

## International Onsite UN Volunteer Recruitment and Assignment Management Standard Operating Procedures

### Table of Contents

International Onsite UN Volunteer Recruitment and Assignment Management Standard Operating Procedures .....	1
Abbreviations .....	2
ASSIGNMENT DEVELOPMENT AND RECRUITMENT .....	1
1. Applicant Registration.....	1
2. Request for an Assignment .....	2
2.1 Request for an Assignment for Fully Funded Volunteers .....	4
3. Identification of a Candidate.....	6
3.1 Identification of a Candidate for Fully Funded Volunteers.....	9
4. Selection of a Candidate .....	10
VOLUNTEER PRE-DEPARTURE AND ARRIVAL .....	13
5. Candidate pre-departure .....	13
6. Volunteer and Dependent Onboarding .....	17
ASSIGNMENT AND EMERGENCY MANAGEMENT .....	21
6. Changes to Volunteer Circumstances During Assignment.....	21
7. Volunteer Learning (Under review) .....	22
8. Home Visit .....	23
10. Accommodation Supplement .....	25
11. Medical Evacuation .....	27
12. Security Evacuation.....	32
13. Death of a Volunteer .....	35
END OR CHANGE OF ASSIGNMENT .....	42
13. Assignment Extension .....	42
14. Reassignment .....	44
16. End of Assignment/Resignation .....	47
15. Volunteer Reporting.....	51
16.1 Volunteer Reporting for Fully Funded Volunteers .....	53
20. APDMC – Disciplinary Measures and Claims .....	59
21. Travel Arrangement (Overview).....	65
WORKFLOW FOR H-DUTY STATIONS .....	72

## Abbreviations

- AWU – UNHCR DHRM Affiliate Workforce Unit
- COA - Chart of Accounts
- DHRM – Division of Human Resources Management
- DOA – Description of Assignment
- FO – UNHCR Field Office
- FU – UNV Field Unit
- HE – Host Entity
- NYO - New York Office
- NYO-PS – New York Office Partnerships Specialist
- OA – Operations Associate (VSC)
- OA FF – Operations Associate (Full Funding Programme)
- OA TL – Operations Associate Team Lead (VSC)
- OV - Online Volunteering
- OVT- Online Volunteering Team
- PA – Programme Assistant (Field unit)
- PAn – Programme Analyst (Field unit)
- PS - Partnership Specialist- External Relations and Communications Centre
- RO - Regional Office
- RPA - Regional Programme Assistant
- RLP – Recruitment Local Processor
- RPS --Regional Programme Specialist (Regional Office)
- RPM-Regional Programme Manager
- SO – UNV Support Officer
- SRE - Special Recruitment Effort
- TPM - Talent Pool Management Team
- UNHCR - United Nations High Commissioner for Refugees
- VMAM – Volunteer Management Application Module
- VSC – Volunteer Service Centre
- VSS - Volunteer Solutions Section

## ASSIGNMENT DEVELOPMENT AND RECRUITMENT

### 1. Applicant Registration

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
	Candidate Registration in VMAM							
1.	Applicant			Create an account	Familiarise with UNV's expectations for volunteers. Enter basic information: Name, gender, Date of Birth, email, how heard about UNV, willingness to be a national volunteer. Accept terms of use and privacy policy.		Candidate	
2.	System			Verification email	Send verification email to applicant		System	
3.	Applicant			Verify email account	Click on verification email account link to confirm		Candidate	
4.	System			Request to complete the registration	Send an email confirming creation of account and request to complete the registration		System	
5.	Applicant			Submit completed registration	Complete registration details under My Profile tab including personal and address information, qualifications, experience, motivation and references. Accept self-declaration and submit profile.		Candidate	
6.	System			Confirmation email	Email confirming the registration sent to applicant		System	

## 2. Request for an Assignment

	Responsible party			Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	PAn		RPS	Demand Generation	Relationship building/management with partners. Provide information to host entity including proforma cost, template for DoA, service request form if needed (for agencies), COS, guidance etc.	DOA templates available <a href="#">here</a> and standard DOAs for agencies are <a href="#">here</a>	N/A	
2.	HE			Expression of interest (Optional)	Interested host entity expresses interest in a volunteer (onsite or online) through the UNV website.		N/A	
2.1.	PAn		RPS	Respond to EOI	Review expression of interest in VMAM dashboard and follow up with host entity.		N/A	
3.	HE			Request an assignment	Partner requests a UNV assignment (through UNV relationship or through expression of interest on website).		N/A	
4.	PAn		RPS	Review the request	Review and request additional information if needed. Decide to pursue further or not.		N/A	
5.	PAn		RPS	Elaboration and finalization of DOA	Discuss the DOA with the host entity and finalise. Get fund confirmation.	<a href="#">DOA Quality Guide and Checklist</a>  <a href="#">Negotiating a Realistic DOA</a>	N/A	

	Responsible party			Process step	Description	Documents	System role	Comments
6.	PA	PAn	RPA	Create DOA in VMAM	Complete DOA creation process in VMAM.		DOA Processor	
7.	PA	PAn	RPS	Confirm funds available	Confirm the availability of funds in VMAM for the chosen DOA, fill in funding type and upload supporting documents.	Confirmation of funds from HE	DOA Processor (at recruiting stage)	<b><u>This step must be completed prior to issuing an offer.</u></b> <b><u>Funding confirmation must come from a person with delegated authority.</u></b>
8.	PAn	PAn	RPS	Approve DOA	Approve DOA in VMAM. OA is notified by the system		DOA Processor	The DOA Processor can also approve DOA.
9.	OA			Update DOA [optional]	DOA processors can make changes to the DOA at any VMAM status. Re-approval of the DOA is not required.		DOA Processor	
<b>Advertise on UNV website [recommended option]</b>	OA			Mark DOA for advertisement	Select the DOA in VMAM and mark for advertisement. The recommended advertising period is one week but OAs alter this based on the assumed volume of suitable candidates and urgency indicated from the field/HE.	<a href="#">SRE</a> <a href="#">Additional DOA text</a>	Recruiter (IUNV) RLP (NUNV)	Depending on assignment type duration of advertisement will vary
	System			Generate SRE code	The SRE code for DoA is generated and recorded in VMAM.		System	
	Applicant			Apply in VMAM	Select advertisements and submit application(s)		Candidate	

## 2.1 Request for an Assignment for Fully Funded Volunteers

	Responsible function			Process step	Step description	Documents	System role	Comments
1.	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	
2.	OA-FF			Develop DOAs	Launch and coordinate call for DoAs to Field Units through the ROs/NYO, or identify DoAs matching the funding partner's priorities from pool of existing DoAs		N/A	
3.	PAn		RPS	Outreach	Reach out to UN entities to identify needs and develop DoAs in line with the funding partner's priorities.		N/A	
4.	OA-FF			Quality Assurance and submit to donor review	Review DoAs to ensure quality and submit to funding partner		N/A	
5.	Funding Partner/donor			Funding partner review	Review the DOA and return the selected ones to UNV by email		N/A	
6.	OA-FF			DOA Selection	Inform ROs and NYO on the DoAs selected by the donor		N/A	
7.	OA-FF			Create DOA in VMAM	Complete DOA creation process in VMAM.		DOA Processor	OA-FF can create and approve DOA in VMAM
8.	PA	Pan	RPS	Confirm funds available			DOA Processor	<b><u>This step must be completed prior to issuing an offer. Funding confirmation must come from a person with delegated authority.</u></b>

	Responsible function	Process step	Step description	Documents	System role	Comments
9.	OA-FF	Approve DOA	Approve DOA in VMAM. OA is notified by the system		DOA Processor	The DOA Processor can also approve DOA.
10.	OA	Update DOA [optional]	DOA processors can make changes to the DOA at any VMAM status. Re-approval of the DOA is not required.		DOA Processor	

### 3. Identification of a Candidate

#	Responsible function			Process step	Step description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	OA (for International Volunteers)			Identify candidates	For SRE assignments, use SRE code to search for DOA in advanced search and view applicants. Continue with standard longlisting process.			
2.	OA			Longlisting	Generate and review a longlist of candidates in VMAM		Recruiter (IUNV) and RLP (NUNV)	National volunteer recruitment by PA where available.
3.	TPM			Clear possible duplicates	After automated system check by system, check list of possible duplicates and either clear non-duplicates or merge duplicate profiles, as applicable. Inform candidate, Recruiter and/or field personnel, as applicable.	<a href="#">Clear Duplicates</a>	System/CPM	
4.	OA			Review awaiting repool (ARP) flag (if present)	Request Talent Pool team to clear ARP flag by initiating pending repooling process.		Recruiter (IUNV) and RLP (NUNV)	Candidates are automatically repooled unless 'recommendation for future repooling' task is performed in VMAM and options 2 or 3 are selected. In these cases, the ARP flag is applied.
5.	TPM			Clear ARP flag (if requested)	Request field personnel for performance documents and/or information on conduct issues. Repool candidate or mark candidate as TBR, as applicable.		CPM	

	Responsible function	Process step	Step description	Documents	System role	Comments
6.	OA	Contact candidates	Contact candidates to check availability		Recruiter (IUNV) and RLP (NUNV)	If there are enough candidates through direct applications, this step is optional.
7.	OA	Review candidate profiles	Review candidate feedback and identify available candidates. Obtain additional information from candidate (suitability call).		Recruiter (IUNV) and RLP (NUNV)	Review the updated profiles, including review of the university database.
8.	OA	Technical clearances	<p>In VMAM use the Technical Clearance feature in the following cases (entering the relevant email addresses):</p> <ul style="list-style-type: none"> <li>Electoral assignments <ul style="list-style-type: none"> <li>blain-wallace@un.org</li> <li>senat@un.org</li> </ul> </li> <li>Human rights assignments <ul style="list-style-type: none"> <li>nascimento-silva@un.org,</li> <li>kalemkerian@un.org</li> </ul> </li> <li>Candidate is working as national staff for Department of Field Support (DFS) <ul style="list-style-type: none"> <li>UNV SO and PM in mission</li> </ul> </li> <li>Candidate is current or former personnel with Department of Field Support (DFS), including former contractors and former volunteers <ul style="list-style-type: none"> <li>fall@un.org</li> <li>gerald.kandulu@un.org</li> <li>ruoshi.geng@un.org</li> </ul> </li> </ul>	<a href="#">VMAM TC instructions</a>		
9.	OA	Shortlist	Review longlist and submit shortlist to partner entity, copying in field unit and regional office.		RLP	

	Responsible function			Process step	Step description	Documents	System role	Comments
Optional to include a locally identified candidate				Inclusion of a locally identified candidate (LIC) [optional]	To include an LIC in a selection, follow the steps below. <u>See this guidance note for more details on selecting LICs.</u> Entitlements such as travel and shipment do not apply to LICs and SIG is calculated depending on how long the volunteer has resided at the duty station. Consult the conditions of service for full details.		N/A	
	PA, PAn	PAn	RPS	Identify LIC	Identify an LIC through local advertisements, rosters, databases or recommendations		N/A	
	PA, PAn	PAn	RPS	Assess LIC	With VSC assistance if needed, assess the LIC's suitability for the role and ensure the candidate meets all the DOA requirements.			
	PA, PAn	PAn	RPS	Complete LIC Notification form	LIC Notification Form to be completed by the hiring manager and Field Unit or Regional Office.	<u>LIC Notification Form</u>		
	PA, PAn	PAn	RPS	Invite LIC to interview/assessment	Invite LIC to assessment among other shortlisted candidates. <i>LIC must be registered in the UNV talent pool so selection process can occur in VMAM.</i>			
	PA, PAn	PAn	RPS	Request longlist of LIC	Request recruiter to longlist the LIC. Give name and roster number.			Email
	OA			Longlist LIC	Longlist the LIC in VMAM		Recruiter	
	PA, PAn	PAn	RPS	Submit LIC form to HQ	Upload LIC notification form, signed by the hiring manager, in VMAM as ad hoc along with assessment documentation. Request OA to trigger shortlisting step for LIC.		Recruiter	
	OA				Shortlist LIC.		Recruiter	
					The longlist and shortlisting process can be completed at the same time as candidate assessments (Selection SOP). Once shortlisted, proceed as per regular			

	Responsible function	Process step	Step description	Documents	System role	Comments
			recruitment practice depending on candidate assessment outcome.			

### 3.1 Identification of a Candidate for Fully Funded Volunteers

	Responsible function	Process step	Step description	Documents	System role	Comments
10.1	OA-FF	Shortlist (FF)	Review longlist and submit shortlist to funding partner for clearance via email		N/A	
10.1.2	OA-FF	Alternative Shortlist (FF)	Alternative process (applicable to some donors only) Receive shortlist of candidates pre-selected by the donor		N/A	

#### 4. Selection of a Candidate

For selection of a fully funded candidate, the following preliminary step applies:

	Responsible function	Process step	Step description	Documents	System role	Comments
	Funding Partner (Donor)	Interview by Funding Partner	Pre-shortlist by funding partner (1 <sup>st</sup> interview) if required.			

	Responsible function			Process step	Step description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	HEC			Receive list of shortlisted candidates	HE receives list of shortlisted candidates from VSC			
2.	PA & HEC	HEC	HEC	Candidate assessment	<p>Invite candidates for interview, written test, desk review or other assessment as arranged by the host entity, based on their preferences.</p> <p>Host entity contact to provide administrative support and hiring manager to form panel.</p>			Interviews are not mandatory as long as a clear and fair process is followed. UNV staff do not have to be on interview panels. UNV involvement in interviews should be minimal, for example, providing guidance on assessment options (PAn, RPS, ONLY in USA).
3.	HEC			Document selection process	Document the selection process, clearly identifying the preferred candidate and submit documents to PA (if present) or OA (in other cases) by email.			HE can follow their own process (interview, desk review) and use their

	Responsible function			Process step	Step description	Documents	System role	Comments
								own or UNV's report documentation as long as the process is transparent, and the candidate is clearly identified.
4.	PA		OA	Upload positive assessment report	Upload the positive assessment report for selected candidate in VMAM		RLP	
5.	PA		OA	Upload selection documents <b>[optional]</b>	Upload the selection documents in VMAM		RLP	
6.	PA		OA	Reference check <b>[optional]</b>	If required by host entity, initiate written reference check in VMAM.	<a href="#">Reference check instructions</a>	Recruiter (IUNV) RLP (NUNV)	
7.	Referee			Complete reference check	Referees complete written reference checks in VMAM and submit to OA through VMAM.			
8.			OA	Select candidate	Select the candidate in VMAM. Triggers email to candidate		RLP	
9.			OA	Un-submit unsuccessful candidates	Un-submit the other candidates. Upload interview reports for non-selected candidates. Generate emails in VMAM for non-selected candidates		RLP	
10.	Candidate			Confirm personal data update (Mandatory for IUNV and optional for NUNV)	Candidate updates personal data. Uploads documents, including educational credentials, passport copy, emergency address, dependant in VMAM.		Candidate	
11.	Candidate			Candidate declines the assignment	Candidate declines the assignment.		Candidate	
12.	OA			Select next candidate	<i>If candidate declines:</i> If second choice, proceed with next candidate.		RLP	
13.	PA	PAn	OA	Review selection decision	<i>If no candidate is selected:</i> request justification from host entity, record and upload, request re-submit (making DoA changes if necessary) and go to longlist, and then shortlist, or consider		RLP	

	Responsible function			Process step	Step description	Documents	System role	Comments
					special recruitment effort or closing the recruitment.			
14.	OA			Create Atlas position (if not already done) and activity	Create position and Atlas activity in the agency reference project. Update chart-fields.		Position Admin	Atlas HCM and Atlas Finance
15.	OA			Verify documents	Verify mandatory documents in VMAM and evidence of dependants if applicable. Check that a) educational credentials match the requirements of the DOA b) evidence provided matches the qualification.		Authorisation processor	
16.	OA			Enter Atlas position, re-confirm duty station, recruitment method and confirm airport of arrival	Enter Atlas position and confirm airport of arrival, reconfirm duty station, indicate verify documents complete, set recruitment method in VMAM		Authorisation processor	

## VOLUNTEER PRE-DEPARTURE AND ARRIVAL

### 5. Candidate pre-departure

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	OA			Generate offer	Generate offer		Authorization Processor	
2.	OA TL			Approve offer	Review and approve offer or alert OA for modifications if necessary.		Authorization Approver	
3.	System			Send offer	The link with approved offer package, including Employment Medical Review Questionnaire MS3 is sent to candidate, recruitment country, assignment country as necessary for respective action	<a href="#">MS.3 form</a>	System	MS3 form not applied to National Volunteers  MS.2 form is for Drivers Security Officers and Manual Workers
4.	Candidate			Accept/Deny Offer	Review and accept/deny offer		Candidate	
5.	Candidate			Medical exam	Fill in the form MS3 form and send form to Medical Services in Geneva by email. unogmedicalservice@un.org		N/A	
6.	OA			Request medical clearance	Send Medical Clearance Form to UN Medical Service by email.	<a href="#">P.158 form</a>		For International Volunteers only
7.	UN Medical Services			Send medical clearance	Send Medical Clearance to OA		N/A	For International Volunteers only
8.	OA			Upload medical clearance	Upload Medical Clearance in Candidate's Profile			Both for international and national

	Responsible party or person		Process step	Description	Documents	System role	Comments
9.	Candidate		Mandatory Trainings	Candidate undertakes trainings and uploads certificates on his /her myPage.		Candidate	
10.	Candidate		Upload beneficiary form	Complete beneficiary form and upload to VMAM.	<a href="#">Beneficiary form</a>  <a href="#">Instructions for candidates</a>	Candidate	
11.	Candidate		Upload banking information form	Complete banking information form and upload in VMAM	<a href="#">Bank info form (IUNV)</a>  <a href="#">Bank info form (NUNV)</a>	Candidate	
12.	System notification		Automatic system notification to GSSU	Automatic system notification is sent to GSSU to create Vendor form in ATLAS Finance			Please see separate <a href="#">SOP on Vendor creation</a> .
13.	GSSU		Create vendor in Atlas	GSSU/UNDP creates vendor details in ATLAS and informs requestor when complete			All Vendor to be created and approved under UNV10 Business Unit  For ATLAS Agencies Vendors are need to be created under agency business unit and approved by them
14.	HE		Visa and/or government clearance	With assistance from OA, support UN Volunteer to ensure all required visas, including transit visas, have been secured or confirmation has been received or that visas are available or will be issued upon arrival.			As per the conditions of service, volunteers are responsible to ensure they have all necessary clearances before travel.
15.	PA	OA	Travel process	Agree with candidate on travel date to country of assignment in consultation with		N/A	

	Responsible party or person		Process step	Description	Documents	System role	Comments
				the host entity and UNV field unit (where present).			
16.	PA	OA	Travel process	Contact UNV Travel for a quotation for the cost of the direct least costly airfare plus 20%.		N/A	
17.	PA	OA	Prepare pre-departure entitlements	Raise voucher for payment of predeparture entitlements including payment of 120% lump sum travel		Atlas Finance user	Indicate Payment voucher number under UN Volunteer VMAM Profile Task history to avoid duplication of payment through payroll
18.	PA	OA	Request approval	Submit your requests via email to <a href="mailto:unv.voucherapprovals@unv.org">unv.voucherapprovals@unv.org</a> indicating links to supporting documents in VMAM and Atlas Finance.		Atlas Finance user	
19.	OA TL		Approval	Approve predeparture entitlements voucher		Atlas approver	
20.	Volunteer		Purchase ticket	Volunteer confirms arrival date with host entity and field unit (where available) before purchasing their own ticket. Notify VSC about their departure date and arrival date to the duty station.		N/A	
21.	Volunteer		Security Clearance	Enrol with UNDSS TRIP, request security clearance for travel to duty station using the <a href="#">instructions</a> provided by VMAM after acceptance of offer. Upload in VMAM.		N/A	
22.	OA		Check security clearance	Receive VMAM notification and check that candidate has uploaded the security clearance correctly. Follow up as required with the candidate.			
23.	PA	OA	Arrival documentation	Send security clearance, country information, logistical information and other arrival related information			
24.	OA	Generate Contract	When commencement of service date is known,	<a href="#">Guide for UNV personnel</a>		Volunteers should be	

	Responsible party or person		Process step	Description	Documents	System role	Comments
			perform 'generate contract' task in VMAM.	<a href="#">Paper contract template</a>		hired in Atlas <b>after</b> they have accepted the contract in VMAM. Hiring moves the volunteer to serving state in VMAM and they will not be able to perform the acceptance task. In such cases, OA will need to upload a hand-signed contract on behalf of the volunteer. For instructions, consult <a href="#">the guide for UNV personnel</a>	
25.	Candidate	Accept contract	In VMAM, perform the 'accept contract' task. The contract becomes available to print	<a href="#">Guide for UN Volunteer candidates</a>			
26.	PA	OA	Arrival documentation	Send security clearance, country information, logistical information and other arrival related information			

## 6. Volunteer and Dependent Onboarding

For onboarding of a fully funded volunteer, the following preliminary step applies:

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	PAn		RPS	Contact HE to ensure onboarding is proceeding as planned	Contact HE 3 weeks prior to volunteer arrival to ensure HE is ready to host FF Volunteer and all administrative issues have been handled.			

	Responsible party or person			Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.								
2.	PA	FP	FP	Receive the volunteer	Receive the volunteer, airport pick up (if applicable), assist with finding temporary accommodation (optional)			
3.	PA	FP		Notify of volunteer arrival	Inform UNV HQ of volunteer arrival			
4.	OA			Generate contract (if not done prior)	When commencement of service date is known, perform ‘generate contract’ task in VMAM.	Guide for OAs  Paper contract template		Volunteers should be hired in Atlas <b>after</b> they have accepted the contract in VMAM. Hiring moves the volunteer to serving state in VMAM and they will not be able to

	Responsible party or person		Process step	Description	Documents	System role	Comments
							perform the acceptance task. In such cases, OA will need to upload a hand-signed contract on behalf of the volunteer.
5.	Candidate		Accept contract	In VMAM, perform the 'accept contract' task.	Guide for UN Volunteers		
6.	PA	FP	Orientation Briefing/Induction	Provide administrative brief to volunteer and dependents on COS, Country Specific information and on using ATLAS E-Services			Country Specific OA
7.	PA	FP	Security briefing	Arrange Security Briefing with UNDSS			
8.	HE		Host entity induction	Briefing with the Host Entity hiring section. Ensure volunteer has access to equipment and information for the role.			
9.	PA	FP/HE	Check-in support	Check in (UNV ID card, bank account, residence permit/visa)			
10.	PA	OA	Request volunteer to complete vendor form	Check with volunteer how they would like their first payroll payments made. If new account, request updated vendor form using VMAM task.			
11.	UN Volunteer		Complete vendor form	Complete vendor form and email to OA/PA			
12.	PA	OA	Submit vendor form to GSSU.	In all cases, (old or new bank account) request GSSU to add/update details in HCM by performing task in VMAM			
13.	GSSU		Enter bank details	Enter bank account details in ATLAS HCM for payroll disbursement		GP Admin	

	Responsible party or person		Process step	Description	Documents	System role	Comments
14.	PA	OA	Hiring in ATLAS	Hiring: add job data, nationality, update contract, enter dependents, enrol in health and life insurance, global payroll set up, entry of bank information and payroll distribution		HR Administrator	
15.	OA TL		Global payroll setup	Entry of bank account information and net pay distribution. Entry of one-time or recurring earnings/deductions.		GP Admin	
16.	PA	OA	Process pre-departure entitlements	Process pre-departure entitlements (travel and shipment expenses) based on original invoice			For national volunteers only.
17.	System		Data Transfer	Transfer contract information from ATLAS to VMAM			
18.	Volunteer		Arrange in-country travel	Arrange in-country travel for duty station if different			
19.	Volunteer		Secure permanent residence	Locate permanent residence, have it cleared by security for MORSS compliance	<a href="#">Personal effects inventory</a>  <a href="#">Instructions for volunteers</a>		
20.	International Volunteer		Personal effects inventory	Complete personal effects inventory and upload to VMAM			

Dependents Arrival (IUNV only)								
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
19.	Volunteer			Request arrival of dependents	Request arrival of dependant from OA in VSC copying FU colleagues			
20.	OA			Review and create authorization	Review the request and create the authorization if not already included in the offer.			

Dependents Arrival (IUNV only)						
21.	OA-TL		Approve Authorization	If a separate authorization for dependants to join (not included in offer)		
22.	PA	OA	Create payment voucher(s)	Prepare two vouchers and process 120% travel lump sum as per travel policy and shipment expenses and together with additional SIG submit for approval OR Create voucher for travel and shipment expenses and pay SIG via payroll. Submit your voucher requests via email to <a href="mailto:unv.voucherapprovals@unv.org">unv.voucherapprovals@unv.org</a> indicating links to supporting documents in VMAM and Atlas Finance.		
23.	OA-TL		Approve the voucher(s)	Approve the voucher		
24.	PA	HEC/FP	Arrange Arrival	Assist volunteer with arrival of dependants including visas, travel arrangements and security clearances.		
25.	Volunteer		Complete security clearance for dependants	Complete security clearance for dependants and submit to OA to upload to profile.		
26.	PA	OA	Update data in ATLAS	Update dependent information and enrol dependents for medical insurance		HR Admin
27.	PA	HEC/FP	Notify of arrival	Inform DSS and UNV HQ of arrival		
28.	PA	HEC/FP	Support in getting residence permit	Assist with request for residence permit		

## ASSIGNMENT AND EMERGENCY MANAGEMENT

### 6. Changes to Volunteer Circumstances During Assignment

	Responsible party or person			Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	Volunteer			Inform UNV of changes	Volunteer informs respective PA/SO in the Field or sends request to <a href="mailto:volunteer.support@unv.org">volunteer.support@unv.org</a> about the status change and request for guidance if necessary. Includes relevant documents.	<a href="#">Cigna inquiries instruction</a>		For example a dependent child reaches 21 or in case of birth of new child; marriage, divorced, spouse status change, changes in beneficiaries
2.	PA/SO	Service Desk		Review the request	Review the request and provide guidance as necessary			
3.	PA/SO	Service Desk		Upload documents	Verify documents and upload as evidence of change in circumstances in volunteer's file in VMAM. If translation of documents is required, request volunteer to translate and confirm that the translation is genuine. No official, external translation is required.		RLP	VLA will be affected when number of dependants changes, Life insurance by Cigna will cease when volunteer reaches 70 years of age, medical insurance for dependents will start if

							dependents join or stop when they leave the duty station.
4.	PA	Service Desk	Atlas update	Update dependants and medical insurance, as applicable. (No need for authorizations)		HR Admin	
5.	PA	Service Desk	Review and Validate Payroll	Review and validate payroll		GP Admin	

## 7. Volunteer Learning (Under review)

	Responsible party or person			Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	Volunteer			Complete mandatory learning	Complete all pre-assignment and induction mandatory learning as per Volunteer Learning Policy.			
2.	Volunteer			Identify a learning activity	Identify a learning activity and discuss with supervisor.  The learning entitlement may not be used for the following: - University degrees, exams or long-term study programmes including UN Language Proficiency Exam - Purchase of training material or equipment (computer/laptop, etc.)			UN Volunteers assigned to UN agencies funds and programmes are entitled to receive USD 500. UN Volunteers assigned to UN peacekeeping and special political missions are entitled to receive USD 300.
3.	HE (volunteer's supervisor)			Supervisor approval	Approve learning (in a form of e-mail or official letter) including brief description of the learning activity being approved.			
4.	Volunteer			Request for reimbursement	Submits a request for reimbursement attaching all invoices, supervisor's approval and other relevant supporting documents to PA (if present) or OA Volunteer Management.			

## 8. Home Visit

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	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	HE leave records		Atlas e-services if available
2.	Volunteer			Request home visit	Formally request a home visit via email directly to OA copying PA, PAn and/or SO (where applicable)			
3.	OA			Log request and create authorization in VMAM	Confirm eligibility for home visit and log the request in VMAM, specifying the volunteer's reason		Authorisation processor	
4.	OA-TL			Review request and authorize home visit	Review request and approve/deny home visit. Give reasons for approval/denial		Authorisation approver	
5.	System			Notification on Approval	Volunteer receives notification home visit approved		System	

	Responsible party or person		Process step	Description	Documents	System role	Comments
6.	PA	OA	Request for travel quotation	Request for 120% travel quotation			
7.	PA/SO	OA	Pay home visit travel entitlement	Make payment through payroll. Validate payroll results.  Disburse payroll		Atlas Finance user  GP Administrator Disbursing officer	Submit your requests via email to <a href="mailto:unv.voucherapprovals@unv.org">unv.voucherapprovals@unv.org</a> indicating links to supporting documents in VMAM and Atlas Finance.
8.	OA-TL		Approve Home Visit Voucher	Review supporting documentation and approve the voucher		Atlas Finance approver	
9.	PA	OA	Maintain accurate records	Record date of travel for home visit and return to duty station in Atlas E-Services			Volunteers to update in Atlas e-services if they have access

## 10. Accommodation Supplement

	Responsible party or person			Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	Volunteer			Gather documentation	Gather all necessary documentation and send to OA via email a) Accommodation Supplement Request form b) Signed lease agreement or other evidence of rent	<a href="#">Accommodation Supplement Request</a>		
2.	PA	OA		Calculate eligibility	Review the request of the UN Volunteer for an AS including supporting documents, calculate entitlement and add amount to request. OA to send to PA or UNV FP for RR signature.	<a href="#">Accommodation Supplement Calculator</a>		
3.	PA	OA		Notify volunteer of ineligibility	If calculation shows volunteer is not eligible, notify volunteer.			
4.	PA	UNV FP		Request UNDP RR confirmation	If not already confirmed for another volunteer in the last 6 months, send form to Resident Representative (or delegated authority) to confirm rental market is distorted. Request RR to print, sign and return the form via email. If already confirmed in last 6 months, attached previous confirmation and proceed to step 7.	<a href="#">Accommodation Supplement Request</a>		
5.	RR			Distorted market confirmation	Confirms that market is distorted and gives reason. Returns form to UNV.			
6.	PA	UNV FP		Submit documentation	Submits the supporting documents and eligible amount to Regional Manager, copying RPS into email.			
7.	RM			Review the request and	Review the eligibility criteria and documentation.			

	Responsible party or person	Process step	Description	Documents	System role	Comments
		authorize the AS	Sign Accommodation Supplement request form. Send to OA via email to process, copying in PA, RPS and FP for their information.			
8.	OA	Upload documents	Upload Ad hoc document to volunteer's file in VMAM. Upload supporting documents. Notify volunteer.	<a href="#">Accommodation Supplement Request</a>		
9.	OA	Initiate payment	Enter Accommodation Supplement as a recurring earning in Atlas HCM.		GP Administrator	
10.	OA TL	Sign-off on payment	Sign-off on payroll		Disbursing officer	

## 11. Medical Evacuation

	Responsible party or person			Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
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.			
In emergencies								
2.1.	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.			
2.1.2.	UN-designated physician			Forward medical report to UN Medical Services	Send complete medical report without delay to UNOG Medical Service for official authorisation and to decide on duration of evacuation. Email address: <a href="mailto:unogmedicalevacuations@un.org">unogmedicalevacuations@un.org</a>	<a href="#">MS.39 form</a>		
In non-emergencies								
2.2.	UN-designated physician			Forward medical report to UN Medical Services	Send complete medical report without delay to UNOG Medical Services to authorise evac Email address: <a href="mailto:unogmedicalevacuations@un.org">unogmedicalevacuations@un.org</a>			

	Responsible party or person			Process step	Description	Documents	System role	Comments
2.2.2.	PA	HEC PAn to assist	HEC OA to assist	Request for approval of medical evacuation	Send email (with MS39 form) to UN Medical Services to request approval of medical evacuation. Email address: <a href="mailto:unogmedicalevacuations@un.org">unogmedicalevacuations@un.org</a>  Follow-up telephone call to UN Medical Services to confirm approval of medical evacuation if required.	<a href="#">MS.39</a>		
2.2.3.	UN Medical Services			Authorise evac	Authorise evac, duration and accompanying person (if applicable)			
2.2.3.	OA			Inform UN Volunteer of approved medical evacuation	Ensure volunteer makes appropriate medical appointment with treating physician prior to his/her departure to avoid unnecessary stay at place of medical evacuation			
In all cases								
3.	UNDP Operations Manager			Arrange medevac	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.	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 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.		

	Responsible party or person			Process step	Description	Documents	System role	Comments
						<b>For phone numbers of all International SOS Assistance Centres visit <a href="#">this site</a> and, when prompted, quote UNV’s membership number: 22ACMA000034</b>  Once activated, International SOS may seek verbal authorisation (funding confirmation) to proceed with a medevac. Current authorising persons are: Executive coordinator, Deputy Executive Coordinator, or Chief Finance and Budget Section  SOS		
4.	PA	FP/HEC		Inform VSC and RO of the request for medical evacuation	Inform VSC 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 OAs inform the donor accordingly.
4.1.	PA/PAn	FP/RO		Notify and offer assistance	FU/FP/RO in sending country to notify receiving country of medevac and offer assistance or take over.			
5.	OA			Create Authorization	Create Authorization		Authorization Processor	
6.	OA-TL			Approve and Send authorisation of medical evacuation	Authorises travel to place of medical evacuation for UN Volunteer and accompanying person (if applicable), including DSA if applicable.	<a href="#">Authorisation to extend</a> the medical evacuation of a UNV to <a href="#">an approved place of medical evacuation</a>	Authorization Approver	In some cases, due to urgency of the medical evacuation, travel has already taken place. In this case a retroactive travel authorisation is provided.
7.	PA	OA	OA	Informs medical insurance provider (Cigna) of the medical coverage of the UN Volunteer	Informs Cigna of the medical evacuation and requesting confirmation of reimbursement of hospitalization and related expenses			

	Responsible party or person			Process step	Description	Documents	System role	Comments
8.	OA			Process travel entitlements	Process travel entitlements of the UN Volunteer			
9.	Volunteer			Request approval of certified sick leave, extension of evacuation and/or return to duty station.	UN Volunteer provides a copy of the completed medical report to UN Medical Services (agency volunteers) or MSD/NY (mission volunteers) and informs UNV Field Unit/UNV Focal Point. UN physician may submit the form on behalf of the UN Volunteer.  Clearance is required before the volunteer is authorized to return to the duty station.  Email address: <a href="mailto:unogmedicalevacuations@un.org">unogmedicalevacuations@un.org</a>			For follow-up cases of medical evacuation, the same Processes will apply.
	PA	FP		Follow up with UN Medical Services	Follow up with UN Medical Services to expedite clearance process if required.			Any absence from the date of clearance to return to the duty station is charged to annual leave.
10.	HEC			Record and monitor sick leave	Follows-up on approval of sick leave with UN Medical Services (agency volunteers) or MSD/NY (mission volunteers).			
11.	Volunteer			Claim for an additional payment	UN Volunteer claims for additional payment upon return to Duty Station  UN Volunteer submits travel claim with supporting ticket stubs.	<a href="#">F10. claim form</a>		

	Responsible party or person	Process step	Description	Documents	System role	Comments
	OA	[Optional] Claim overpayment	If DSA was paid in advance and overpayment needs to be recovered, claim overpayment from volunteer.			
12.	OA	Settle travel claim	Settle travel claim			

## 12. Security Evacuation

	Responsible party or person			Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	Volunteer			Update inventory list	Regularly update inventory lists throughout assignment to ensure changes are recorded accurately.			
2.	Volunteer			Record travel in TRIP	Volunteers must record all travel in TRIP in case of emergency.			
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.	PA	PAn	HEC - for own volunteers	Inform UNV HQ	<p>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).</p> <p>Check contract dates and to inform repatriation if applicable (volunteers and their dependants).</p> <p>Notify RO and VSC of security evacuation</p>			An initial 15 days of applicable advance Security Evacuation Allowance (SEA) is paid to the UN Volunteer and dependants.
5.	Volunteer			Evacuate as per instructions	Evacuate as per instructions from UNDSS and host entity.			
6.	OA			Follow-up check UN Volunteer and	Follow up and ensure UN Volunteers and dependents arrive at safe-haven			

	Responsible party or person	Process step	Description	Documents	System role	Comments
		dependants arrival at safe-haven				
7.	OA	Prepare monitoring list of evacuees, including UN Volunteers and dependants who have been relocated to safe haven.	Prepare and update monitoring list of evacuees of UN Volunteers and dependents. List should include departure dates and track DSA payments.			
8.	OA	Authorise additional payment of DSA	<p>Authorise additional 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</p> <p>Prepare and send authorisation for additional payment of DSA as necessary. Update monitoring list of evacuees.</p>			
<b>Duty station has re-opened within two (2) months</b>						
9.	UNDSS	Notification from UNDSS	<p>Notification from UNDSS confirms that all UN personnel including their dependents can return to the Duty station</p> <p>Prepare and send authorization to country of safe-haven to send UN Volunteers and dependents back to duty station.</p>			
<b>Duty station remains non-operational</b>						
10.	OA	Monitor period of stay at safe-haven	Within one month of stay at safe-haven, start contacting funding project for other applicable Volunteer opportunities			

	Responsible party or person		Process step	Description	Documents	System role	Comments
11.	PA	OA	Initiate repatriation formalities	Initiate repatriation formalities if no other project opportunities  Prepare early termination of contract by providing the notice period			
12.	OA		Initiate reassignment formalities	Initiate reassignment formalities if project has provided other opportunities in another country  Prepare and authorise reassignment procedures			

### 13. Death of a Volunteer

	Responsible party or person			Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	PA	PAn	HEC	Notify	Notify VSC and RO of the death			
2.	OA			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.			Should be done as soon as possible after the death.
3.	PA  HEC		HEC  NYO (USA)	Review documentation	Ensure volunteer file contains: <ul style="list-style-type: none"><li>• Birth Certificate</li><li>• Beneficiary Form</li><li>• Passport/Identity proof of beneficiaries</li></ul> Source and upload to VMAM if necessary.  Check beneficiaries' names and how compensation should be distributed			In case no Field Presence FP will send to OA in VSC via email to upload in VMAM
4.	PA	OA		Upload documentation	Upload documentation in VMAM			
5.	OA			Update Job Data in ATLAS	Separate UN Volunteer in Atlas HCM. Enter separation in Job Data, separate medical and life insurance with the effective date of 1 day after the UN Volunteer death  Extend medical insurance of recognized PFU for 45 days 1 day after the date of UN Volunteer death		Atlas HCM HR Administrator	Example: Death occurs on 31.03.2018. Effective date of separation and medical insurance for recognized PFU members is 01.04.2018.

	Responsible party or person	Process step	Description	Documents	System role	Comments
6.	OA	Prepare and Send Condolence letter	<p>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.</p> <p>Condolence letter is addressed to beneficiaries and/or dependants</p>			
	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.			
7.	Cigna	Check insurance coverage of the UN Volunteer	<p>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.</p> <p>Check type of coverage for UN Volunteers assigned in regular duty station or countries covered under the malicious act policy</p>			
8.	OA	Inform insurance company (Cigna) and UN Joint Medical Service (UNJMS)	<p>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:</p> <ul style="list-style-type: none"> <li>○ UN Volunteer's name, roster number and employee ID and project number</li> <li>○ Certificate of Death</li> <li>○ Birth Certificate</li> <li>○ Beneficiary Form</li> <li>○ Passport/Identity proof of beneficiaries</li> </ul>			
9.	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.

	Responsible party or person	Process step	Description	Documents	System role	Comments
	OA	Issue travel authorisation for dependents (if applicable) in the case of an international UN Volunteer.	If applicable, authorise travel for the dependents, travel allowance and an allowance for the dispatching of personal effects			
10.	Cigna	Send discharge form	Send discharge form			
11.	VSC Team Leader	Complete discharge form	Complete Discharge Form and return to Cigna.			
12.	Cigna	Payment	Cigna makes a bank transfer to UNV Programme.			Cigna sends a cheque with a letter of payment
13.	UNV Finance Unit	Notify	Finance informs OA and OA TL of receipt of payment and shares the chart field through which money is available.			
14.	OA	Request vendor creation for beneficiaries	Contact beneficiaries to obtain bank information. Verify against ID documents and beneficiary form already on file. Request creation of vendor from GSSU.			Payment of outstanding VLA, RSA and any other outstanding unpaid financial entitlements payable by UNV or the Host Agency 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.

	Responsible party or person		Process step	Description	Documents	System role	Comments
15.	OA		Request beneficiary discharge form	Send discharge form to beneficiary	<a href="#">Acknowledgment of receipt, release and discharge form</a>		
16.	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.			
17.	GSSU		Vendor for beneficiaries	Create vendor for beneficiaries			
18.	OA		Create voucher for payment of benefits	Create voucher and submit to GSSU for approval			
19.	GSSU		Approve voucher	Approve voucher			
20.	OA		Update VMAM	Perform 'Death of Volunteer' task Upload release and discharge form under adhoc document		Recruiter Local Processor	
21.	PA	HEC	Invoices sent to VSC	Invoices sent to VSC to forward to Cigna for reimbursement of the following claims:  <ol style="list-style-type: none"> <li>1. Embalming of the mortal remains;</li> <li>2. Purchase of coffin;</li> <li>3. Transportation of the remains from duty station to place of origin;</li> </ol>			
22.	OA		Invoices forwarded to Cigna	Transmit invoices for above (step 19) expenses to Cigna for reimbursement			
23.	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.			

	Responsible party or person		Process step	Description	Documents	System role	Comments
24.	PA	FP/UNDP CO/OA/ Mission	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 coordinate to send and OA coordinates with family to receive the remains.
<b>Notification from field that a recognised PFU passed away</b>							
25.	PA	Volunteer/HEC	Notify VSC	Inform the VSC that PFU has passed away			Copy PAN in case exists
26.	PA	Volunteer/HEC	Gather documentation	Gather a full medical report, report on cause of death and death certificate			
27.	OA		Update Job Data in Atlas HCM	Terminate medical insurance with the effective date 1 day after the date of PFU death			
28.	OA		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.			
	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.			
29.	OA		Authorise repatriation of remains	Authorise repatriation of remains. Upload relevant supporting documents through VMAM.			

	Responsible party or person		Process step	Description	Documents	System role	Comments
30.	PA	HEC	Arrange repatriation of remains	Ensure mortal remains are repatriated			<p>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.</p> <p>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 advise.</p> <p>The same applies to repatriaon of remains of a UN Volunteer's dependent.</p>

### 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 dependant occurred at the volunteer's duty station, the cost of transportation (repatriation) of this corpse will be reimbursed at 100% up to a maximum

## Mortuary (in hospital)

Not covered

For aspects not covered by the SOP, UNV Regional Manager and Volunteer Services Centre shall be guide by the UNDP POPP. If UNDP POPP does not cater, UNV Regional Manager and/or Volunteer Services Centre shall exercise managerial judgement on best action/ decision to take when time is a factor. Any financial implications rather than stipulated in the applicable medical coverage policy shall be cleared by the UNV Chief Finance. Host entity can provide financial support without consulting UNV.

Host entity responsibility are as follows:

1. Inform UNV programme on the incident
2. Provide transportation for the Volunteer as needed and all moral and additional ad-hoc financial support as deemed necessary

## END OR CHANGE OF ASSIGNMENT

### 13. Assignment Extension

	Responsible party or person			Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	PAn		RPS	Monitor and Negotiate with Host Agency	Monitor volunteer contract end dates in VMAM dashboard or the UNV dashboard and start negotiation/discussion with host agency about the extension of contracts. System notifications are sent to relevant personnel two months in advance of contract end dates.			The UNV dashboard is available at <a href="http://sas.undp.org/internal/hrvalidation/">http://sas.undp.org/internal/hrvalidation/</a> and access can be given to any personnel.

For assignment extension of a fully funded volunteer, the following steps apply:

	Responsible party or person			Process step	Description	Documents	System role	Comments
1.1	Host Entity			Request extension	Host Entity requests an extension		N/A	Host Entity to inform UNV about the UN Volunteer contract extension ideally 3 months but not later than 1 month before the contract expire dates. Confirmation of funds needs to be indicated in the request.
1.2	OA-FF			Negotiate/discuss with Donor	Discuss with donor about funding for the extension and present a provisional financial report		N/A	
1.3	Donor			Donor confirms/rejects	Based on request, donor approves or rejects the contract extension		N/A	

	Responsible party or person		Process step	Description	Documents	System role	Comments
2.	Host Entity		Official extension request	Send request/ confirmation of extension (including suggested length) along with the confirmation of funding and chart of accounts	<a href="#">Extension request form (optional)</a>	N/A	Sent by email. PAN or RPS should be copied into email as point of contact for HE as well as UNV FP where available.
3.	OA		Review and create contract extension authorization	Review the request/justification based on the contract details.  Create contract extension authorisation in VMAM Check Chart of accounts and if necessary update position distribution. Update agency references, if applicable.		Authorization Processor	
4.	OA TL		Review and approve/decline request	Review the request for extension Approve extension authorisation Approve additional SIG if applicable Authorize Home Visit if applicable		Authorization approver Atlas HCM Position administrator	Check duration already served as UN Volunteer vs remaining duration before the maximum of 4 years of service  The process triggers notification to Authorization Processor and RLP
5.	PA	OA	Update ATLAS HCM	Update job data and extend contract in Atlas HCM; generate PAF and share with volunteer		HR Admin	
6.	PA	OA TL	Review and update recurring earnings	Review and update recurring earnings/deductions, if necessary		GP Admin	
7.	Volunteer		Update documents	Update inventory list (every six months) and beneficiary form if necessary.			

## 14. Reassignment

Responsible party or person				Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No country presence					
1.	PA	PAn	RPS	Re-assignment request	Facilitate completion of the reassignment request template by the receiving and sending host entities and UNV field unit(s) as applicable. This includes the following: <ul style="list-style-type: none"> <li>• DOA</li> <li>• Consent of sending and receiving host entities</li> <li>• Initial confirmation of funds</li> <li>• Justification for urgency</li> <li>• Confirmation if volunteer in undergoing disciplinary investigation</li> </ul> Send to OA (recruiter) in VSC.	DOA template; <a href="#">Reassignment request/approval template</a>		
2.	OA			Review request	<ul style="list-style-type: none"> <li>- Review the request and justification based on the contract details, DOA, performance appraisal of the volunteer, etc.</li> <li>- Check duration of assignment would not take volunteer over four years of service</li> <li>- Check that volunteer meets all requirements of the DOA</li> <li>- Check conduct and discipline concerns in consultation with the UNV Field Unit and/or supervisor</li> <li>-Indicate clearance and upload documents to VMAM</li> </ul>			
3.	OA (receiving entity country)			Create new or update position in Atlas		Position form, chart-field form	Position Administrator	

	Responsible party or person		Process step	Description	Documents	System role	Comments
4.	OA (receiving entity country)		Reassignment authorisation in VMAM	Create reassignment authorisation in VMAM; within same country, to another country. Use ad hoc authorisation for reassignment conditions not contained in VMAM templates.	<a href="#">Reassignment policy guideline.</a>	Authorisation processor	
5.	OA TL (receiving entity country)		Approve authorisation	Approve authorisation in VMAM		Authorisation approver	
6.	OA (receiving entity) OA TL (receiving entity)		Authorise/approve SIG	Create and approve ad-hoc authorisation for pro-rated SIG, if applicable.	Ad-hoc authorisation	Authorisation processor/ap prover	
7.	OA (sending entity) OA TL (sending entity)		Authorise/Approve RSA	Create and approve ad-hoc authorisation for RSA, if applicable. Note: when reassignment from Mission to Mission or Mission to another agency	Ad-hoc authorisation	Authorisation processor/ap prover	
8.	PA	OA	Reassignment travel	Assist with check out process; Payment of RSA for the previous assignment, if applicable, through payroll. Coordinate with new the country reassignment ETA.		GP Admin for RSA	Keep PAn updated on progress FYI so informed in interaction with partners.
9.	Volunteer		Security clearance	Complete security clearance using UNDSS TRIP system.			
10.	PA	OA	Arrival	Assist with visa and travel formalities; Pay travel lump sum; Check-in and arrival formalities; Process SIG through payroll or voucher;	erequisition; Voucher; Payroll adjustment		
11.	PA	OA	Reassignment in Atlas HCM	Update job data in Atlas HCM; Record reassignment event in Atlas HCM. Action: re-assignment Reason1: UNV duty station same country Reason2: UNV duty station different country. (Note: when a UN Volunteer is being reassigned from one country to another, the PA in the Field Unit of one country has no access to data of the UN Volunteer in another country, therefore cannot perform the reassignment action.		HR Admin	

	Responsible party or person		Process step	Description	Documents	System role	Comments
				This is when reassignment action on job data has to be done by VSC OA who has access to all countries) Update contract			

## 16. End of Assignment/Resignation

### Resignation

	Responsible party or person			Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	UN Volunteer			Submit resignation	Submit resignation in writing with appropriate notice period to host entity.			
2.	HE			Accept resignation	Accept and acknowledge resignation and forward to UNV (addressed to OA and RPS or PAn in cc)			
3.	OA			Create end of assignment authorisation	<p>Review the resignation, ensuring notice period has been respected.</p> <p>Proceed to end of contract SOP step 3.</p> <p><b>At step 7</b> if insufficient notice period has been given, entitlements will be affected as per the Conditions of Service.</p> <p><b>At step 16, adjust EOC date to ensure VLA is paid up to the new EOC date.</b></p>		Authorisation Processor	

### End of contract

	Responsible party or person			Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	PA	PAn	RPS	Monitor contract end dates	Monitor volunteer assignment end dates as part of relationship management with partners and discuss possibility of (non)extension of contracts.			
2.	PA	PAn	RPS	Inform VSC	Confirm end of contract with OA.			

	Responsible party or person		Process step	Description	Documents	System role	Comments
3.	PA	FP	Debrief volunteer	Discuss end of assignment entitlements and check out procedure			
4.	Volunteer		Volunteer reporting	Complete volunteer assignment reporting in the Volunteer Reporting Application (VRA)	<a href="#">Volunteer Reporting SOP</a>		
5.	Volunteer		Complete final clearance checklist	Complete final clearance checklist to confirm that there are no outstanding debts/charges owing, all equipment is returned to the host entity and that compulsory UNV reporting is completed in the VRA. Checklist is required to receive final entitlements.	<a href="#">Final clearance checklist</a>		
6.	PA	Volunteer / OA	Upload end of assignment checklist	Upload final clearance checklist to VMAM (PA) or send to OA to upload (HEC). (PAn could be in cc)		RLP	Upload ad hoc documents” task should <b>not</b> be used for uploading PAR/VPA; use the “recommendation for future repooling” task instead.
7.	OA		Create end of assignment authorisation	Calculate RSA (if applicable), establish repatriation location, and create end of assignment authorisation in VMAM.		Authorisation Processor	
8.	OA TL		Approve authorisation	Approve/deny the end of assignment authorisation		Authorisation approver	
9.	OA		Process separation in Atlas HCM	Enter separation in Atlas HCM Job Data, effective 1 day after the end of contract date. Terminate health and life insurance coverages. Note: health insurance should be terminated 1 month after the end of contract date.		Atlas HCM HR Administrator	<i>Example: The UN Volunteer was terminated in Job Data effective 06/04/2017. Therefore the health benefits</i>

	Responsible party or person		Process step	Description	Documents	System role	Comments
							<i>coverage should be terminated effective 06/05/2017.</i>
10.	OA-TL		Terminate recurring earnings and deductions	Terminate recurring earnings and deductions if applicable with the contract end date. Validate payroll results.		Atlas HCM GP Administrator	
11.	PA	OA	Process end of assignment entitlements	Process end of assignment entitlements as per authorisation.		Atlas Finance user	Process entitlements through payroll unless circumstances require a voucher.
12.	OA-TL		Approve the voucher	Approve End of assignment entitlements. Only for voucher payments.		Atlas Finance approver	
10.	PA	Talent management pool	Recommendation for future re-pooling	<p>Mark the volunteer with the “recommendation for future re-pooling” task in VMAM to recommend the volunteer for future new volunteer assignments. Add relevant supporting documents (i.e. positive performance appraisal from volunteer’s supervisor).</p> <p>Poor performance or conduct issues are also recorded under this task, as a recommendation with reservations or as non-recommendation, together with relevant documents (i.e. negative VPA, email or official communication from volunteer’s supervisor, etc.)</p>	<p>Final VPA or host agency performance document; plus other supporting documents for negative cases</p> <p><a href="#">Repooling Quick Guide</a></p>	Authorization processor	

	Responsible party or person		Process step	Description	Documents	System role	Comments
11.	APDM Secretary		Disciplinary measures	<p>The APDM Secretary informs the Talent Pool team whenever an investigation process of a volunteer begins, so that relevant action is taken in the database of candidates.</p> <p>After the investigation has come to an end, APDM Secretary informs Talent Pool team whether the volunteer should be released back to the pool of candidates or should be placed out of UNV's pool and for how long.</p>			
12.	Talent pool team (VSC)		Re-pooling candidates	In case Field Unit colleagues puts candidate in "Awaiting Re-pool" (ARP flag) or simply misses the step to recommend for the future re-pooling close to the end of assignment, contact the Field Unit for retrieving this information.		Candidate profile maintainer	<a href="#">Re-pooling quick guide</a>  <a href="#">Duplication Deletion Quick Guide</a>
13.	Talent pool team (VSC)		Request information for re-pooling	Check former volunteers' files and can request for additional information from PA or FP in case performance appraisal or other documents not available in VMAM		Candidate profile maintainer	
14.	Talent pool team (VSC)		Clear/Reject Recommendation for Re-pooling	After checking candidate documents, Talent Pool team may either clear the ARP flag and put the former volunteer back to the pool, or may mark candidate as TBR, so that can no longer serve as UN volunteer.		Candidate profile maintainer	
15.	PA	OA	Request banking info update	Confirm with volunteer the bank account for final payments. Request new vendor form via VMAM if required. Upload and request GSSU to update via VMAM if required.			
16.	GSSU		Update banking information in Atlas Finance and/or Atlas HCM	Update banking information		GP Admin (HCM) Buyer/Travel user (Finance)	

## OTHER ADMINISTRATIVE PROCESSES

### 15. Volunteer Reporting

	Responsible party or person			Process step	Description	Documents	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence				
Volunteer Reporting							
1.	VRA Helpdesk			Volunteer given reporting system access	During induction, give UN Volunteers access to the Volunteer Reporting Application (VRA).	VRA explainer video	<a href="https://www.youtube.com/embed/RwNAQ2hNKIQ">https://www.youtube.com/embed/RwNAQ2hNKIQ</a>
2.	Volunteer			Ongoing data input	Input data regarding assignment, results, beneficiaries, added value, personal and professional development and support required throughout assignment. Ongoing input makes it easier at key reporting times, facilitates more accurate reporting and allows volunteers and UNV to track progress		
3.	VRA helpdesk (automated)			Annual volunteer reporting reminder	In Q4 each year, send a request to all active volunteers to update their volunteer reports in the VRA followed by reminders at different intervals.		
	Volunteer			Volunteer Report updated and submitted	Volunteer makes final update on results, beneficiaries, added value, personal and professional development		

	Responsible party or person	Process step	Description	Documents	Comments
			since the end of the volunteer reporting period.		
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.		
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.		
6.	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.		As per Section 11 Annex IV. of the International UN Volunteer Conditions of Service (ICOS) and Section X. Annex III. of the National UN Volunteer Conditions of Service (NCOS), the Final Clearance Checklist enforces compliance with the End of Assignment Reporting. See end of assignment SOP.
7.	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.		

## 16.1 Volunteer Reporting for Fully Funded Volunteers

	Responsible party or person	Process step	Description	Documents	Comments
	Volunteer	Send report to OA FF	Send a copy of final volunteer report to the OA (FF)		
	OA (FF)	Send report to donor	Send a copy of volunteer report to the donor country for its information		

## Global Payroll Administration

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	PA/SO	OA		Check Payroll opening date	Coordinate with UNDP Global Payroll Administrator in the country to know in advance when the payroll will be open for the country and to obtain information on deadlines. (See Annex 2)			
2.	UNDP GP Admin in the Country	PRA for Western Sahara and H Duty stations		Run PVC process	Run Payroll/HR Validation (Country) tool		GP administrator in the country	<p>This page displays Payroll Validation data. It compares the current month's payroll data with the previous month's data. It also can reflect the comparison between the current run and the previous run in the current month.</p> <p>When request is sent by PRA and recalculation is done, the PRA will rerun the PVC and inform UNDP GP Administrator</p>
3.	PA/SO	PRA		Ensure correctness	Verify and ensure UN Volunteers payroll results are correct		GP administrator	
4.	GSSU-KL			Maintain bank accounts	Maintain bank accounts and specify net pay elections. Enter bank information and specify distribution of VLA between accounts.		GP administrator	UN Volunteers are only allowed two general changes in beneficiary bank distribution per year. Changes due to reassignment or unavoidable bank detail changes (banks merging, changing IBAN numbers or SWIFTS etc.) are not counted towards these two changes. Furthermore, UN

	Responsible party or person		Process step	Description	Documents	System role	Comments
							Volunteers are allowed to have their VLA split between maximum two bank accounts of their choice. Before paying the last VLA payment through payroll, please ask the UN Volunteer to confirm the bank details to which s/he wants his final VLA payroll payment. This is to avoid payments to accounts that are already closed and provide accurate bank information for final outstanding payments.
5.	PA/SO/UND P GP Admin	PRA	Assign/update one time earnings and deductions	Enter one-time and/or recurring earnings, if applicable. Enter end date for recurring earnings, if applicable.		GP administrator	
6.	PA/SO/UND P GP Admin	PRA	Coordinate with HR Admin	Coordinate with HR Admin if there are discrepancies, for HR Admin to update.			
7.	PA/SO	OA or PRA	Contact Help Desk	Contact <a href="mailto:volunteer.support@unv.org">volunteer.support@unv.org</a> for corrections, if necessary			
8.	PA/SO	PRA	Request recalculation	Request recalculation of payroll, if adjustments were made.			The recalculation request must be sent to the RPA of the respective country. Please note that the PRA must copy the UNDP GP administrator when sending recalculation request.
9.	PA/SO	PRA	Ready to Finalize Payroll	Coordinate with UNDP GP Administrator the finalization of the payroll.			After the last recalculation of the payroll before finalization, any subsequent changes will only be reflected in the following month.
10.	UNDP Disbursing Officer	UNDP Disbursing Officer (exception UNV HQ: H Duty stations and Western	Disburse Payroll	Final sign-off			

	Responsible party or person		Process step	Description	Documents	System role	Comments
		Sahara where Disbursing Officer is part of UNV HQ)					
11.	GSSC Copenhagen	GSSC Copenhagen	Payroll finalisation and banking	Open, recalculate, enter payroll triggers, segmentation, finalise payroll and banking.			
12.	PA/SO/UND P GP Admin	PRA	Generate payslip	Generate payslip for volunteers.		GP administrator	
13.	PA/SO/UND P GP Admin	PRA	Distribute payslip	Upload payslips report to automated application for sharing with individual volunteers.	<a href="https://logi n3.undp.org /smforms/">https://logi n3.undp.org /smforms/</a>		
<b>Reimbursement for bank charges</b>							
14.	PA/SO	OA	Reimbursement for Bank fees Create Voucher	Create Accounts Payable Voucher		ATLAS Finance	<p>UN Volunteers are entitled to receive their monthly payments in full and without any deductions.</p> <p>Below fees are not reimbursed:</p> <ul style="list-style-type: none"> <li>• Losses related to exchange rates.</li> <li>• Fees related to a transfer to a local bank, which is not normally the one used by the UNDP Office.</li> <li>• Fees related to a transfer to another country</li> </ul> <p>Bank fees can be reimbursed through payroll using the element UNER_UNV_BNK</p>
15.	OA-TL		Approve Voucher	Approve Voucher		ATLAS Finance	Alternatively the bank fees can be reimbursed using the payroll element UNER_UNV_BNK

	Responsible party or person	Process step	Description	Documents	System role	Comments
<b>Resolving/Rejected/Returned/Cancelled Payroll Payments (IUNV and NUNV).</b>						
16.	Treasury	Send information about rejected payroll	Sends information about rejected payroll to Payroll Associates (for centralized countries payroll) and GSSU UNV Team in KL.		By email	
17.	PRA	Inform UNDP Country Office	Inform UNDP Country Office to create Accounts Receivable		By email	
18.	GSSU-KL	Request for clarification	Investigates the case and requests UN Volunteer to provide clarification.		GP admin in ATLAS	
19.	UN Volunteer	Clarify the request	Responds to the request and sends new updated Vendor Form		By email	
20.	GSSU-KL	Update banking information	Upload updated vendor form and correct banking information in ATLAS HCM and ATLAS Finance		GP admin in ATLAS	
21.	GSSU-KL	Confirm the process is finalized	Inform PRA, UNDP Cluster Team in Asia Pacific or UNV Focal Points and GP Admins the process is finalized (see comments)			-Inform PRA for Centralised Payroll Countries  -Inform UNDP Cluster team for Asia Pacific countries  -Inform UNV Focal Points and GP administrators in Non-Centralised countries.
22.	PRA	Create Payment Voucher	Process replacement payment by raising Accounts Payable Voucher and Submit your requests via email to <a href="mailto:unv.voucherapprovals@unv.org">unv.voucherapprovals@unv.org</a> indicating links to supporting			For processing replacement payments submitted to <a href="mailto:unv.approvals@unv.org">unv.approvals@unv.org</a> should be the department ID 172xx or 180xx. If the department is a country office department then it is

	Responsible party or person	Process step	Description	Documents	System role	Comments
			documents in VMAM and Atlas Finance.			approved locally by the country office if it is a UNFPA, UNWOMEN or UNCDF department then it is approved by the respective agency focal point in the country.

## 20. APDMC – Disciplinary Measures and Claims

#	Responsible party or person			Process step	Description	Documents	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence				
1.	OA TL			Receive case	UNV field unit, regional office or host entity sends case to VSC. OA TL forwards case to APDMC chairperson within five working days, accompanied by a summary of the volunteer's assignment history and current status.		If APDMC/VSS receives a case directly, APDMC will alert the relevant OA TL and RM and request VSC to provide the volunteer's assignment history and current status.
2.	APDMC Secretariat			Prepare case for review	<ul style="list-style-type: none"> <li>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.)</li> <li>Formally and confidentially register the case</li> <li>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</li> <li>Summarize the case in a set format</li> <li>Share all available documentation with all APDMC members</li> </ul>		<p>Within 10 working days.</p> <p>When notifying the agency in step (b):</p> <ul style="list-style-type: none"> <li>If case includes a formal investigation report, mention that this report will be shared with the subject of the investigation to obtain his/her comments on the allegations;</li> <li>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.</li> <li>For incomplete reports or vague reports, the Secretary will request the submitting agency to provide additional documentation and/or requested revisions of the report.</li> </ul>

	Responsible party or person	Process step	Description	Documents	Comments
3.	APDMC Secretariat	Inform volunteer of case	<p>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.</p> <p>Share a copy of the investigation report with the volunteer and request his/her comments on the allegations and report. Explain that his/her comments will go on official record.</p> <p>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.</p>		
4.	Volunteer	Submit comment to APDMC	Submit comments to the APDMC Secretary within the deadline.		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.
5.	APDMC Secretariat	Convene a meeting to review	<p>Within 10 working days of receiving the volunteer's comments.</p> <p>Convene a meeting to review with a quorum of at least four panel members. APDMC Secretary to record the minutes.</p>		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

	Responsible party or person	Process step	Description	Documents	Comments
6.	APDMC Chair	Report to EC	<p>Within ten days of meeting.</p> <p>Send recommendation(s) to EC, signed by the Chairperson, together with a short summary of the underlying reasons, how these are supported by the investigatory findings and evidence, drafts of required correspondence to the UN Volunteer, investigative body and host agency in question.</p> <p>APDMC secretary will draft the appropriate letters for the UNV Executive coordinator's signature once both the meeting minutes and the letters have been approved by the APDMC Chair. There will normally be two letters:</p> <p>1) to the UN Volunteer if the EC decision is to impose a sanction. This letter will be copied to the Head of the UN Volunteer's host agency, the RM, RPS, PM in mission, VSC Team Leader, OA TL and OA;</p> <p>and</p> <p>2) If the EC decision is to impose a sanction, a response letter will be sent to the headquarters of the host agency.</p>		
7.	APDMC Secretary	Send volunteer letter	Send letter to volunteer.		
8.	APDMC Secretary	Send host entity letter	Send letter to host entity		
9.	APDMC Secretary	File letters and background documentation	APDMC letters are filed under the APDMC page in the portal where only APDMC Secretariat has access		

	Responsible party or person	Process step	Description	Documents	Comments
10.	APDMC Secretary	Maintain statistics	Maintain detailed statistics on relevant aspects of all cases that have been brought before APDMC including: <ul style="list-style-type: none"> <li>• types of misconduct;</li> <li>• types of proposed disciplinary measures;</li> <li>• profiles of perpetrators and victims;</li> <li>• data on host entities and countries</li> </ul>		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 party or person			Process step	Description	Documents	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence				
1.	Volunteer			Update inventory list	Keep inventory list updated	<a href="#">Inventory of Personal Effects</a>	
2.	Volunteer			Submit claim	When loss or damage occurs the UN, submit a claim to the OA in Bonn, 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.	<a href="#">Claim for loss and Personal Effects form</a>	Within 12 months of the damage occurring.
3.	Team Leader VSC			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 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

	Responsible party or person	Process step	Description	Documents	Comments
					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.	Team Leader VSC	Request compensation payment	Request UNV Finance to proceed with compensation, if any.		

	Responsible party or person			Process step	Description	Documents	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence				
1.	APDMC secretary			Draft annual report	For drafting the Annual Report, the following are useful:  a) Statistics of the cases reviewed for the past year. A log list of cases reviewed is available. b) Statistics calculator for the APDMC cases 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		

	Responsible party or person	Process step	Description	Documents	Comments
7.	APDMC Secretary	Dispatch	Dispatch annual report and memos. Upload annual report to UNV sharepoint.		

## 21. Travel Arrangement (Overview)

	Responsible party or person			Process step	Description	Documents	System role	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
	Flight quotation for initial travel to assignment duty station ( <a href="#">Prepare an Offer SOP</a> )							
1.	Volunteer			Volunteer confirms medical clearance and proposed departure date	Volunteer confirms that s/he is medically cleared and indicates proposed departure date based on discussions with host entity and UNV field staff (if present).			
2.	PA/SO	OA		Request airfare quote from UNV Procurement Unit	Request quote via email to UNV Procurement Unit <a href="mailto:unv.travel@unv.org">unv.travel@unv.org</a> . Clearly identify: <ul style="list-style-type: none"><li>• Volunteer name</li><li>• Proposed travel date</li><li>• Route</li><li>• One way</li><li>• Any additional info required for the quotation</li></ul>			
3.	UNV Travel			Produce travel quotation	Produce fare quotation based on UNV Travel Policy and calculate 120%. Forward to PA/OA			Avoid low cost airlines.
4.	PA/SO	OA		Raise Payment Voucher	Upload quote email to volunteer's profile and raise payment voucher (ideally, if possible, for all pre-departure entitlements). Submit your requests via email to <a href="mailto:unv.voucherapprovals@unv.org">unv.voucherapprovals@unv.org</a> indicating links to supporting			

	Responsible party or person		Process step	Description	Documents	System role	Comments
				documents in VMAM and Atlas Finance.			
5.	OA TL		Approve Voucher	Approve voucher and inform creator			
6.	PA/SO	OA	Inform Volunteer	Send email to volunteer informing a payment equivalent to XXX has been transferred into her/his bank account. <i>(no need to give details as the offer already includes the amounts for predep and shipment.)</i>			
7.	Volunteer		Purchase flight ticket and send details to UNV	Volunteer to confirm arrival date with host entity and UNV field staff (if present) and purchase flight ticket. Send flight ticket details to UNV staff.			Volunteer should buy the ticket as soon as possible to avoid price changes.
8.	PA/SO	OA	Request Security Clearance	Request security clearance from UNDSS for volunteer.			
	<b>Flight quotation for dependant Arrival</b> ( <a href="#">Volunteer and dependent onboarding SOP</a> )						
1.	Volunteer		Request for travel quotation	Volunteer sends request for dependants' travel by confirming departure date			
2.	PA/SO	OA	Request airfare quote from UNV Procurement Unit	Request quote via email to UNV Procurement Unit <a href="mailto:unv.travel@unv.org">unv.travel@unv.org</a> . Clearly identify: <ul style="list-style-type: none"> <li>• Dependant(s) name</li> <li>• Proposed travel date</li> <li>• Route</li> <li>• One way fare</li> <li>• Any additional info required for the quotation</li> </ul>			
3.	UNV Travel		Produce fare quotation	Get flight ticket quotation based on UNV Travel Policy and			Avoid low cost airlines.

	Responsible party or person		Process step	Description	Documents	System role	Comments
				calculate 120%. Forward to PA/OA.			
4.	PA/SO	OA	Raise payment voucher	Upload quote email to volunteer's profile. Prepare two vouchers and process 120% travel lump sum and shipment expenses together with additional SIG submit for approval <b>OR</b> Create voucher for travel and shipment expenses and pay SIG via payroll.			Submit your requests via email to unv.voucherapprovals@unv.org indicating links to supporting documents in VMAM and Atlas Finance.
5.	OA TL		Approve Payment Voucher	Approve payment voucher and inform creator			
6.	Volunteer		Purchase ticket	Volunteer purchase ticket(s) and keep boarding passes until end of assignment			UNV reserves right to do random spot checks for proof of actual flight route (boarding passes) until end of assignment
7.	Volunteer		Request security clearance	Request security clearance for family members and send to UNV staff			
	Flight Quotation for Home Visit ( <a href="#">Home Visit SOP</a> )						
1.	Volunteer		Request for Home Visit	Request for Home Visit in agreement with HE supervisor			Volunteer should request home visit as soon as possible but no later than <b>6 weeks</b> to departure date. This will allow UNV personnel to process travel quotation by payroll/voucher on time.
2.	OA		Review the request	Reviews the request and confirms/declines Home Visit			
3.	OA		Request airfare quote from UNV Procurement Unit	Request quote via email to UNV Procurement			

	Responsible party or person		Process step	Description	Documents	System role	Comments
				Unit <a href="mailto:unv.travel@unv.org">unv.travel@unv.org</a> . (cc. PA/SO) Clearly identify: <ul style="list-style-type: none"><li>• Volunteer name</li><li>• Proposed travel date</li><li>• Route</li><li>• Return fare</li><li>• Any additional info required for the quotation</li></ul>			
4.	UNV Travel		Produce fare quotation	Get flight ticket quotation based on UNV Travel Policy and calculate 120%. Forward to PA/OA.			
5.	PA/SO	OA	Raise Payment Voucher	Upload quote email to volunteer’s profile and raise payment voucher.			Submit your requests via email to <a href="mailto:unv.voucherapprovals@unv.org">unv.voucherapprovals@unv.org</a> indicating links to supporting documents in VMAM and Atlas Finance.
6.	OA TL		Approve Payment Voucher	Approve payment voucher and inform creator			
7.	Volunteer		Purchase ticket	Purchase flight ticket for provided dates and keep proof of travel (e.g. boarding pass) until end of assignment			Volunteer should purchase ticket as soon as possible to avoid price changes.
8.	Volunteer		Register TRIP	Register flight in TRIP			It is the volunteers’ responsibility to get security clearance for their travel
	Flight Quotation for Repatriation Travel/Resignation ( <a href="#">End of Assignment SOP</a> )						
1.	Volunteer		Submits request for travel repatriation	Submits request for travel repatriation by email			Volunteer should request for travel quotation as soon as possible but no later than <b>6 weeks</b> (4 weeks in case of resignation) to departure date. This will allow UNV personnel to process travel

	Responsible party or person		Process step	Description	Documents	System role	Comments
							quotation by payroll/voucher on time.
2.	PA/SO	OA	Request airfare quote from UNV Procurement Unit	Request quote via email to UNV Procurement Unit <a href="mailto:unv.travel@unv.org">unv.travel@unv.org</a> . Clearly identify: <ul style="list-style-type: none"> <li>• Volunteer's name</li> <li>• Proposed travel date</li> <li>• Route</li> <li>• Return ticket</li> <li>• Any additional info required for the quotation</li> </ul>			
3.	UNV Travel		Produce quotation	Get flight ticket quotation based on UNV Travel Policy and Methodology and paste screenshot in template and forward to PA/OA			
4.	PA/SO	OA	Raise Payment Voucher	Upload Screenshot template to Volunteers profile and Raise Payment Voucher.			Submit your requests via email to <a href="mailto:unv.voucherapprovals@unv.org">unv.voucherapprovals@unv.org</a> indicating links to supporting documents in VMAM and Atlas Finance.
5.	OA TL		Approve Payment Voucher	Approve Payment Voucher and inform creator			
6.	Volunteer		Purchase ticket	Volunteer purchase ticket and signs off on final checklist disclaimer	Final Checklist		Disclaimer: UN Volunteers confirm by their signature that the amount that they will get is for their repatriation travel and should not be used for other purposes. UNV does not take any responsibility for volunteer's acts after end of their assignment
7.	Volunteer		Register Travel in TRIP	Volunteer registers his/her travel in UNDSS TRIP			

	Responsible party or person		Process step	Description	Documents	System role	Comments
	<b>Direct Flight Ticket Booking</b>						
1.	Volunteer		Request for direct flight ticket booking	<p>UNV in very exceptional cases can book flight tickets directly through local travel agent in Bonn or with local travel agents.</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. The volunteer is unable to purchase their own travel</li> <li>2. In emergency situations when a volunteer must travel urgently.</li> </ol>			
2.	PA/SO	OA	Review the Request	Review the request to ensure it warrants an exception.			
3.	PA/SO	OA	Raise Requisition	Raise Requisition		Atlas Finance User	
4.	PM/TL VSC	TL VSC	Approve Requisition	Approve Requisition		Atlas Finance Project Manager	
5.	PA/SO	OA	Forward request to UNV Travel	<p>Email the request to UNV Travel with the following information:</p> <ul style="list-style-type: none"> <li>• Approved and Valid eREQ under Business Unit UNV10</li> <li>• PFD Copy of the passport (first page)</li> <li>• Travel date(s)</li> <li>• Route</li> <li>• Any additional info required for the ticket</li> </ul>			
6.	UNV Travel		Arrange flight ticket	Arrange flight ticket and send directly to UN Volunteer to check and confirm.			

	Responsible party or person	Process step	Description	Documents	System role	Comments
			Issue the flight ticket.			
7.	UNV Admin	Raise Purchase Order	Raise Purchase Order		Atlas Finance	
8.	UNV Finance	Approve Purchase Order	Approve Purchase Order			
9.	If the lump sum payment has already been paid to the volunteer, deduct the payment that has been processed from the next payroll.					
10.	Travel and Expense module					
11.	TL VSC	Certify T&E	Certify T&E in Atlas			
12.	UNV Finance/ UNDP CO	Approve T&E	Approve T&E Atlas			

## WORKFLOW FOR H-DUTY STATIONS

The H-Duty Station volunteer management workflow should be understood as complementary to the Standard Operating Procedures rather than supplementary, intended to capture and account for specificities of deployments in H-Duty Station locations.

	Responsible party or person	Process step	Description	Documents	Comments
	<b>NYO</b>				
	NYO-PS	Advocacy on global level/ Partner relationship management / demand generation at HQ	Create awareness at HQ-level on H-Duty station policy and opportunities for deployment.		
	NYO-PS	Create enabling environment for volunteer mobilisation	Address partner queries and concerns re HQ placements, foster cooperation to increase volunteer mobilisation		

	Responsible party or person	Process step	Description	Documents	Comments
<b>EU (non-HQ), Asia-Pacific</b>	<b>HQs (NY or EU)</b>				
RPS	NYO-PS	Mobilisation, demand generation, DOA development	Relationship building/management with host entities. Provide information to host entity including proforma cost, template for DoA, service request form if needed (for non-Atlas agencies),	DOA template	

	Responsible party or person	Process step	Description	Documents	Comments
			COS, guidance etc. Develop DOA with host entities.		
RPA/AA	NYO-PS	Upload DOA to VMAM	Upload finalised DOA to VMAM	DOA template	All H-duty station volunteers are recruited as International UN Volunteers, regardless of nationality.
RPS	NYO-PS	Approve DOA	Approve the DOA in VMAM		
RPS	NYO-PS	Funding confirmation	Confirm funding availability in VMAM, fill in the funding type and upload supporting documents	Confirmation of funds from HEC	
OA	OA	Special recruitment effort	Steps related to advertising DoAs on UNV website for applications.		
OA	OA	Longlisting and shortlisting, candidate availability checks, technical clearances.	Longlisting and shortlisting of candidates including consideration of H-Duty Station recruitment policy.		
TPM	TPM	Talent pool management tasks	All tasks relating to talent pool management.		
HEC	HEC	Candidate assessment and document assessment process	Document the selection process, clearly identifying the preferred candidate and submit documents to PA (if present) or VSC OA (in other cases) by emails.		
OA	OA	Upload assessment documents	Upload positive and negative interview reports.		

	Responsible party or person	Process step	Description	Documents	Comments
OA	OA	Candidate selection and profile creation	Complete tasks in VMAM and Atlas.		
OA and OA TL	OA and OA TL	Offer generation tasks	Create and approve offer, send medical documentation, request GSSU to create vendor for payments etc.		
HE	HE	Visa and govt clearance	<p>Host entity to arrange visas. UN Volunteers will fall under host entities' arrangements for privileges and immunities.</p> <p>OA (and NYO if needed) to disseminate template for US visa through VMAM and provide documents on request to support visa processing.</p>		
OA and OA TL	OA and OA TL	Predeparture entitlements	Prepare and approve payment of predeparture entitlements.		
Candidate	Candidate	Predeparture preparation	Submit required documents, obtain medical clearance, arrange travel, obtain govt clearances and visa.		
HEC	HEC	Volunteer onboarding	Receive the volunteer, assist with settling-in, provide or arrange briefings and inductions. Receive and share signed contract, beneficiary form, and inventory		

	Responsible party or person	Process step	Description	Documents	Comments
			with VSC. Assist with bank account creation, securing accommodation, and getting around. <sup>1</sup>		
HEC, OA with PS	HEC, OA	Emergency situations	Assists and acts first by notifying VSC and management. For example, death of volunteer.		
OA	OA	Contract extensions: Monitor with host entity	Monitor volunteer contract end dates in VMAM dashboard or the UNV dashboard and discuss the extension of contracts with host entities (administrative aspect).		System notifications are sent to relevant personnel two months in advance of contract end dates.
RPS	NYO-PS	Contract extensions: negotiate with host entity	Upon automated notification, discuss forecast and partnership growth with host entities (including for reassignments). Notify VSC of the outcome.		
OA and OA TL	OA and OA TL	Process contract extension	Advise on extension process. Authorise and approve extension. Obtain volunteer confirmation. Update systems.		
HEC, OA	HEC, OA	Check out	Assist with final checklist and departure formalities.		
OA and OA TL	OA and OA TL	End of assignment (EOA) administration	Authorise and approve EOA, process entitlements, process end of contract in Atlas.		
HEC, OA	HEC, OA	Recommendation for re-pooling	Provide TPM with information for re-pooling of volunteer.		



*Note: Questions/comments regarding this SOP should be addressed to [volunteer.support@unv.org](mailto:volunteer.support@unv.org)*