



AVE in a professional perspective:
Assessing voluntary experiences

Report 2 for France



**Pilot project
Leonardo da Vinci programme
European Commission
General Direction for Education and Training**

with the support of the Region Champagne Ardenne

Responsible for France : Bénédicte Halba, Doctor in Economic Sciences

Paris, November 2004

IRIV

Institut de Recherche et d'Information sur le Volontariat
26 boulevard Raspail 75007 Paris

☎ et fax : 01 42 84 08 25 – E.mail : iriv@noos.fr – Internet : <http://www.iriv.net>

Contents

I. General information on the consultation: period of dispatching together with the method used, rate of return, choice of the associations.....	p 3
II. Presentation of the sample of associations (geographic area, size, specific data)- point V of the questionnaire	p 4
III. Synthesis of the data on the management of the volunteers in the association - point I of the questionnaire	p 6
IV. Synthesis of the data on the training fore volunteers - point II of the questionnaire	p 8
V. Synthesis of the data on the valorisation of volunteering - point III of the questionnaire	p 10
VI. Synthesis of the data on assessing voluntary experiences - point IV of the questionnaire	p 12
VII. General conclusion on the consultation.....	p 14
VIII. Annexes : list of the associations + questionnaire	p 15

Legal notice

This report reflects the author's views, the European Commission is not liable for any use that may be made of the information contained here in.

I General information on the consultation: period of dispatching together with the method used, rate of return, choice of the associations

This second report is meant to present the results of a consultation made among the associations:

- In Ile de France, through the CICOS, in Spring 2004 ;
- In Champagne Ardenne, through the Direction for Youth and Sports, in Autumn 2004.

The methods used for dispatching the questionnaires through the associations were as follows

- In Ile de France : the CICOS has members of around 300 associations mostly in Paris but also in the departments around Paris (Hauts de Seine, Essonne, Val de Marne, Yvelines, Val d'Oise...) ; the questionnaires have been sent by mail together with the convocation at the General Assembly ; the day of the General Assembly other questionnaires have been dispatched directly to the participants and each time the CICOS had a special event with associations (training sessions, information day...) ;
- In Champagne Ardenne : the Direction for Youth and Sports give an official agreement to associations that work mostly in the field of Youth and Sports but also in social services and culture ; the questionnaires were dispatched both by mail, through Internet and also directly on the occasion of the general assemblies

The rates of return are as follows :

- In Ile de France : around 500 questionnaires have been dispatched, 48 answers were received this represents approximately 9.6 % of rate of return ;
- In Champagne Ardenne : around 200 questionnaires have been dispatched, 50 answers were obtained which represents a return rate of 25%.

The main difference between the two networks is that in CICOS the membership offers certain services to the associations members (special prices for attending the training sessions, a newsletter sent each three months, answers to specific questions...) and so the associations don't feel engaged ; the Direction for Youth and Sports delivers subsidies to associations. I can make a difference to answer the questionnaires or any study made.

II Presentation of the sample of associations (geographic area, size, specific data)

In the last point of the questionnaire, information were asked concerning the main characteristics of the association.

Most of the associations are affiliated to an organisation: **57% of the answers**. This is mainly true for the associations in the field of Youth and Sports (most of them are members of sport federation or the so-called “Education popular” federations).

The main domains of activities are the following :

- Sport and leisure : **44% of the answers** ;
- Social services : **21%** ;
- Culture : **18%** ;
- Health : **18%** ;

This is very close to the average profile of the French associations: sports association represent 22% of the total, leisure associations 20.5% , culture 18%, defence of the rights and interests 16.5%. So our sample may be considered as representative even though the number of associations is not so numerous.

Each time, the typology proposed doesn't fit exactly with the reality : associations have added certain categories : solidarity, services to families, social tourism, housing, humanitarian service, media...

Most of the associations interviewed were created between 1971 and 1990 : **31% of the answers**. Another time, this is quite close to the average profile of the French associations. It is interesting to note that 19% of them were created before 1950, this refers to traditional associations (such as sport associations).

Most of the associations interviewed are local associations: **33% of the answers**. This is also the geographic level of most of the associations in France. The action of the 900 000 existing associations is mainly a proximity action. Another 19% of the associations interviewed have

a departmental area, this is usually the case of the federation. Their main action is to represent their affiliates and to propose special services such as training session.

Most of the associations interviewed have between 100 and 499 members: **29% of the answers**. This is quite a lot. The high number of sports associations is a first element of explanation. Another is the proportion of associations with a departmental level (the federations) : they gather the members of their affiliates.

Most of the associations interviewed have between 10 and 49 volunteers: **39% of the answers**. The average number of executive volunteers is 5 per association with the operational volunteers (without any elective missions), the average number of volunteers per association is around 15. So our sample is another time in accordance with the French reality.

Most of the associations interviewed have between 1 and 9 paid-staff : **39% of the answers**. Another proportion of 30% has no paid-staff , this is more in keeping with the French reality where more than 84% of the associations have no paid-staff at all.

Most of the associations interviewed have a budget higher than 15 000 euros per year : 13% between 15 and 45 000, 8% between 45 and 135 000 euros, 12% between 135 and 405 000 euros, 15% over 405 0000 euros. This represents **48% of the answers**. This is not the average sample of the French associations which would be with a budget lower than 7500 euros. The high proportion of paid-staff (30% of the answers) is the main explanation.

The proportion of youngsters is quite low : 38% of the associations interviewed have less than 30% of their volunteers under 30 years and 26% don't have any youngster. This represents 2 third of the associations. This is not a big surprise. Many associations complain about the few proportion of youngsters but don't know how to keep them.

The proportion of women is not so low : the same proportion of associations interviewed has less than 30% of women in their volunteer staff (**26% of the answers**) and over 60% of women (**26% of the answers**).

The proportion of retired people is well balanced: **30% of the associations** have less than 30% of seniors in their volunteer staff, for 24% of the associations between 30 and 60% seniors.

III Synthesis of the data on the management of the volunteers in the association

Three main questions were asked to the associations:

- Do you have any procedures for selecting volunteers?
- Are there prerequisites to volunteer within your organisation?
- What kind of skills does the organisation evaluate in the volunteer candidates?
- Does your organisation have any kind of evaluation process of individual volunteers?

Concerning the procedure for selecting volunteers, **38% of the associations** interviewed dedicate a moment of information-orientation on their organisation to the new volunteers. This is the main way for selecting volunteers. **35% of them** don't have any procedure at all to select the volunteers.

Certain associations mentioned specific criteria:

- Commitment agreement ;
- Testing the volunteers in their activities ;
- Approval by the board of the association ;
- 20 hours of training sessions ;
- by friends or personal contacts ;
- during the General assembly of the association as all the members are present ;
- vote by the club during the general assembly (for the executive managers).

As a result, **45% of the associations** interviewed don't have any prerequisite to volunteer within the organisation. The main criterion is for **36% of the associations** the availability of a minimum weekly commitment of time.

Certain associations mentioned the following prerequisites:

- accepting the non political and non religious goals of the association ;
- having a child handicapped ;
- being a soldier's wife

- being a victim or a parent's victim
- being retired
- having been a member for the 1 year, 3 years for another association

Most of the associations have underlined and written a more qualitative criterion : agreeing to follow the goals and objectives of the association and sometimes to have an experience with the public whom the association addresses.

The kind of skills the organisation evaluates is the agreement to the values of the organisation and coherent style of life: **86% of the answers**. Another main point is the availability to relationship with others: **66% of the answers**. The third main point , very linked to the former, is the availability to collaborate with others.

Certain associations have mentioned the following criteria of evaluation:

- good will about the work
- capacity to evaluate properly a situation
- having talents in pedagogy
- motivations

Most of the associations don't have any kind of evaluation process of individual volunteers: **50% of the answers**. Only 25% of the associations interviewed mentions that one informal evaluation is done in an informal way.

Certain associations have mentioned the following criteria of evaluation:

- presentation by another confirmed volunteer
- analysis by a psychologist
- appreciation by the board of the association
- meeting with participants of the activity

IV Synthesis of the data on the training for the volunteers

The main questions asked were :

- Have your volunteers received any kind of formal training?
- What have been the prevalent contents/topics of the training activities?
- Have your volunteers expressed any need for training and which of them?
- why has your organisation provided any training ?
- does training lead to recognised qualifications by your organisation? for which skills?

A small majority of the volunteers of the associations interviewed received any kind of formal training in the last two years : **51% of the answers** versus **45% of the answers** that answered by a negative answer to the question.

The two main topics of the training sessions were:

- deepening a specific theme (linked to the goal of the association) : **34% of the answers** ; this is very true for sports association for instance to train volunteers on a specific aspect of a sport activity ;
- deep knowledge of the mission or of the new finalities or objectives of the association : **33% of the answers** ; this is true for any kind of the associations as the training is also a way to motivate the volunteers

Two other topics concerned a relevant proportion of the associations:

- solidarity and active citizenship : **27% of the answers** ;
- learning of a knowledge of a management type : **26% of the answers** .

These two topics are more general training sessions which can gather any kind of associations. This may be the case for cities of any local authorities or Public service working with associations (for instance the Directions for youth, sports and associative life).

Other topics of training sessions were mentioned : recruiting volunteers, protection of the environment, accountancy, solidarity, development of the sport practice ...

Most of the volunteers in the associations interviewed have expressed a need for training : **59% of the answers**. Their main requests concerned :

- specialisation courses for **34% of the answers** ;
- knowledge on specific items linked to the association for **20% of the answers**.

Two other request were:

- group dynamics : **18.4% of the answers** ;
- basic instrumental knowledge : **18.4% of the answers**.

The main reasons for the associations to provide training sessions are quite close to the needs expressed by their volunteers:

- first of all : to improve the efficiency of their volunteers ;
- to allow the volunteers to have the know how and knowledge in the field of the activity ;
- to improve skills and competences.

Most of the time, associations refer to the specific goals of their activity (for instance the football school or the tennis school, referee...) but some of them also mention the personal improvement of their volunteers to make them feel confident.

Most of the time the training doesn't lead to the qualifications: only 22% of the associations interviewed are concerned. This is mainly in the sports field.

Most of the time the organisation doesn't award certificates to acknowledge skills : only 13% of the associations interviewed are concerned. For the very few of them that could answer (84% of the associations didn't) , the skills were verified externally.

There is not at all, in France, a tradition of acknowledging the skills acquired through volunteering even in the training sessions.

V Synthesis of the data on the valorisation of volunteering

The main questions asked to the volunteers were:

- which are the skills mainly achieved by the volunteers during the experience within the organisation?
- which are the main skills developed by your volunteers?
- which are the main talents/competences/qualifications developed by your volunteers?

The **main activities** fulfilled by the volunteers in the associations interviewed are:

- unpaid participation on board, committee, council : **61% of the answers** ;
- developing the organisation's missions : **60% of the answers** ;
- advising, counselling or expert's work: **54% of the answers**.

The **main skills developed by their volunteers in a high degree** according to the associations interviewed were :

- know-how in the field of the association activity : **73% of the answers** ;
- financial aspects linked to the association : **40% of the answers**.

The **main skills developed by their volunteers in some degree** were :

- legal issues related to the management of the association : **46% of the answers** ;
- use of modern technologies : **42% of the answers** ;
- image building of the association, promotion, cooperation with the media : **39% of the answers**.

The **main talents or competences developed by their volunteers to a high degree** according to the associations interviewed were :

- being open mind and ready for new contacts : **79% of the answers** ;
- being able to fit into a working team and cooperate : **79% of the answers** ;
- being trustworthy and confident : **66% of the answers** ;
- being loyal : **64% of the answers** ;
- active listening : **58% of the answers**.

In the point of view of the volunteers, **the activities they appreciate more in a high degree** concern :

- the possibility of participating in decisions and confronting oneself with others: **62% of the answers** ;
- the organisation of work per function and role : **53% of the answers** ;
- the relations with the public or the partners of the associations: **49% of the answers** ;
- the possibility to develop an attitude to work for social values : **48% of the answers**.

Some of the volunteers have added the following points :

- creating a link with other generations ;
- defending a project and making it improve ;
- following the results.

Most of the associations think that their volunteers are involved in the decision making process: 82% of the answers. If the volunteers are also members of the association, this is very true. If not, that can be the case in some associations, it is not so obvious. There is also a difference between two categories of volunteers: the executive volunteers (elected in the board of the association) and the operational volunteers who are not directly involved in the decision process.

The main activities in which the associations think their volunteers are involved are :

- in projecting specific activities : 80% of the answers ;
- in programming the annual activities : 72% of the answers ;
- in organising briefings on the management of the association : 72% of the answers.

This is interesting to underline that many associations have answered this question (only 14% of them didn't answer). This is quite relevant for them.

VI Synthesis of the data on assessing voluntary experiences –

The main questions asked were :

- do you know volunteers who have managed to exploit in a working activity the non formal competence acquired within the association ? Which competences ?
- does your association foresee procedures to assess the acquired competences of the volunteer who is leaving ? What kind of procedure ?
- would you find useful a method to assess voluntary experiences ? Would you be interested in the tool and method proposed by the AVE project ?

Most of the associations interviewed didn't know any volunteer who used their voluntary experience : **57% of the answers**. But the interesting thing is that more than one third (**37% of the answers**) answered yes.

This is most of the time in the sport field as in France since a law voted in 2000, volunteers in sports association can use their voluntary experience to present an exam (a state diploma or federal diploma, it depends on the sport considered) and be able to practice as a professional (paid-staff) in sports association.

The competences they mainly exercised show that it was not just the case of sport practice:

- 9 of the associations mentioned executive volunteers: president, treasurer, general secretary...
- the other functions mentioned were most of the time linked to the sports practice : instructor, supervisor, monitor, referees...

Most of the associations interviewed don't use any procedure to assess the acquired competences of the volunteer: **77% of the answers**.

As a result, only 10% of them mentioned a procedure:

- 5% a compilation of the documents linked to the involvement of the volunteer in their association ;
- 2% a field of observation.

Many associations provide documents for assessing voluntary experiences: 66% of the answers.

Most of the time, the documents provided are :

- certificates of activities (**20% of the associations interviewed**) : a paper certifying that the volunteer has been involved for a certain period of time and has fulfilled specific missions during this time ; they are informal paper ; most of the time they are signed by the president and someone else in the board to avoid any personalisation with the official stamp of the organisation ;
- letter of recommendation (**3% of the associations interviewed**): very close to the certificate of activities but more personalised and more focussed on the qualities of the volunteer (more subjective form).

For only **20% of the associations interviewed**, this document is recognised outside the association.

The education perspective is quite obvious : **15% of the associations** interviewed underline that this document is mainly recognised by educational institutions.

A good point for our AVE project is that **43% of the associations** would find useful a method to assess voluntary experiences.

Another better result is that **52% of the associations** interviewed would be interested in the tool (portfolio) and method (guide) proposed by the AVE project and more than 40 people left a contact to be informed on the results of our work.

VII General conclusion on the consultation

The return rate especially in Champagne Ardenne is quite encouraging: 25% of answers from the associations is quite high. In Ile de France, it's closer to the normal rate of return for the questionnaires dispatched among associations (it's a good result).

The first part of the questionnaire, the questions concerning the management of the volunteers obtained a good rate of answers: they are familiar questions for the volunteers.

The second part of the questionnaire concerning the training for volunteers is also a key issue for association. All the associations answered all the questions.

The third part, the valorisation of volunteering was more complicated:

- The lists were long : a lot of items especially for the skills (23);
- Some of the items were redundant (especially for the talents) ;
- The difference between skills, talents ad competences was not so easy to see ;
- The form of self-evaluation (high degree, some degree, not) took time and needed concentration ;
- The person who had to fill the form had to answer for the association as a all ; in the question 14, he or she had to answer on behalf of all the volunteers ; it should have been a more personal questionnaire ;
- Question 15 is another key issue for the associations: the way volunteers are involved in the decision making process; maybe the answers are a little bit optimistic (the operational volunteers don't feel to be so involved).

The fourth part, concerning the assessing of voluntary experiences was the more specific part of the questionnaire as it is presenting a very new issue for the associations, specially in France: assessing voluntary experiences. As it is a brand new issue, the questions were numerous and the answers sometimes very few (for instance for the kind of procedure as it doesn't exist yet). But the main conclusion with a majority of associations declaring being interested by the tool and method we should propose in the AVE project is quite encouraging. We now know that it corresponds to a social demand of the associations.

VIII Annexes : list of the associations + questionnaire.

The list of the associations is attached in the Excel file.

The French questionnaire

Raison d'une consultation

Dans le cadre du programme européen Leonardo da Vinci, notre projet a pour objet d'identifier, d'évaluer et de valoriser l'apprentissage non formel et informel et les compétences acquises grâce à un engagement associatif. Il a pour ambition de reconnaître ces qualifications informelles et de permettre aux bénévoles de révéler leurs compétences « cachées ». L'engagement associatif permet de reprendre une activité professionnelle, de tester ses capacités, de reprendre aussi confiance en soi..

Les résultats attendus de notre projet sont de quatre ordres :

- Un état des lieux sur les moyens et les manières de reconnaître et de valoriser un travail bénévole (2004);
- Une consultation auprès des associations pour faire connaître le projet et apprécier leur intérêt pour elles (2004) ;
- Un outil et une méthode pour identifier, évaluer et valoriser les compétences acquises lors d'une expérience bénévole (2004-2005) ;
- Une expérimentation de cet outil et cette méthode auprès des associations identifiées lors de la consultation (2005);
- Une conférence pour tirer les conclusions de ce travail en commun dans 7 pays européens (2006).

La consultation menée au printemps 2004 a pour objet d'apprécier l'intérêt pour les associations de valider les acquis de leurs bénévoles et de constituer un réseau d'associations intéressées par la VAEB pour expérimenter en 2005 l'outil et la méthode proposés.

Un site Internet www.eEuropeassociations.net est créé pour diffuser les informations.

Nom de l'association _____

Sigle _____

Adresse

Rue _____ N° _____

Code postal _____

Ville _____

Téléphone ____/____

Fax ____/____

Courriel _____

Site Internet _____

Nom et prénom du Président ou du Responsable (directrice/directeur) de l'association

Nom et prénom de la personne répondant au questionnaire

I) Gestion du bénévolat dans votre association

1. avez-vous une procédure particulière pour sélectionner des bénévoles ?

1. aucune
2. un entretien initial
3. plusieurs entretiens échelonnés
4. un formulaire à remplir
5. un temps consacré à l'information des nouveaux bénévoles dans votre association
6. autre (spécifier) _____)

2. Posez-vous des conditions particulières pour être bénévole dans votre association ?

1. aucune
2. un engagement en temps minimal (nombre d'heures par semaine)
3. sexe (home, femme)
4. âge minimum (18 ans, 30 ans...)
5. âge limite (75 ans...)
6. niveau d'étude minimal
7. une appartenance religieuse
8. autre (préciser) _____)

3. quelles sont les compétences prises en compte par votre association pour évaluer le profil d'un candidat ?

1. une bonne maîtrise du Français
2. une expérience professionnelle
3. une capacité à travailler avec les autres
4. une capacité à apprendre, à s'évaluer
5. de bonnes relations avec les autres
6. une adhésion aux valeurs de l'association
7. autre (préciser) _____)

4. Votre association a-t-elle mis en place un dispositif d'évaluation individuelle des bénévoles ?

1. Non
2. l'évaluation individuelle se fait de manière informelle sans instrument d'analyse particulier
3. c'est la mission du responsable de projet auquel participe le bénévole
4. des entretiens qui impliquent différentes personnes (un formateur, un directeur, un bénévole confirmé)
5. des entretiens avec ceux qui sont chargés d'encadrer les bénévoles
6. de manière indirecte, dans les réunions de travail

7. d'une autre manière (préciser en 1 ligne)

II) La formation des bénévoles

5. Durant les deux dernières années, vos bénévoles ont-ils suivi une formation ?

1. oui, au sein de l'association
2. oui, par un formateur extérieur
3. Non

6. Quels ont été les contenus, les sujets des formations pour les bénévoles pendant les deux dernières années? *(3 réponses sont possibles)*

1. aucun
2. sensibiliser aux thèmes de la solidarité et de la citoyenneté active
3. mieux connaître la mission, les finalités ou les objectifs (actions concrètes) de l'association
4. approfondir un thème spécifique (public particulier, nouveau service proposé...)
5. acquérir un savoir spécifique, technique ou professionnel
6. acquérir un savoir général, en gestion ou organisation
7. améliorer ses capacités relationnelles
8. acquérir des savoirs de base (initiation à l'informatique ou Internet, langue étrangère)
9. autre (préciser) _____

7. Vos bénévoles ont-ils exprimé une ou plusieurs demandes en matière de formation ? 1. oui

2. non

si oui 8. Lesquelles ?

1. une formation pour dynamiser la groupe ou animer l'association
2. des formations spécialisées pour des besoins spécifiques
3. une formation dans une discipline particulière (droit, psychologie, comptabilité...)
4. une formation dans une nouvelle spécialité ou pour de nouveaux publics de l'association
5. un approfondissement d'un savoir sur des thèmes spécifiques concernant l'association (pathologies particulières, alphabétisation...)
6. une formation pour un savoir nécessitant une méthodologie ou un mode opératoire particuliers (techniques de médiation, montage de projet)
7. une formation pour des savoirs de base (informatique, Internet, langue étrangère)
8. autre (préciser) _____

9. Pourquoi votre association a-t-elle proposé une formation à ses bénévoles (en une phrase) ?

10. La formation est-elle le moyen de reconnaître des qualifications ? 1. oui 2. non

11. Votre association fournit-elle des certificats reconnaissant des compétences?

1. oui 2. non

12. si oui, indiquer si ces compétences

1. sont certifiées au sein de l'association

2. sont certifiées à l'extérieur de l'association

3. ne sont pas certifiées

III) Valorisation du bénévolat

Pour les questions 9 et 10, répondre en pensant aux bénévoles les plus représentatifs de votre association

13. quelles sont les missions exercées, les compétences développées ou les talents révélés par vos bénévoles pendant leur engagement au sein de votre association ?

A. Quelles sont les missions occupées par vos bénévoles?	principale	secondaire	aucune
1. développer l'objet de l'association (négocier avec les autorités publiques, animer le réseau de membres...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. organiser des événements, des réunions, des campagnes...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. participer au bureau, au conseil d'administration, ou à tout autre organe collégial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. conseiller/ renseigner/ former	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. informer/communiquer (tracts, posters, plaquettes...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. s'occuper du travail administratif	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. fournir un travail direct (soins, accompagnement, aide aux devoirs...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. fournir un travail indirect (protection de la nature, des animaux...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. autre, préciser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. Quelles sont les compétences développées par vos bénévoles ?	principale	secondaire	aucune
1. collecte de fonds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. connaissance et savoir-faire dans le champ de votre association	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. compétences juridiques en matière associative (loi 1901)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. communication, promotion, relations avec les médias	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. gestion financière (comptabilité, budget prévisionnel...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. connaissance d'une langue étrangère	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. compétences interpersonnelles (communication, médiation...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. utilisation de technologies modernes (Internet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. recrutement et encadrement des bénévoles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. formation ou toute activité d'éducation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. gestion des ressources humaines (esprit d'équipe, animation de réunion, leadership, gestion de groupes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. gestion des programmes de l'association (planning, évaluation...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. activité spécifique liée à l'objet de l'association (entraîneur sportif, guide environnement, formateur...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. utilisation de techniques ou méthodes spécifiques (entretiens, statistiques, classement et systèmes de données...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. autre, préciser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C. Quelles sont les qualités révélées par vos bénévoles ?

	principale	secondaire	aucune
1. ouverture d'esprit et sociabilité	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. talents d'organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. écoute active	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. talents de leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. travail en équipe et esprit de coopération	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. talents de communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. partage des responsabilités	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. esprit critique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. capacité d'adaptation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. gestion des conflits (faire face et proposer des solutions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. créativité et esprit d'innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. fiabilité	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. confiance en soi et prise d'initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. talents en relations publiques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. talents manuels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. compétences informatiques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. serviabilité	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. loyauté	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. équilibre personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. capacité au travail concret, concentration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. digne de la confiance des autres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. assurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. autre, préciser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. en vous fondant sur l'expérience de vos bénévoles?

Qu'apprécient-ils le plus ?	Beaucoup	moins	pas
1. le contact avec les salariés de l'association	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. l'utilisation de nouvelles technologies de l'information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. la répartition du travail par fonction et rôle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. la participation à des activités individuelles et collectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. les relations avec le public ou des personnes extérieures à l'association	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. le soutien psychologique et la prise en compte de leurs motivations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. la participation à la gestion de l'association et l'évaluation des actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. le soutien technique ou opérationnel qu'ils reçoivent de	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

spécialistes			
9. le fait de participer à la décision et de confronter ses opinions à celles des autres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. la variété des tâches à accomplir	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. les formations reçues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. la possibilité d'acquérir des compétences nouvelles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. la possibilité de s'investir dans un travail social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. autre, préciser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. vos bénévoles sont-ils associés au processus de décision? 1. oui 2..

non

- | | | |
|--|--------------------------|--------------------------|
| 1. au planning annuel des activités de l'association | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. à l'initiative de certaines activités | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. à la faisabilité d'une action | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. à l'évaluation des actions | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. autre (préciser) _____ | <input type="checkbox"/> | <input type="checkbox"/> |

IV) Valider les acquis de l'expérience bénévole

16. Connaissez-vous des bénévoles qui aient utilisé les compétences acquises au sein de votre association pour une activité professionnelle 1. Oui 2. Non

Si oui, 17 quelle(s) fonction(s) exerçaient-ils au sein de votre association ?

18. votre association prévoit-elle une procédure pour valider les compétences acquises par vos bénévoles quand ils partent? 1. Oui 2. Non

Si oui 19. quel genre de procédures?

1. des entretiens
2. un questionnaire d'évaluation quand ils partent
3. un récapitulatif, par la personne responsable des bénévoles, des fonctions occupées et des compétences acquises
4. une lettre de recommandation
5. autre (préciser) _____)

20. votre association fournit-elle un document justifiant de l'expérience bénévole (une attestation) ?

1. Oui 2. Non

Si oui, 21. quel genre de document remettez-vous à vos bénévoles?

22 Ce document est-il reconnu à l'extérieur de votre association? 1. Oui 2. Non

Si oui, 23 : Indiquer si :

1. il pourrait être reconnu par une entreprise
 2. il pourrait être utile par les pouvoirs publics
 3. il pourrait être utile auprès d'une institution éducative (école, université...)
 4. autre (préciser) _____)

24. Une méthode pour valider cette expérience bénévole serait-elle utile pour votre association ?

1. Oui 2. Non

25. Etes-vous intéressé par l'outil et la méthode proposés par notre projet ? 1. Oui 2. Non

Si vous êtes intéressé par notre projet, laissez vos coordonnées, nous vous contacterons :

Nom, prénom : _____

Adresse : _____

Courriel : _____

V) Description de votre association

1. Faites-vous partie d'une fédération ou d'une union 1. Oui 2. Non

Si oui, les informations suivantes sont à remplir pour votre délégation

2. Domaine d'activité
- | | | |
|----------------------|---|-----------------------------|
| | Culture | 1. <input type="checkbox"/> |
| | Sport et loisirs | 2. <input type="checkbox"/> |
| | Santé | 3. <input type="checkbox"/> |
| | Service sociaux | 4. <input type="checkbox"/> |
| | Solidarité internationale | 5. <input type="checkbox"/> |
| | Environnement | 6. <input type="checkbox"/> |
| | Education, formation, emploi | 7. <input type="checkbox"/> |
| | Association religieuse ou philosophique | 8. <input type="checkbox"/> |
| Autre, préciser..... | | 9. <input type="checkbox"/> |

3. Date de création	Avant 1950	1950-1970	1971-1990	1991-2000	après 2000	
	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>	
4. niveau géographique	Local	Départemental	Régional	National	International	
	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>	
5. Nombre de membres	< 10	11-49	50-99	100-499	> 500	
	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>	
6. Nombre de bénévoles	1-2	3-9	10-49	50-99	> 100	
	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>	
7. Nombre de salariés *	aucun	1-9	10-49	50-99	> 100	
	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>	
8. Budget par an (en Euros)	< 7 500	7 500- 15 000	15 - 45 000	45 - 135 000	135-405 000	> 405 000
	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>	6. <input type="checkbox"/>
Profil de vos bénévoles :		aucun	-30%	30-60%	Plus de 60%	
9. Proportion de jeunes (< 30 ans)		1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	
10. Proportion de femmes		aucune	-30%	30-60%	Plus de 60%	
		1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	
11. Proportion de retraités		aucun	-30%	30-60%	Plus de 60%	
		1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	

* employés, collaborateurs, travailleurs indépendants