

GUIDANCE NOTE on the UNV Volunteers Periodic Progress Reports (VPPR)

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1. What is the purpose of the reports?

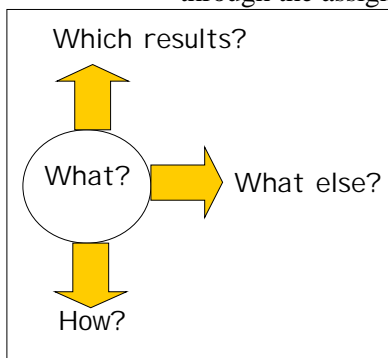
1.1 Initial, Annual, Final report including Supervisor form

The periodic progress reports (Initial, Annual, and Final) are mandatory for all UNV volunteers. They serve the following key purposes:



(1) For the UNV volunteer

For the UNV volunteer, the report provides an opportunity to reflect on various issues around the assignment. More precisely, it allows to say something about **WHAT** the UNV volunteer is doing in his/ her assignment, **HOW** the assignment is carried out and **WHICH RESULTS** the UNV volunteer is contributing to through the assignment. These aspects are visualized in the diagram on the left.



The completed report also provides an opportunity to discuss issues around the assignment with the supervisor, e.g. about progress achieved. The supervisor should read the report and comment on it. If there are topics that the UNV volunteer feels should be kept confidential (i.e. not to be seen by the supervisor), these should be communicated through different channels via the Programme Officer (PO)/ Programme Manager (PM) or Programme Specialist (PS). The online reports should not be used for this type of complaints.

The volunteer report, through the link to yourstory@unvolunteers.org, further presents an option to tell the volunteer's story.



(2) For the UNV Country Office Team/ UNV Support unit, including the PO/ PM

The key function of the volunteer reports for the Country Office Team/ UNV Support unit is to serve as a tool for monitoring UNV volunteer assignments, both at the individual and aggregate level. For example, the information provided by UNV volunteers about

progress achieved, or limitations during the assignment can help to assess the situation on the ground before going on a monitoring mission.

Apart from monitoring, the information collected in the reports also provides important inputs that help to prepare for country results workshops.



(3) For the Supervisor of the UNV volunteer

For the supervisor, the reports provide a key source of information to know how the assignment is going, and to discuss issues around the assignment with the UNV volunteer. It is important to keep in mind that the reports are designed as a reporting and monitoring instrument, but not as a tool for assessing the performance of the UNV volunteer. The supervisor form offers the opportunity to validate the information provided by the UNV volunteer. The supervisor is not able to change the responses of the UNV volunteer.



(4) For UNV as an Organization

The UNV programme, UNV volunteers and other volunteers are contributing towards the achievement of the MDGs by carrying out the mission of UNV. This means to make distinctive contributions to development effectiveness by applying the concept of Volunteering for Development (V4D) through implementing the UNV Business Model. The information generated by the reports are used to report on the UNV Results Framework, through which UNV is accountable to its governing body (the UNDP Executive Board), its donors, as well as beneficiaries.

1.2 Country Office report including Programme specialist form

The Country Office report serves the following purposes:



(1) For the UNV Country Office Team/ UNV Support unit, including PO/ PM

For the UNV Country Office Team/ UNV Support unit the report provides an opportunity to report about UNV's activities in the country at an aggregate level. More precisely, it allows to assess these activities from the perspective of UNV's Business Model and its three areas of intervention (1) Advocating for volunteerism and development; (2) Integrating volunteerism in development programming; and (3) Mobilizing volunteers for development and peace.

It also allows to reflect on the support provided to UNV volunteers and on programming, monitoring and evaluation activities at the country level. Similar to the Initial, Annual and Final volunteer reports, the information collected through the Country Office reports provides inputs that help to prepare for Country results workshops.



(2) For the Programme specialist

The programme specialist (PS) form offers the opportunity to engage the PS in the reporting process of the Country Office, and to validate the information provided by the UNV Country Office Team/ UNV Support unit.



(3) For UNV as an Organization

In UNV headquarters the data from the Country office report is used for reporting on UNV's Results Framework, including the UNV Business Model and the UNV Areas of Distinctive Contribution. The Country office report summarizes a number of key issues and is used for monitoring by sections and Programme Specialists. For management purposes, the information is also aggregated and analyzed to determine trends and developments at the regional/ global level.

2. How are the reports completed?



All reports are completed online using the website www.unvolunteers.org/reports. However, not every question will necessarily show on the screen, because certain questions are asked depending on answers given previously. Note that the different sections of the report are saved automatically when clicking on the button “continue”.

2.1 Initial, Annual, Final report

To complete the report, the UNV volunteer goes to the site above and clicks “Are you a UNV Volunteer?”. He/ she is asked to enter his/ her Roster number and date of birth, and will then see the report to be completed. After submitting the report, a username and password is generated automatically that the UNV volunteer should note and provide to the supervisor to allow him/ her to add comments to the report. If the UNV volunteer enters the e-mail of the supervisor at the end of the report, this information is sent to the supervisor automatically. It is recommended to alert the supervisor one month before the due date for submission of the report to arrange a time for discussion of issues around the assignment and progress made.

2.2 Supervisor form

To complete the supervisor form, the supervisor goes to the site above and clicks “Are you a UNV Volunteer's supervisor or a Programme Specialist?”. He/ she is asked to enter username and password (provided by the UNV volunteer) and will then see the report to be completed.

The report presents an important opportunity to discuss with the UNV volunteer any issues (both positive and negative) around the assignment. To do so, a meeting for such a discussion with the UNV volunteer should be arranged about one month before the report is due.

Once the supervisor form is completed by the supervisor, the system makes sure that the comments are attached to and stay together with the volunteer report. To avoid that awaiting supervisor's comments holds up timely submission of the volunteer reports, the volunteer reports are sent to UNV HQ by the system even when supervisor's comments are missing.

2.3 Country Office report

To complete the Country office report, the responsible person in the Country office team/ Support unit goes to the site above and clicks “Are you a UNV PO, CO Assistant, Programme Manager or Focal Point?” He/ she is asked to choose the country and enter a password, and will then see the report to be completed.

In countries where there is both, a Programme Officer and a Programme Manager, only one country office report should be filled. Also for country offices with responsibility for several countries, only one country office report should be filled.

2.4 Programme specialist form

To complete the programme specialist form, he/ she goes to the site above and clicks “Are you a UNV Volunteer's supervisor or a Programme Specialist?”. He/ she is asked to enter username and password (provided by the Country office team/ Support unit) and will then see the report to be completed. Once the programme specialist form is completed, the system makes sure that the comments are attached to and stay together with the Country office report.

2.5 ... if no internet is available

In principle, all reports are completed online using the website <http://www.unvolunteers.org/reports>. For those UNV volunteers with no regular access to internet, the Country office team/ Support unit should coordinate with the UNV volunteer regarding alternatives where he/ she can access the Internet. This could be the Country/ Support unit office, the host organization, an institution with which the UNV volunteer has contacts, or an internet café.

3. **What kind of reports are due when?**



As a principle, the reporting schedule for all reports is based on the information entered into headquarters' contract database. The reports are generated automatically based on this information.

As can be seen in the table below, all UNV Volunteers must complete an End of assignment report. Depending on the duration of the assignment, Initial and Annual reports may also be required (see below). The submission of the End of assignment report is a requisite for the final payment of entitlements.

Duration of assignment	Volunteer report			Country Office report
	Initial report	Annual report	End of assignment (final) report	
< 5 months	n/a	n/a	2 months before & after end of assignment	Aggregate reporting by PO/PM every 6 months
5 – 18 months	During 2 nd month of assignment	n/a	2 months before & after end of assignment	
> 18 months	During 2 nd month of assignment	during the 12th, 24th etc. month	2 months before & after end of assignment	

The report formats will only be available and the system can only accept the reports during the periods indicated in the table above. It is therefore important that the UNV volunteers complete all reports in a timely manner. The PO/ PM should provide UNV volunteers with their personal reporting schedule and ensure that they are aware of it, e.g. through reminding him/her in advance of the due dates.

In case of special circumstances the PO/ PM can change the time period (i.e. remove time limits) for the completion of volunteer reports. An example would be if a UNV volunteer leaves the duty station before the regular time period begins because of accumulated leave. Once time limits are removed for a report, both the UNV volunteer and his/ her supervisor can access it again to complete it. Please see the [FAQ](#) under www.unvolunteers.org/reports for more details on the function 'Remove Time Limits'.

If a contract for a UNV volunteer will be shortened or extended, the end of assignment (final) report should NOT be completed by the UNV volunteer. Instead, the new contract information should be entered into headquarters' contract database ATLAS as soon as possible. After that, the list of reports due will be automatically updated within 24 hours.

4. **What about compliance?**

UNV places high priority on the reports for management, reporting and learning purposes. A high number of completed reports plays a key role in this respect: It enlarges the sample size and thus improves the data source that can potentially be used for analysis. A high compliance is thus not a purpose in itself, but a means for improving the credibility of UNV's reporting system.

There are several ways to improve compliance:

- The 1st step is to explain the purpose of the reports, including their potential use from the start of every assignment, e.g. during orientations and briefings.
- Another way to motivate is to congratulate UNV volunteers for their past efforts to complete the reports
- The reports can also be made part of a prerequisite to a monitoring mission by the PO/ PM, if the mission falls together with the due period of the report (see table above "What kind of reports are when due?"). In such a case, information in the UNV volunteer report can directly be used for resolving important issues during the mission.

- It is also recommended to make the end of assignment report a part of the debriefing formalities.

5. *Where to find more information?*



In addition to this Guidance Note, there are the Frequently Asked Questions (FAQ) that answer the most common questions about the VPPR. If an answer can neither be found in the Guidance Note nor in the FAQ, the PO/ PM or the PS/ OA in HQ should be contacted. Otherwise please address any questions to the VPPR helpdesk at reports.help@unvolunteers.org.