TIPCS Volunteering Programme: design dossier

Governance, volunteer lifecycle, standards, funding architecture, indicators and risks for the four volunteering tracks

TIPCS-PRG-VOL-2027 · Programme dossier, version 1.0, 8 November 2026

1. At a glance

Item	Detail
Programme	TIPCS Academy volunteering programme (design dossier)
Tracks	Byrsa Field Volunteers; Punic Voices Translation Volunteers; Utica Campus Ambassadors; Megara Skills Volunteers
Participants	Adults only, 18 and over
Calendar	Always open, rolling intake, flexible commitment
Entry	TIPCS account first (/members/apply), then a track form
Related policies	volunteering-policy and photo-and-media-policy (drafts for Board ratification); Safeguarding, Whistleblowing and complaints, Conflicts of interest, Anti-fraud and integrity (ratified, v1.0, 25 Oct 2026)
Status	Design document; nothing in it is yet decided or funded

2. Purpose, scope and principles

This dossier sets out how TIPCS will organise volunteering as a core part of its Academy, beside fellowships, internships and e-learning. It is a design, not a policy in force: its adoption belongs to the President and the Board.

The programme rests on principles shared by volunteer-involving bodies, including United Nations Volunteers and the International Federation of Red Cross and Red Crescent Societies. TIPCS has written its own text.

- Voluntariness: no one is obliged or pressed to volunteer, and no benefit depends on it.
- Complementarity: volunteers never replace staff, researchers, interns or contracted professionals.
- Safeguarding and safety: volunteers and the people they meet are protected; adults only.
- Recognition: every contribution is recorded and acknowledged through a certificate of volunteering activities and, where deserved, a reference.
- Inclusion and neutrality: open to all adults regardless of gender, origin or belief; politically non-partisan.
- Accountability: published standards, a complaints route and annual reporting.

3. Governance

Governance is deliberately light, so that it can be run by a small team. Roles, not named people, are listed; appointments are for the President and the Board.

Role	Responsibility	Decision rights
President and Board	Adopt the policy, approve the budget and annual report	Final approval; sets expenses rules and funding envelope
Volunteer programme lead (a member of TIPCS staff)	Runs the programme day to day; keeps registers; reports each term	Accepts and ends assignments; approves briefs
Track coordinators (staff or experienced volunteer leads)	Recruit, brief and support volunteers in a track	Proposes assignments; signs off hours
Safeguarding focal point	Receives concerns in confidence; keeps the log; trains volunteers	Can suspend an assignment at once
Data-protection focal point (a role to be designated)	Handles volunteer data requests, the register of processing and the INPDP declaration with counsel	Advises; escalates breaches to the President
Legal counsel of TIPCS	Reviews the volunteer agreement, insurance and data points	Advises; does not decide
Academic Council	Advises on standards and receives the annual summary	Advisory only
Volunteer forum (elected by volunteers)	Gives feedback and proposes improvements	Consultative

4. Standards

Each volunteer assignment will meet the following minimum standards before it begins.

The volunteer agreement is short and in plain language, not an employment contract. Its minimum content: parties, role and limits, hours, supervisor, agreed expenses, confidentiality, data, images and work products, conduct, and how either side may end it.

- A written brief: purpose, tasks, hours, supervisor, expected output.
- A signed volunteer agreement that is not an employment contract.
- Attendance at the onboarding briefing: values, code of conduct, safeguarding, data protection, health and safety.
- A named supervisor and a check-in after the first assignment and each term.
- Insurance confirmed in writing before any task with physical risk.
- No expense without prior written agreement; no salary, fee or allowance.
- A certificate of volunteering activities available on request on completion.
- No task that replaces a post, a contract or a service that TIPCS should procure.
- Task test, applied to every brief: Is this normally a salaried or contracted post? Is saving cost the reason? Does it need professional responsibility? Can the volunteer decline, choose hours and stop? If the first three answers are yes or the last is no, the task is returned.

5. The four tracks

Track	Who	Typical tasks	Rhythm
Byrsa Field Volunteers	Anyone 18+	Welcome, logistics, documentation, outreach, field visit support	From a day to several months

Track	Who	Typical tasks	Rhythm
Punic Voices Translation Volunteers	People who can translate between Arabic, French and English	Translate and proofread public texts through a four-step workflow	Flexible, by text
Utica Campus Ambassadors	Students 18+ in higher education	One information session per term, relay calls, campus report	One academic year, renewable
Megara Skills Volunteers	Professionals and retirees	Talks, mentoring, document review	Micro-assignments

6. Volunteer lifecycle

The lifecycle has five stages, each with an owner, a standard and a record. Time frames below are design targets and not promises.

Stage	What happens	Owner	Standard and record
Recruit	Open call all year; accounts created; applications matched to needs; short call with coordinator	Track coordinator	Criteria with weights; reasons given to unsuccessful applicants; register
Onboard	Briefing, agreement, introduction to supervisor; first assignment paired	Programme lead	Attendance list; signed agreement; briefing checklist
Deploy	Assignments from written briefs; hours confirmed; check-ins each term	Supervisor	Brief and sign-off; check-in note; incident log
Recognise	Certificate of volunteering activities; reference; consented public credit; annual thanks	Programme lead	Certificate register; consent record
Exit	Volunteers may pause or stop at any time; exit conversation and optional survey; return of materials and access; data retention rules applied	Coordinator	Exit record; account access closed; data deletion at the set retention date

7. Funding architecture

Volunteers receive no salary, fee or allowance, but a good volunteering programme has real costs for the organisation. The programme needs people to coordinate it, safeguarding capacity, insurance, training and recognition. No amount is stated in this dossier; every figure is [to be set by the Board] with funders.

Cost categories: coordination and supervision time; safeguarding focal-point time and training; onboarding materials and platform; insurance; a small fund for expenses agreed in writing in advance (for example local transport for a field day), with rules fixed by the Board; recognition and certificates; monitoring and evaluation; interpretation and accessibility support for volunteers.

Funding sources sought, all to be approached and none yet pledged: institutional and foundation grants for civic participation and youth; programme funds of international organisations; contributions in kind from host institutions (rooms, equipment); and professional bodies willing to sponsor skills volunteering. No source should make volunteering a condition of its support for staff posts.

Cost category	Illustrative share of an envelope	Note
Coordination and supervision	About 35%	Largest line; protects quality

Cost category	Illustrative share of an envelope	Note
Safeguarding, training and onboarding	About 20%	Fixed before expansion
Insurance and agreed expenses fund	About 15%	Subject to insurer quote
Recognition, certificates and events	About 10%	Includes accessible formats
Monitoring, evaluation and reporting	About 10%	Includes an external review in year two
Contingency and learning	About 10%	Reallocated by the Board
Total	100%	Percentages are illustrative; envelope [to be set by the Board]

8. Outputs and indicators

Indicators serve learning and accountability. They are never used to rank individual volunteers or to set quotas on volunteers.

Output	Indicator	Source	Target
Volunteers onboarded	Number onboarded per year, by track, gender and age band	Register	[to be set by the Board]
Assignments completed	Number and share of assignments signed off	Supervisor sign-off	[to be set by the Board]
Hours given	Confirmed hours by track	Hours register	[to be set by the Board]
Volunteer retention	Share still active after one year	Register	[to be set by the Board]
Volunteer experience	Satisfaction and sense of being supported	Term check-in, survey	[to be set by the Board]
Beneficiary and staff feedback	Usefulness of volunteer contribution	Feedback forms	[to be set by the Board]
Recognition delivered	Certificates issued within the set time after request	Certificate register	[to be set by the Board]
Translations approved	Texts through the full Punic Voices workflow	Workflow log	[to be set by the Board]
Campuses reached	Campuses with an active ambassador	Register	[to be set by the Board]
Safeguarding	Concerns logged and handled within the written deadline	Focal-point log	All concerns
Staff replacement	Tasks challenged as staff-type work and returned	Programme lead review	Zero tolerance

9. Risks and mitigation

Risk	Likelihood and impact	Mitigation	Owner
Volunteers substitute for staff or contracted professionals	Medium, high	Task test at assignment; annual review; regulated services stay contracted	Programme lead
Safeguarding incident	Low to medium, very high	Training, focal point, no unsupervised contact with minors, same-day reporting	Focal point
Volunteers injured or ill	Low, high	Low-risk tasks until insurance is confirmed; staff lead on every field visit	Programme lead
Data breach	Low to medium, high	Minimal collection, TIPCS channels only, Law 2004-63, training	Programme lead and counsel
Burn-out or drop-out	Medium, medium	Limits on hours, easy pause, recognition, check-ins	Coordinators
Reputation harm through a volunteer's conduct or statement	Low, high	Code of conduct, neutrality rule, authorised spokespersons only	President's office
Funding shortfall	Medium, high	Start with the lowest-cost tracks; stage the rollout; no volunteer-dependent core services	Board
Campus ambassadors seen as speaking for institutions	Medium, medium	Written rule, scripts, no claim of agreement	Utica coordinator

10. Monitoring and evaluation

The programme lead keeps the registers and prepares a short term report for the President and an annual public summary. Data are disaggregated by track, gender and age band where lawful and anonymised in all reports.

A baseline is set in the first six months; targets are then fixed by the Board. A light evaluation at the end of year one asks what volunteers learned, what the activities gained, and what went wrong. An external review in year two, if funded, examines compliance with the standards in section 4 and may propose changes. Findings, including negative ones, are shared with the Academic Council and published in summary.

11. How volunteering connects to fellowships, internships and e-learning

Volunteering is a separate and complementary door into TIPCS. It is not a condition for, nor a route to, any fellowship, internship, course place or job, and selection in those programmes remains independent and based on its own published criteria. Any volunteer may apply to them like anyone else.

- Fellowships: Megara volunteers may offer talks or reviews to fellows, and Punic Voices volunteers translate fellowship calls and summaries. Fellows may volunteer in Byrsa if they choose.
- Internships: Byrsa and Utica give people a first experience of TIPCS work before they apply for anything, without any guarantee. Interns are never replaced by volunteers, and volunteers are never used as substitute interns.

- E-learning: Megara volunteers can serve as guest speakers or reviewers of course materials; Punic Voices volunteers help to keep courses available in three languages; volunteers may take the onboarding micro-course on safeguarding and data protection, planned for the Academy platform.
- Shared records: certificates of volunteering are listed in the same TIPCS account as other Academy records, with the volunteer's consent.

12. Safeguarding, data protection and complaints

Safeguarding is a condition of every assignment: volunteers are adults, are never left alone with minors or vulnerable people, and may report concerns without retaliation. Data are handled under Law 2004-63, with the TIPCS declaration in progress, limited collection and retention periods [to be fixed by the Board after the INPDP declaration]. Photographs follow the photo-and-media-policy (draft). Concerns and complaints go to the programme lead, or confidentially to Contact@tipcs.org with the subject "CONFIDENTIAL – Concern", under the whistleblowing and complaints policy.

13. Legal and regulatory framework (Tunisia)

General information in plain words, not legal advice. Check each text against its current official version; anything not listed is subject to applicable Tunisian rules, to be verified by counsel.

- The volunteering programme is designed to remain outside employment: no salary, no subordination of the employment type, volunteer-chosen hours, and a task test on each brief.
- Insurance, social-security position, any registration duty and the validity of electronic agreements are open items for legal counsel.

Text	What it means for the programme
Decree-Law 2011-88 on associations	Volunteering is an activity of an association: statutes, governing bodies, transparent accounts and reporting apply. It does not make anyone a member or officer unless the statutes say so.
Code du travail (law 66-27)	Volunteering is not employment: no salary, no employer-style subordination, hours chosen by the volunteer. A role that starts to look like a job is stopped and replaced by a proper contract. Any specific volunteer status in Tunisian law is to be confirmed by counsel.
Code des obligations et des contrats; Law 2000-83 on electronic exchanges	The agreement is civil: clear purpose, genuine consent, lawful object, responsibility for harm caused. E-signature is used only if counsel confirms it.
Law 2004-63 on personal data	Stated purpose, consent, limited retention, rights of access and objection. The TIPCS declaration to the INPDP is in progress; check the current text, as a reform has been discussed.
Law 94-36 on literary and artistic property	Texts, slides, photographs and translations have authors; a person's image is not used without agreement. Uses are agreed in writing.
Law 2017-10 on reporting corruption	Good-faith reports of corruption are protected. TIPCS offers a confidential route (section 12).
Law 2015-26 (as amended by Law 2019-9) and TIPCS sanctions and due-diligence policy	Funds and partners, including funders of the programme, are checked before acceptance; no anonymous or unexplained funds.

Text	What it means for the programme
Public procurement principles	TIPCS is a private non-profit and not bound by the public-procurement decree, but follows transparency, competition and equal treatment when buying insurance or services, and its donors' rules.
Laws 2017-58, 2016-61 and 2018-50	Violence against women, trafficking, racial discrimination: context for safeguarding. Volunteers refer warning signs to the focal point and do not investigate. Reporting duties to be confirmed.
Code de la sécurité sociale (law 60-30); insurance	Volunteers are not employees. Any social-security duty and the scope of accident and civil-liability cover are to be confirmed.

14. Related TIPCS policies

The programme applies the following policies. Drafts are proposals for Board ratification, not yet in force. The four track calls apply them in detail.

- volunteering-policy (draft, for Board ratification): rules common to the four tracks.
- Safeguarding policy (ratified, v1.0, 25 Oct 2026).
- Whistleblowing and complaints policy (ratified, v1.0, 25 Oct 2026).
- Conflicts of interest policy (ratified, v1.0, 25 Oct 2026).
- photo-and-media-policy (draft, for Board ratification): images, recordings and work products.
- Anti-fraud and integrity policy (ratified, v1.0, 25 Oct 2026): expenses and honest dealing.
- Sanctions and due diligence policy (ratified, v1.0, 25 Oct 2026): funders and partners.

15. Rollout

Phase	Period	Actions
Phase 0: approval	First weeks	President and Board approve the design; counsel reviews documents; insurance quotes sought
Phase 1: pilot	First months after approval	Open Byrsa and Punic Voices with a small cohort; test the workflow, agreement and certificate
Phase 2: extension	Following months	Add Megara and Utica once safeguarding and data standards are working
Phase 3: review	End of first year	Evaluate; adjust standards; publish the annual summary

16. Decisions needed and open items

- The Board to approve the funding envelope and the expenses rules [to be set by the Board].
- Insurance scope and insurer to be confirmed.
- Legal check of the volunteer agreement, the employment-versus-volunteering line, social-security position, minors' presence in activities and any authorisation duties.
- Data retention periods [to be fixed by the Board after the INPDP declaration] and the final data-protection declaration.
- Appointment of the programme lead, track coordinators and safeguarding focal point.
- Which partner institutions are to be approached for Utica and Megara; none has yet agreed.

- Check of the final policy against current UN Volunteers and IFRC texts.
- Board ratification of the volunteering-policy and photo-and-media-policy (drafts) and designation of the data-protection focal point.

17. What the programme does not promise

TIPCS does not promise volunteers a visa, admission to any institution, a job, a fellowship, an internship, a place on a course, a diploma or certificate recognised by a state, or any language or skill level. It does not promise funders particular numbers of volunteers or outcomes before a baseline has been set.

18. Contact

Contact@tipcs.org, landline +216 73 553 915. Offices in Monastir (HBSSC, Hannibal Barca Student Social Centre) and Tunis.

> Programme dossier, version 1.0, 8 November 2026. Applications start from a TIPCS account at www.tipcs.org. TIPCS does not promise a job, a diploma, a visa or admission anywhere. Adults only (18+). General information, not legal advice: check the current official texts before relying on it.

FRANÇAIS : RÉSUMÉ

Programme de volontariat du TIPCS : dossier de conception

Gouvernance, cycle de vie du volontaire, normes, cadre juridique, financement, indicateurs et risques des quatre filières

Ce dossier présente la conception du programme de volontariat de l'Académie, à côté des bourses, des stages et de l'apprentissage en ligne. Ce n'est pas une politique en vigueur. Les participants sont des adultes de 18 ans et plus ; l'entrée se fait toujours par un compte TIPCS.

Quatre filières sont prévues : Volontaires de terrain Byrsa, Volontaires de traduction Voix puniques, Ambassadeurs de campus Utica et Volontaires de compétences Megara. Les principes sont le caractère volontaire, la complémentarité avec le personnel (jamais de remplacement, vérifiée par un test de la tâche), la protection, la reconnaissance, l'inclusion et la neutralité, en s'inspirant de Volontaires des Nations Unies et de la Fédération internationale de la Croix-Rouge et du Croissant-Rouge, à vérifier sur leurs textes actuels.

La gouvernance est légère : Président et Conseil, responsable du programme, coordinateurs de filière, référent en protection, référent en protection des données, conseil juridique, Conseil académique consultatif et forum des volontaires. Le cycle de vie comprend cinq étapes (recruter, accueillir, déployer, reconnaître, clôturer). Chaque mission suppose une fiche écrite, un accord de volontariat qui n'est pas un contrat de travail, un superviseur et une assurance confirmée avant toute tâche à risque.

Le cadre juridique tunisien est présenté en termes simples : décret-loi 2011-88 sur les associations, Code du travail (le volontariat n'est pas un emploi), Code des obligations et des contrats, loi 2004-63 sur les données personnelles (déclaration à l'INPDP en cours), loi 94-36 sur la propriété littéraire et artistique, loi 2017-10 sur les lanceurs d'alerte, lois 2017-58, 2016-61 et 2018-50 comme contexte de protection, et diligence sur les fonds. Ce sont des informations générales, non un avis juridique ; l'assurance et plusieurs points restent à vérifier par un conseil. Les politiques de volontariat et de photos et médias sont des projets soumis à la ratification du Conseil.

L'architecture de financement distingue les catégories de coûts et les sources recherchées, qui restent à solliciter ; aucun montant n'est fixé [montant à fixer par le Conseil avec les bailleurs] et les parts indiquées sont illustratives. Des indicateurs, des risques, un déploiement par phases et une liste de décisions complètent le dossier.

Le TIPCS ne promet ni visa, ni admission, ni emploi, ni bourse, ni stage, ni diplôme ou certificat reconnu par un État, ni niveau de langue ou de compétence ; le volontariat n'est ni une condition ni une voie d'accès à une autre offre du TIPCS. Contact : Contact@tipcs.org, +216 73 553 915.

> Dossier de programme, version 1.0, 8 novembre 2026. Toute candidature part d'un compte TIPCS sur www.tipcs.org. Le TIPCS ne promet ni emploi, ni diplôme, ni visa, ni admission. Adultes uniquement (18 ans et plus). Information générale, non un avis juridique : vérifier les textes officiels en vigueur avant de s'y fier.

برنامج التطوع في المعهد: وثيقة التصميم

الحوكمة ودورة حياة المتطوع والمعايير والإطار القانوني والتمويل والمؤشرات والمخاطر للمسارات الأربعة

تعرض هذه الوثيقة تصميم برنامج التطوع في الأكاديمية إلى جانب الزمالات والتربصات والتعلم الإلكتروني. وهي ليست سياسة نافذة. والمشاركون بالغون من سن 18 سنة فأكثر، والدخول يكون دائماً عبر حساب في المعهد.

تُقترح أربعة مسارات: متطوعو بيرصا الميدانيون، ومتطوعو أصوات بونية للترجمة، وسفراء أوتيكا في الجامعات، ومتطوعو ميغارا للمهارات. والمبادئ هي الطابع الطوعي، والتكامل مع العاملين دون أن يحلّ المتطوعون محلهم (ويُتحقق من ذلك باختبار المهمة)، والحماية، والاعتراف، والإدماج، والحياد، استئناساً بمتطوعي الأمم المتحدة والاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر، على أن يُراجَع ذلك على نصوصهما الحالية.

الحوكمة خفيفة: الرئيس والمجلس، ومسؤول البرنامج، ومنسقو المسارات، ومسؤول الحماية، ومسؤول حماية المعطيات، والمستشار القانوني، والمجلس الأكاديمي الاستشاري، وملتقى المتطوعين. وتضم دورة الحياة خمس مراحل (الاستقطاب، والاستقبال، والتكليف، والاعتراف، والإنهاء). وتتطلب كل مهمة بطاقة مكتوبة واتفاق تطوع ليس عقد شغل، ومشرفاً، وتأميناً مؤكداً قبل أي مهمة ذات مخاطر.

يُعرض الإطار القانوني التونسي بعبارات بسيطة: المرسوم عدد 88 لسنة 2011 المتعلق بالجمعيات، ومجلة الشغل (التطوع ليس عملاً مأجوراً)، ومجلة الالتزامات والعقود، والقانون الأساسي عدد 63 لسنة 2004 المتعلق بحماية المعطيات الشخصية (وتصريح المعهد لدى الهيئة الوطنية لحماية المعطيات الشخصية قيد الإنجاز)، والقانون عدد 36 لسنة 1994 المتعلق بالملكية الأدبية والفنية، والقانون عدد 10 لسنة 2017 المتعلق بحماية المبلّغين، والقوانين الأساسية عدد 58 لسنة 2017 و61 لسنة 2016 و50 لسنة 2018 كسياق للحماية، والعناية الواجبة تجاه الأموال. وهذه معلومات عامة وليست استشارة قانونية، والتأمين ونقاط أخرى تحتاج إلى تحقق من مستشار قانوني. وسياستا التطوع والصور والإعلام مشروعان يُعرضان على مصادقة المجلس.

يميّز هيكل التمويل بين فئات التكلفة والمصادر المطلوبة التي لم يُتّصل بها بعد. ولم يُحدَّد أي مبلغ: [المبلغ يحدده المجلس مع الممولين] والنسب المذكورة توضيحية فقط. ويكتمل الملف بالمؤشرات والمخاطر ونشر تدريجي وقائمة قرارات مطلوبة.

لا يعد المعهد بتأشيرة أو قبول أو وظيفة أو زمالة أو تربص أو شهادة تعترف بها دولة أو مستوى لغوياً أو مهارياً، والتطوع ليس شرطاً لأي فرصة أخرى في المعهد ولا طريقاً إليها. للتواصل: Contact@tipcs.org، الهاتف الثابت 915 553 73 216+.

ملف البرنامج، الإصدار 1.0، 8 نوفمبر 2026. تبدأ كل طلبات التقدم من حساب لدى المعهد على www.tipcs.org. لا يَعِد المعهد بوظيفة ولا شهادة ولا تأشيرة ولا قبول. للبالغين فقط (18 سنة فأكثر). معلومات عامة وليست استشارة قانونية؛ يُرجى التثبت من النصوص الرسمية السارية قبل الاعتماد عليها.