Key advice from IiV Achievers

- Start with your volunteers and what they want - Put them at the heart of the process.
- Make sure the volunteer agreement is not written like an employee contract.
- Use the 9 indicators as a checklist to gather evidence.
- Provide up to date evidence of policies, procedures and practices.
- Find out what a bad experience of volunteering is and learn from it.
- Know your volunteers and ensure that supervisions are being carried out regularly.
- Ensure you have enough people to support the self-assessment process in order to check and double check documentation.
- Keep a single printed master copy of the policy and procedures for review.