



Digital technologies for validating
young volunteers competences

DYVO ASSESSMENT FORM

The sections in **Yellow** have to be completed by the volunteer

The sections in **Grey** have to be completed by the tutor

The sections in **Green** have to be completed by the assessor

	Volunteer's Name:
	Tutor's Name:
	Tutor's email address:
	Assessor's Name:
1	Which competence do you believe you developed during your volunteering experience? Indicate a maximum of 3 competences.
	<p>Personal:</p> <ul style="list-style-type: none">• Empathy• Self-Awareness• Adaptability• Engagement <p>Social:</p> <ul style="list-style-type: none">• Leadership• Communication• Collaboration <p>Methodological:</p> <ul style="list-style-type: none">• Problem Solving• Innovation and Creativity• Ethical and Sustainable Thinking



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2A	Empathy Please give an example of how you developed this competence, a specific example when you used it during your volunteering and how it helped you to achieve a goal or complete a task.
	max 1000 characters
	TESTING SCENARIO: Someone in your group is different (imagine any kind of physical or behavioural difference: gender, culture, disability, etc., and people manifest bullying behaviour, they make fun of him/her, they exclude him/her. Describe how you feel about it, what you would do, and what would you say to both, the person being excluded, bullied, and the people that are being aggressive and with an hostile intent.
	max 1500 characters
	TUTOR NOTES: Please provide any notes, observations and comments on the answers provided by the volunteer above.
	max 500 characters
	LEARNING OUTCOMES Select the learning outcomes that the volunteer developed during the volunteering experience and provided evidence of in the answers above:
	<ul style="list-style-type: none"> ● Able to communicate smoothly and interpret paraverbal elements ● Able to understand and relate to the other people's mood, feeling, thoughts and beliefs ● Able to take care of others' personal feelings, inclinations and interest ● Able to minimise psychological barriers and differences with other people
	TUTOR EVALUATION Please select the learning level achieved for this competence by the volunteer
	<ul style="list-style-type: none"> ● Foundation (knowledge, awareness but little practical experience) ● Intermediate (knowledge, awareness with experience but need support/supervision) ● Expert (in depth knowledge and awareness, total autonomy)
	ASSESSMENT INDICATORS Based on the information provided gathered above by the volunteer and the tutor, select the assessment indicators achieved:
	They <ul style="list-style-type: none"> ● comprehend the tacit components of the dialogue and interaction and the body language ● feel and imagines the world from other people's perspectives, including emotional, cultural and intellectual dimensions ● establish harmonious relationship with the other people
	Decide if the competence can be certified
	<ul style="list-style-type: none"> ● Competence can be certified ● Competence cannot be certified



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2B	Self-Awareness Please give an example of how you developed this competence, a specific example when you used it during your volunteering and how it helped you to achieve a goal or complete a task.
	min 1000 characters
	TESTING SCENARIO: At work, your colleague points out that you have been too complacent to a particularly difficult customer, by spending too much time on him/her. How do you feel? How would you react to such criticism?
	max 1000 characters
	TUTOR NOTES: Please provide any notes, observations and comments on the answers provided by the volunteer above.
	max 500 characters
	LEARNING OUTCOMES Select the learning outcomes that the volunteer developed during the volunteering experience and provided evidence of in the answers above:
	<ul style="list-style-type: none"> ● Able to understand my needs, aspirations and wants ● Able to understand my individual and group strengths and weaknesses ● Able to understand my ability to influence the course of events, despite uncertainty, setbacks and temporary failures
	TUTOR EVALUATION Please select the learning level achieved for this competence by the volunteer
	<ul style="list-style-type: none"> ● Foundation (knowledge, awareness but little practical experience) ● Intermediate (knowledge, awareness with experience but need support/supervision) ● Expert (in depth knowledge and awareness, total autonomy)
	ASSESSMENT INDICATORS
	They <ul style="list-style-type: none"> ● make the most of their strength and weaknesses ● compensate for their weaknesses by teaming up with others and by further developing her/his/their strengths ● evaluates how their personal attitudes, skills and knowledge can influence their decision-making, relationships with other people and quality of life
	Decide if the competence can be certified
	<ul style="list-style-type: none"> ● Competence can be certified ● Competence cannot be certified



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2C	Adaptability Please give an example of how you developed this competence, a specific example when you used it during your volunteering and how it helped you to achieve a goal or complete a task.
	max 1000 characters
	TESTING SCENARIO The job offer you have always desired forces you to move in two weeks time to a bigger city, 300 km from where you live. Would you accept? Which are the first 5 things you would do?
	TUTOR NOTES: Please provide any notes, observations and comments on the answers provided by the volunteer above.
	max 500 characters
	LEARNING OUTCOMES Select the learning outcomes that the volunteer developed during the volunteering experience and provided evidence of in the answers above:
	<ul style="list-style-type: none"> ● Able to integrate new information and draw conclusions from it ● Able to seek out new ways of doing things and have confidence to improvise or experiment ● Able to adjust personal mental schemes, behaviours and actions accordingly with the changes of a given context ● Able to accept to cope with changing circumstances
	TUTOR EVALUATION Please select the learning level achieved for this competence by the volunteer
	<ul style="list-style-type: none"> ● Foundation (knowledge, awareness but little practical experience) ● Intermediate (knowledge, awareness with experience but need support/supervision) ● Expert (in depth knowledge and awareness, total autonomy)
	ASSESSMENT INDICATORS
	They: <ul style="list-style-type: none"> ● find alternate solutions to pursue objectives in an environment of constant change ● easily develop long-term interpersonal relationships with people from other cultures, backgrounds or belonging to different environments ● are available to collaborate with people with points of view that are different from one's own ● deal with challenging environments and situations
	Decide if the competence can be certified
	<ul style="list-style-type: none"> ● Competence can be certified ● Competence cannot be certified



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2D	Engagement Please give an example of how you developed this competence, a specific example when you used it during your volunteering and how it helped you to achieve a goal or complete a task.
	max 1000 characters
	TESTING SCENARIO: Smart Working is the possibility of working from home or in any case outside the office for a few days a week. Your Company Director offers you this option. Would you consider this an opportunity or not? Would this way of working help you to be more involved and productive? If not, why? If Yes, How?
	TUTOR NOTES: Please provide any notes, observations and comments on the answers provided by the volunteer above.
	max 500 characters
	LEARNING OUTCOMES Select the learning outcomes that the volunteer developed during the volunteering experience and provided evidence of in the answers above:
	<ul style="list-style-type: none"> ● Able to understand the mission and value of my organisation and link it to my personal vision ● Able to match the opportunities of my organisation can offer with my qualifications and interest ● Able to put effort and resources to achieve my long term individual and organisational aims ● Able to employ and link personal competencies, with integrity and perseverance, to the mission and to the objectives of the tasks performed ● Able to stay focused on my passion and keep creating value despite setbacks
	TUTOR EVALUATION Please select the learning level achieved for this competence by the volunteer
	<ul style="list-style-type: none"> ● Foundation (knowledge, awareness but little practical experience) ● Intermediate (knowledge, awareness with experience but need support/supervision) ● Expert (in depth knowledge and awareness, total autonomy)
	ASSESSMENT INDICATORS
	They: <ul style="list-style-type: none"> ● demonstrate perseverance in accomplishing the tasks and the pursued goals ● demonstrate a proactive involvement in the tasks ● testify an ethical and respectful behaviour ● see their role as an important part of the organization's mission and often support the organization even outside of her/his/their everyday responsibilities
	Decide if the competence can be certified
	<ul style="list-style-type: none"> ● Competence can be certified ● Competence cannot be certified



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2E	Leadership Please give an example of how you developed this competence, a specific example when you used it during your volunteering and how it helped you to achieve a goal or complete a task.
	max 1000 characters
	TESTING SCENARIO You just have been appointed as head of a team. Under the former supervisor, the team functioned satisfactorily with her encouragement and support. Since you have taken her place, the team's performance has come down. How will you identify the problems? what would be the options to solve them and how would you implement them?
	TUTOR NOTES: Please provide any notes, observations and comments on the answers provided by the volunteer above.
	max 500 characters
	LEARNING OUTCOMES Select the learning outcomes that the volunteer developed during the volunteering experience and provided evidence of in the answers above:
	<ul style="list-style-type: none"> ● Able to set goals and motivate people to work towards achievements ● Able to build an inspiring vision and mission ● Able to map resources ● Able to facilitate internal communication ● Able to determine priorities, take initiative and make decisions ● Able to engage stakeholders with participatory methodologies ● Able to acknowledge and learn from mistake without blaming others ● Able to manage processes and resources
	TUTOR EVALUATION Please select the learning level achieved for this competence by the volunteer
	<ul style="list-style-type: none"> ● Foundation (knowledge, awareness but little practical experience) ● Intermediate (knowledge, awareness with experience but need support/supervision) ● Expert (in depth knowledge and awareness, total autonomy)
	ASSESSOR INDICATORS
	<p>They:</p> <ul style="list-style-type: none"> ● motivate and inspire people ● are recognized and trusted ● identify new opportunities for the organization ● promote equity and inclusion ● demonstrate integrity and ethical behavior in using influence and power ● promote communication and information sharing ● has a clear vision on the context, the pursued objectives and the results, also in case of delegating others. ● use data and knowledge for decision making ● mobilize resources through crowdfunding and fundraising ● demonstrate effective communication, persuasion and negotiation ability ● is accountable for all work activities and personal actions
	Decide if the competence can be certified
	<ul style="list-style-type: none"> ● Competence can be certified ● Competence cannot be certified



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2F	Communication
	Please give an example of how you developed this competence, a specific example when you used it during your volunteering and how it helped you to achieve a goal or complete a task.
	max 1000 characters
	TESTING SCENARIO You are working on a public health campaign promoting a healthy diet in a specific city in Europe. The population of the city is very diverse. To make it simpler, four major groups can be identified: university students, young families, migrants and elderly. How would you approach the situation? How many different campaigns, types of events and media would you use, and to target which specific group?
	TUTOR NOTES: Please provide any notes, observations and comments on the answers provided by the volunteer above.
	max 500 characters
	LEARNING OUTCOMES Select the learning outcomes that the volunteer developed during the volunteering experience and provided evidence of in the answers above:
	<ul style="list-style-type: none"> ● Able to adjust communication strategies to specific situations; verbal strategies, non verbal strategies, visuals strategies, or mixed strategies ● Able to modulate messages taking into account the audience, the kind of relationship with the speaker, the context where the communication takes place, its purpose, the tools that will convey the message ● Able to inspire and enthuse relevant stakeholders ● Able to monitor verbal and non-verbal communication; show empathy, patience and interest, clarifying, summarise and give feedback to the other's message, and develop trust
	TUTOR EVALUATION Please select the learning level achieved for this competence by the volunteer
	<ul style="list-style-type: none"> ● Foundation (knowledge, awareness but little practical experience) ● Intermediate (knowledge, awareness with experience but need support/supervision) ● Expert (in depth knowledge and awareness, total autonomy)
	ASSESSMENT INDICATORS
	They: <ul style="list-style-type: none"> ● reach with appropriate messages and communication channels all the intended audience ● interact with the audience coherently with the communication objectives, creating a common space where to share information, generating exchange and stimulating ideas ● speak clearly and politely to any typology of speakers ● write clearly and correctly in terms of syntax and semantics ● sustain an exchange of ideas, thoughts, questions and replies with sense for all the speakers ● demonstrate effective persuasion and negotiation strategies
	Decide if the competence can be certified
	<ul style="list-style-type: none"> ● Competence can be certified ● Competence cannot be certified



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2G	Collaboration
	Please give an example of how you developed this competence, a specific example when you used it during your volunteering and how it helped you to achieve a goal or complete a task.
	max 1000 characters
	TESTING SCENARIO You have been assigned to work on a project in a team. Towards the end of the project, when you are writing the report, one team member starts to have difficulties. You have a deadline in a few days, and you're waiting on something from that team member who said that they'd get it to you last week. How would you handle the situation?
	TUTOR NOTES: Please provide any notes, observations and comments on the answers provided by the volunteer above.
	max 500 characters
	LEARNING OUTCOMES Select the learning outcomes that the volunteer developed during the volunteering experience and provided evidence of in the answers above:
	<ul style="list-style-type: none"> ● Able to interact within the team with respect towards members, their roles and the tasks assigned ● Able to build productive, mutually beneficial relationships to solve problems and achieve common goals ● Able to inspire collaboration by bridging gaps among diverse individuals and units ● Able to address conflicts; seek and achieve middle ground solutions ● Able to present ideas and listen to those of others, broadening my own outlook on others' points of view ● Able to act in a responsible way regarding the tasks in charge of and supports the others with contributions when required
	TUTOR EVALUATION Please select the learning level achieved for this competence by the volunteer
	<ul style="list-style-type: none"> ● Foundation (knowledge, awareness but little practical experience) ● Intermediate (knowledge, awareness with experience but need support/supervision) ● Expert (in depth knowledge and awareness, total autonomy)
	ASSESSMENT INDICATORS
	They: <ul style="list-style-type: none"> ● interact within the team with respect towards members, their roles and the tasks assigned ● build productive, mutually beneficial relationships to solve problems and achieve common goals ● inspire collaboration by bridging gaps among diverse individuals and units ● address conflicts; seeks and achieve middle ground solutions ● present ideas and listen to those of others, broadening their own outlook on other points of view. ● act in a responsible way regarding the tasks in charge of and supports the others with contributions when required
	Decide if the competence can be certified
	<ul style="list-style-type: none"> ● Competence can be certified ● Competence cannot be certified



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2H	<p>Problem Solving Please give an example of how you developed this competence, a specific example when you used it during your volunteering and how it helped you to achieve a goal or complete a task.</p>
	max 1000 characters
	<p>TESTING SCENARIO In your organisation there is a limited number of computers. In the new year a big project is going to start, and you will need more computers. How do you plan to find the resources to get what you need? How are you going to manage the limited resources you have now?</p>
	<p>TUTOR NOTES: Please provide any notes, observations and comments on the answers provided by the volunteer above.</p>
	max 500 characters
	<p>LEARNING OUTCOMES Select the learning outcomes that the volunteer developed during the volunteering experience and provided evidence of in the answers above:</p>
	<ul style="list-style-type: none"> ● Able to analyse and evaluate situations to identify and prioritise problems, measure their impact, analyse potential causes and identify the root ones ● Able to point out effective responses/resolution actions in both conventional and innovative ways ● Able to plan, implement and manage resolution actions and verify the achievement of the desired result ● Able to manage resources and time effectively, within the timeframe set to achieve the goals ● Able to evaluate risks, anticipate problems/barriers and plan alternative solutions
	<p>TUTOR EVALUATION Please select the learning level achieved for this competence by the volunteer</p>
	<ul style="list-style-type: none"> ● Foundation (knowledge, awareness but little practical experience) ● Intermediate (knowledge, awareness with experience but need support/supervision) ● Expert (in depth knowledge and awareness, total autonomy)
	<p>ASSESSMENT INDICATORS</p>
	<p>They are able to:</p> <ul style="list-style-type: none"> ● describe clearly the problem, pointing out the relations, implications to the context and the priorities ● identify coherent solution with the problem and the context requirement such as available resources, time and persons involved ● translate solutions into a coherent plan of actions in order to achieve the wanted objectives ● lead effectively the problem resolution ● thinks outside the box in order to find new ways and alternatives to face critical issues ● weight alternatives against objectives and arriving at reasonable decisions
	<p>Decide if the competence can be certified</p>
	<ul style="list-style-type: none"> ● Competence can be certified ● Competence cannot be certified



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21	Innovation and Creativity Please give an example of how you developed this competence, a specific example when you used it during your volunteering and how it helped you to achieve a goal or complete a task.
	max 1000 characters
	TESTING SCENARIO: An abandoned public area will be made soon available for your neighborhood. How could this area be used for the benefit of your community?
	TUTOR NOTES: Please provide any notes, observations and comments on the answers provided by the volunteer above.
	max 500 characters
	LEARNING OUTCOMES Select the learning outcomes that the volunteer developed during the volunteering experience and provided evidence of in the answers above:
	<ul style="list-style-type: none"> ● Able to pursue new ideas, exploiting both experience and imagination to develop solutions to existing and new challenges ● Able to combine new approaches, resources and tools to achieve valuable effects ● Able to exploit innovation and learning opportunities ● Able to step outside the day-to-day to devise novel solutions and produce alternative ideas for reaching opportunities, solutions or achievement ● Able to put in place design thinking approaches
	TUTOR EVALUATION Please select the learning level achieved for this competence by the volunteer
	<ul style="list-style-type: none"> ● Foundation (knowledge, awareness but little practical experience) ● Intermediate (knowledge, awareness with experience but need support/supervision) ● Expert (in depth knowledge and awareness, total autonomy)
	ASSESSMENT INDICATORS
	They: <ul style="list-style-type: none"> ● generate and apply new ideas, approaches and solutions to address, interpret and face known as well as unknown problems/situations ● explore different ways of doing things or of thinking ● apply and creates links across different contexts and areas of learning ● combine, integrates, transforms tools/products/services/processes, in order to realise something new/innovative, which is able to reply to or anticipate the internal/external customer's needs
	Decide if the competence can be certified
	<ul style="list-style-type: none"> ● Competence can be certified ● Competence cannot be certified



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2L	Ethical and Sustainable Thinking Please give an example of how you developed this competence, a specific example when you used it during your volunteering and how it helped you to achieve a goal or complete a task.
	max 1000 characters
	TESTING SCENARIO: Timebanking is an ad hoc flexible volunteering scheme which works by exchanging time. Members help each other out and then deposit the hours they spend doing so in the 'bank'. They credit their volunteer hours (one hour is one credit) and can then spend their credits to receive volunteer support in return or donate them to someone in need. In your neighborhood a timebanking initiative has been launched: describe the positive impacts of this initiative from the community point of view
	TUTOR NOTES: Please provide any notes, observations and comments on the answers provided by the volunteer above.
	max 500 characters
	LEARNING OUTCOMES Select the learning outcomes that the volunteer developed during the volunteering experience and provided evidence of in the answers above:
	<ul style="list-style-type: none"> ● Able to assess the consequences of ideas and the effect of actions and projects ● Able to recognise the potential an idea has for creating value and identify suitable ways of making the most out of it ● Able to introduce and share ideas on sustainability inside the team and organisation ● Able to identify and seize opportunities to create value by exploring the social, cultural and economic landscape ● Able to visualise future scenarios and help guide effort and actions ● Able to judge what value is in social, cultural and economic terms
	TUTOR EVALUATION Please select the learning level achieved for this competence by the volunteer
	<ul style="list-style-type: none"> ● Foundation (knowledge, awareness but little practical experience) ● Intermediate (knowledge, awareness with experience but need support/supervision) ● Expert (in depth knowledge and awareness, total autonomy)
	ASSESSOR INDICATORS
	They: <ul style="list-style-type: none"> ● measure the impact of a project idea identifying sustainability indicators as powerful decision-supporting tools that foster sustainable development ● explore the potential of an idea in creating social, economic and environmental value ● implement innovative ideas that promote sustainable practises ● use critical thinking to narrow and orient the choices towards sustainable and ethical reasoning and approaches ● inquire and ask as many questions as possible relevant to the ethical dilemma, before making a decision
	Decide if the competence can be certified
	<ul style="list-style-type: none"> ● Competence can be certified ● Competence cannot be certified