or OA before purchasing their own ticket | | | Volunteer should buy the ticket as soon as possible to avoid price changes. |

## Flight quotation for dependant arrival

| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | UN Volunteer | Request travel of dependent | Fill in the form and Perform the task "Requesting travel of dependent" by uploading the document | Request Dependent Arrival form | UVP | |
| 2 | OA - VM | Request airfare quote | Review travel date and create a new Travel Quote case in Salesforce P2P and submit to UNV Travel<br><br>Complete the task in UVP | | UVP Salesforce | |
| 3 | UNV Travel | Provide quote | Enter travel quote into salesforce case. Task is created in UVP to notify that travel quotation is available in UVP. | | | VSC not to share the actual quoted itinerary with the UN volunteer |

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| 4 | OA VM | Create payment request | Create a payment request for dependent travel. | | UVP | |
| ⚠ 5 | Payroll Associate | Approve dependent travel payment | Approve payment if valid or return if not valid. | | UVP | |
| 6 | OA VM | Notify UN volunteer | Notify UN Volunteer that payment is approved | | UVP | |
| 7 | UN Volunteer | Register in TRIP | Register flight in TRIP and purchase ticket. Upload security clearance of dependent under "document library" | | UVP | |

## Flight Quotation for Home Visit

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| 1 | Volunteer | Request for Home Visit | Complete 'request a home visit' task. Upload home visit request form | Home visit request form | UVP | Volunteer should request home visit as soon as possible but no later than **6 weeks** to departure date. This will allow UNV personnel to process travel quotation by payroll/voucher on time. |
| ⚠ 2 | OA-VM | Confirm eligibility | Review request form. Confirm eligibility for home visit. Complete the task to confirm. | | UVP | |
| 3 | OA-VM | Request travel quote | Create travel quotation case in Salesforce Procure to Pay (P2P) | | Salesforce | |
| 4 | UNV Travel | Provide quote | Enter travel quote into salesforce case. Task is created in UVP to notify that travel quotation is available in UVP. | | Salesforce | VSC not to share the actual quoted itinerary with the UN volunteer |
| 5 | OA-VM | Create home visit payment request | Create a payment request for home visit travel. | | UVP | |

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| ⚠ 6 | Payroll Associate | Payroll Associate approve home visit payment request | Approve payment if valid or return if not valid. | | UVP | |
| 7 | OA-VM | Notify UN volunteer | Notify UN Volunteer that payment is approved Volunteer can also review the Payment Status from Assignment Detail page | | Email | Volunteer should purchase ticket as soon as possible to avoid price changes. |
| 8 | UN Volunteer | Register travel in TRIP | Register flight in TRIP and purchase ticket | | TRIP | It is the volunteers' responsibility to get security clearance for their travel |

## Flight Quotation for Repatriation Travel/Resignation (End of Assignment SOP)

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| 1 | UN Volunteer | Confirm travel date | Complete repatriation travel form and upload using UVP task | Repatriation travel form | UVP | |
| 2 | OA-VM | Request airfare quote | Cross check volunteer travel form and request travel quote in Salesforce. Complete the task | | UVP Salesforce | |
| 3 | UNV Travel | Produce quotation | Provide travel quote. Triggers task to OA in UVP to review. | | Salesforce | |
| 4 | OA-VM | Create travel payment request | Create travel payment request based on quote. | | UVP | |
| ⚠ 5 | Payroll Associate | Approve travel payment | Approve travel payment if valid or return if not valid. | | UVP | |
| 6 | UN Volunteer | Register travel in TRIP | Volunteer registers his/her travel in UNDSS TRIP. | | TRIP | |

## Direct Flight Ticket Booking

UNV in very exceptional cases can book flight tickets directly through local travel service provider (LTA)

**Exceptions:**
1. The volunteer is unable to purchase their own travel tickets.
2. In emergency situations when a volunteer must travel urgently.

| # | Responsible role | Process step | Description | Documents | System | Comments |
|---|---|---|---|---|---|---|
| | UN Volunteer | Request for direct flight ticket booking | Request an exception to the standard lump sum payment process via email. Clearly identify reasons for the exception. Provide evidence of justification if requested. | | | |
| | OA | Review the request | Review the request to ensure it warrants an exception. | | | |

| For non-Quantum agencies | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents | System | Comments |
| | OA VM | Create requisition | Create a requisition in Quantum for the purchase of the ticket and assign to UNV Travel unit. Include traveller details and itinerary. | | Quantum | |
| | UNV Travel | Create purchase order | Create purchase order and request travel agent to issue the ticket | | Quantum | |
| | Local travel agent | Issue the ticket | Issue and share ticket with UNV travel | | | |
| | Travel agent | Invoice submission | Invoice submission to UNV travel via email | | Email | |
| | UNV Travel | Ticketing | Review flight ticket and share with OA-VSC | | Email | |
| | OA VM | Shares ticket with volunteer | OA shares ticket with volunteer via email | | | |
| | UNV travel | Invoice processing | Review and certify travel invoice upon receipt of the travel ticket. Forward invoice to Finance for payment. | | | |
| | UNV Finance | Process payment | Process payment of invoice. | | | |

| For Quantum agencies | | | | | | |
|---|---|---|---|---|---|---|
| # | Responsible role | Process step | Description | Documents | System | Comments |

| OA VM | Create travel plan | Create a travel plan in UNAll | | UNAll | |
|---|---|---|---|---|---|
| UNV Travel | Process travel | Create and process travel request in UNAll based on the travel plan | | | |
| Local travel agent | Issue the ticket | Issue and share ticket with UNV travel | | | |
| Travel agent | Invoice submission | Invoice submission to UNV travel via email | | Email | |
| UNV Travel | Ticketing | Review flight ticket and share with OA-VSC | | Email | |
| OA VM | Shares ticket with volunteer | OA shares ticket with volunteer via email | | | |
| UNV travel | Invoice processing | Review and certify travel invoice upon receipt of the travel ticket. Forward invoice to Finance for payment. | | | |
| UNV Finance | Process payment | Process payment of invoice. | | | |

## *Reimbursement of travel*

| Scenario | Process | Documentation to provide | Notes |
|---|---|---|---|
| 1. Reimbursement of cost difference if actual cost of ticket is higher than UNV Travel quote | If UN volunteers cannot buy ticket within the quotation provided by UNV travel;<br>- UN Volunteer writes to OA and inform about it, provide the quotation and request to review the quotation.<br>- OA requests travel unit to send the revised quotation.<br>- OA send new quotation to UN Volunteers which covers the cost of the ticket.<br>Or<br>- UN Volunteers inform OA about the cost difference between the quotation provided and actual cost of the ticket.<br>- OA Team Leads/VSC Team Lead agree to reimburse the cost difference upon submission of all relevant documents. | - Quotation from airline/travel agency indicating itinerary and price of the ticket<br>- F10 form<br>- Receipt of the ticket | Payment of the cost difference for AFPs will be charged to Global COA of travel. The reimbursement will be done through payroll.<br><br>Quantum costing information are available here<br><br>Mission travel is charged directly to the mission<br><br>OA - Team Lead can approve payment up to up to 20% more than the UNV Travel quotation. If the cost difference is more than 20%, VSC Chief approves the cost difference.<br><br>In case of mission volunteer, if the cost difference is within 20% more than the quotation from UNV travel unit, OA Team Leads approve. If case of more than 20%, VSC needs to get approval from mission. |

| 2. Reimbursement of ticket in absence of 120% quotation from UNV Travel Unit | If UNV travel confirms that there is no available flight for a particular travel route, while the volunteers can purchase tickets for these itineraries.<br><br>- OA asks volunteer to provide the itinerary of most direct economy class fare.<br>- OA contacts travel unit and confirm if provided itinerary is most direct economy class or not or close to it.<br>- Once Travel Unit confirm, OA advise volunteer to purchase the ticket.<br>- Volunteer claim for reimbursement with all supporting documents | - F10 form<br>- Quotations from the airline/travel agency<br>- Email approval from VSC<br>- Receipt of the payment | Quantum Costing Information are available here |
|---|---|---|---|

## Arrangement of APT Youth Travels

| 1. | HRS Capacity Development | Contact volunteers and<br><br>send request to UNV Travel | Confirm volunteer participation in APT and request quote via email to UNV Procurement Unit unv.travel@unv.org. (FF-OA in cc). Clearly identify:<br>Volunteer's name<br>Proposed travel dates<br>Route<br>Return ticket<br>Any additional info required for the quotation | | | |
|---|---|---|---|---|---|---|
| 2. | UNV Travel | Produce quotation | Check for the most economic routing/fare (as defined in UNV duty travel policy) using corporate available Online Booking Tools (OBT), LTA for travel services or other online booking platforms like skyscanner, momondo , google flights. Produce fare quotation in USD and calculate 100% for travel monetization. . Reply to CDA. | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| 3. | CDA (HRS) | Raise Sales Force case for invoice payment | Raise SF case for invoice payment | | | |
| 4. | FRMS-CDT (HRS) | Process the payment | Process the payment | | | |
| 5. | Volunteer | Purchase flight ticket | Purchase flight ticket and inform OA-FF of the arrival date hotel arrangements | | | UN Youth Volunteers should purchase flight ticket as soon as possibleto avoid price changes. |

Click here for information about the WFP Aviation Global Passenger Service
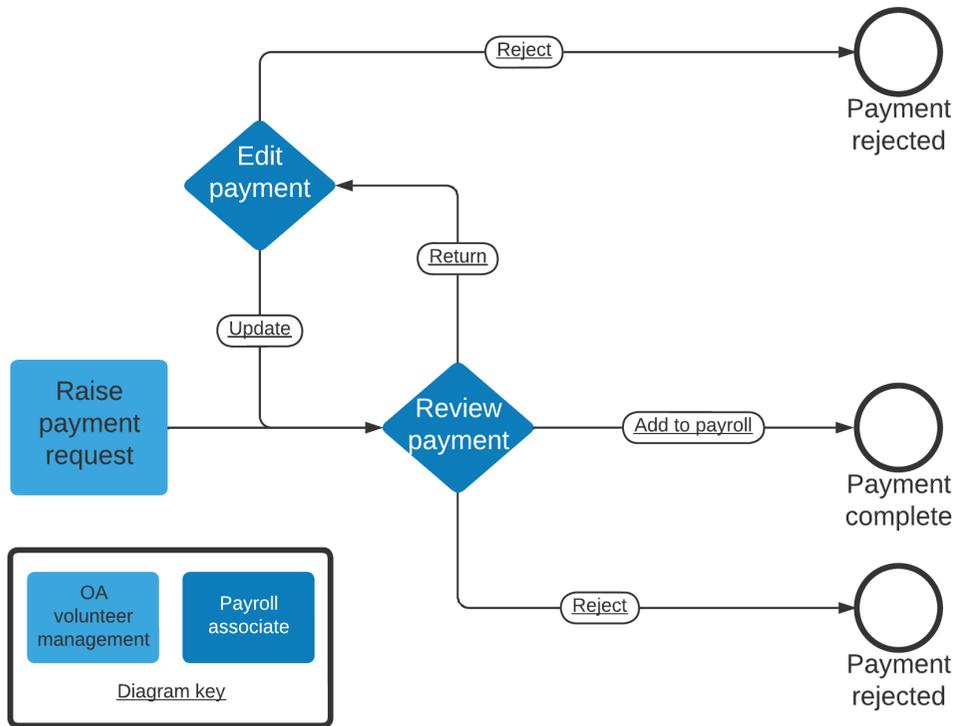
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# Adhoc payment requests process

| Payment request type | Supporting documentation required |
|---|---|
| **Available to UN Volunteer** | |
| Residential Security | Signed F10, proof of expenses incurred |
| Bank fees | Signed F10, bank statements showing fees incurred |
| Reasonable accommodation | Request form with approval, receipt, F10 |

**Payments requested by the UN Volunteer or mobilization user on their behalf**
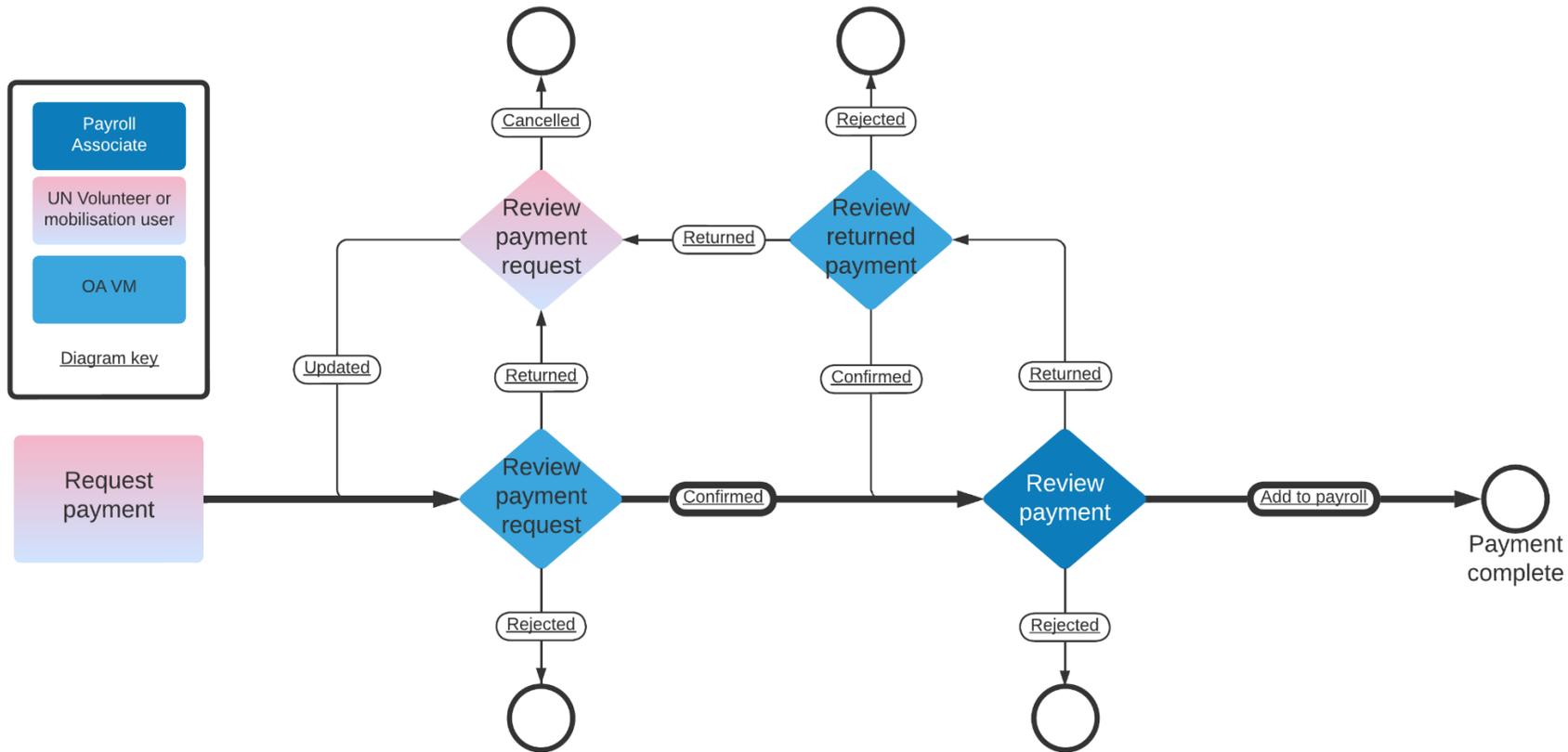
**Payments raised by the Operations Associate Volunteer Management**



| # | Responsible role | Process step | Description | Documents or guides | System | Comments |
|---|---|---|---|---|---|---|
| 1 | UN Volunteer UNV field unit UNV regional office OA VM | Request payment through UVP | Go to assignment tab, click on the current assignment, click "request payment" under 'related actions'. Complete the payment information form. | UVP Payment guide: Interactive version, web-page version Overview of payment process in UVP | UVP | Payment request cannot be processed without required supporting document(s) and each request type has different requirements. Unclear requests without sufficient supporting documents will be returned. |

| 2 | OA -VM | Review payment request (if not payment requester) | Complete 'Review payment request' task. Review payment request including supporting documents. Return if information unclear or missing. Reject if invalid or ineligible. Confirm if compliant. Choose payroll and complete details. | | UVP | Returned payment requests are sent back to the requestor for review and resubmission. Requestor will receive a dashboard task to complete and an email explaining what needs to be changed. Requestor also has option to cancel by clicking 'reject'. Rejected requests end the process and an email is sent to the requestor. |
| --- | --- | --- | --- | --- | --- | --- |
| 3 | Payroll Associate | Review payment request | Review payment and supporting documentation then either:<br>- Approve: adds the payment to the batch for automated quantum entry (step 4)<br>- Return: returns the payment to OA VM for edits<br>- Reject: Ends the workflow | | UVP | Payments that are returned to a VM OA will now go to a general dashboard instead of a specific user. This ensures that any VM OA can handle the returned payment.<br><br>An email is sent to the requestor if the payment is rejected.<br><br>In emergency situations, the payroll associate may enter the payment directly in payroll and select this option in UVP. It will not be added to the UVP approved payment batch. |
| 4 | Payroll Associate | Submit payment batch | Periodically throughout the payroll cycle, submit the batch of approved payments to push to Quantum. | | UVP | Payments move from 'active' to 'completed' tabs when pushed. Batch submission is based on payroll calendar. |
| 5 | Payroll Associates | Check and resolve payment errors | Regularly check payment errors BI report. Follow details to fix errors. | Payment errors BI report | | For error handling, sometimes manual entry will be required.<br><br>Manual adjustments are only allowed during payroll entry periods. Link to payroll management SOP. |

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# Guidelines on advances for UN Volunteers

| | |
|---|---|
| Applicability | All International Onsite UN Volunteers |
| Last updated | May 2023 |

As per the Unified Conditions of Service VII.9.e. "UN Volunteers are not entitled to advances against the allowances they receive from UNV."
When exceptional and unexpected expenses occur and additional monies are needed, UN Volunteers should first approach available lending institutions such as banks or the United Nations Federal Credit Union (UNFCU)

In exceptional situations (see list below), when all other options have been exhausted and are unavailable, an advance could be considered and approved by UNV in view of the duty of care of UNV for UN Volunteers. Advances are limited to the situations[1] described below:

- Humanitarian crisis, security or emergency response impacting the regularity of payments to UN Volunteer(s) or to meet genuine urgent, non-recurring, needs such as housing damaged by natural or man-made disasters (e.g., fire, flooding, etc.).
- Medical crisis  e,g, pandemic, personal medical incident and related medical expenses
- Pre-payment of rent
- Other special conditions creating undue hardship to the UN Volunteer

UNCT / RC, or Host Entity representative; or UNDP RR, SRSG or UN HQs may request UNV (either via UNV FU, UNV RO or directly UNV HQs) to consider paying advance(s) with clear reasons provided.
The decision to grant an advance is made by the UNV Director of Management Services (DMS) based on the recommendation and request of the relevant UNV Regional Manager. Decision can also be made by UNV Deputy Executive Coordinator (DEC) in absence of the DMS, or by the Executive Coordinator.

The Volunteer Services Center is responsible for processing approved UN Volunteer advances and recovery within the timeframe established by this policy and as applicable to specific cases.

These advances guidelines capture the eligibility and measures for advances of all UN Volunteer categories, the recovery schedule, and the responsibility for recovery monitoring.
The advance request is managed as per the below:

| Description | Principles and guidance |
|---|---|
| **Eligible allowance which may be exceptionally advanced** | Monthly Living Allowance |
| **Eligible UN Volunteers** | All types and categories with a contract valid for three (3) months minimum |
| **Request** | The UNV Regional Manager request should contain: |

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[1] For more information on types of advances please consult UNDP POPP

| | |
|---|---|
| | - Justification (advance and amount)<br>- Brief description of efforts made by the Volunteer to find other sources of financial support and why this did not work<br>- List of eligible volunteers<br>- UNCT / RC, or Host Entity representative; or UNDP RR, SRSG or UN HQs request<br>- Evidence on the UN system decision applicable to UN staff and personnel<br><br>To avoid double payment, UN Volunteers cannot ask for an advance and also submit a claim to the APDMC for the same incident ( e.g. damage to homes due to fire or natural disaster). |
| **Amount** | Up to a maximum of 3 Monthly Living Allowance (MLA).<br>In case of a 3-month contract duration, only 1 MLA advance.<br><br>The amount of the advance should be justified and preferably aligned to the UN System decision at the country level (the UNCT / RC, or Host Entity representative; or UNDP RR, SRSG decision for UN personnel) or global level by UN HQ regarding advances to other UN staff and personnel. Evidence for such a decision regarding advances to other UN Staff and personnel shall be provided by the UNV RO to the approver.<br>The amounts to be advanced will be solely at the discretion of UNV. |
| **Payment** | The UNV Regional Office records the request and DMS decision in Unified Volunteering Platform (UVP) and and requests the payment in UVP.<br><br>The Volunteer Services Centre (VSC) processes the advance payment through payroll. When a payroll payment is not possible, a payment through invoice could exceptionally be considered. For UN Volunteers without a supplier's profile in Quantum, VSC requests a supplier creation through UNDP GSSC in UVP.<br><br>The following element should be entered from the payroll side (UNA_DD_RR_ADV_VLA_ALL) for all the agencies. This element is used for UNDP GL Unit, while for others it should be confirmed by UNDP CHP.<br><br>An invoice should only be approved after the deduction element has been entered in the payroll.<br><br>**In the case of Invoice payment**, the costing information is given in the below table. No open item key and Project and Portfolio Management (PPM) are required for the AP invoices.<br><br>Please note it is possible to process the payments for SCA, mission, and Quantum agency-funded assignments from UNV's side. The approval will be based on the Business unit (BU)  and Cost Centre (CC) for Quantum agency-funded assignments when advancing VLA or paying VLA outside payroll via AP invoices. |

| GL Unit | GL Account | Fund | Dept ID | Operating Unit |
|---|---|---|---|---|
| UNDP1 | 14021 | 00001 | From position COA | From position COA |
| UNCDF | 14020 | G2120 | From position COA | From position COA |
| UNFPA | 14020 | 00001 | From position COA | Blank |
| UN Women | 14020 | W0001 | From position COA | From position COA |
| UNU | 14020 | 02000 | From position COA | From position COA |

Please refer to SOP on the Adhoc payment request and process.docx for the payment process

| Recovery | As per COS VII.9. f, and VII.13.b, deductions from the full applicable VLA rate should not cumulatively exceed 30 per cent of the full applicable monthly VLA rate, unless the deductions are made from the final month's VLA or Exit Lump Sum allowance, in which case 100 per cent may be deducted monthly VLA rate. Unless otherwise specified, advances are liquidated at a constant rate of up to twelve (12) consecutive pay periods not exceeding the expiry date of the UN Volunteer assignment. Recovery is managed by VSC and the element to be used for salary advance recovery is UNA_DD_RR_ADV_VLA_ALL |
|---|---|
| Recovery schedule | Recovery begins with the first end-month pay day after the advance has been given unless otherwise stipulated at the time of the approval. VSC must notify the UN Volunteer formally of the recovery schedule and the start date of said recovery. |
| Monitoring and reporting | Advances are captured by VSC Operations Associates and UVP Power Users creating an "open item" in UVP (Adding and deleting Open Item.mp4 . When the advance has been recovered, the relevant VSC Operations Associate or UVP Power User deletes the open item. By selecting "has open item: yes" filter in UVP, the list of open items can be extracted for periodic reporting, including to the DMS. |

# Other SOPs and guides

- [Accommodation supplement policy and process guidance note](#)
- [Global payroll administration](#) – to be reviewed
- [Open items correction guidance note](#) – to be reviewed

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