GSAT

SELF-ASSESSMENT
GUIDELINES FOR NSOs

Version 2 – February 2018
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ANNEX 1 SCORING TEMPLATE
The Global Support Assessment Tool (GSAT) is a Quality Standard owned by the World Organization of the Scout Movement (WOSM) that assesses compliance of a National Scout Organization (NSO) towards international best practices in Good Governance and Quality Scouting.

The purpose of the GSAT Standard is to serve as a reference of Best Practices for NSOs, and its application will enable NSOs to assess their strengths and areas of improvement and, as an outcome, improve their accountability to stakeholders.

By self-assessing its capacity, your NSO will be able to identify its current state based on clearly defined criteria that were adopted across the Movement that serve as a starting point for coming priorities.

10 “Dimensions of Best Practices” have been developed within the tool, each comprising between 5 to 14 criteria.

The objective of these guidelines is to provide you with the required information to conduct your National Scout Organization’s Self-Assessment using the Global Support Assessment Tool.

In the following sections you will find all the needed information regarding the Scope, the Recommended Process, the Scoring Method and the Next Steps for a GSAT Self-Assessment.

Throughout the process, you will be able to connect a GSAT Facilitator, through your WSB Regional Support Centre. They will be able to help you understand the Global Support System and provide support in your self-assessment.

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1 Throughout this document all references to National Scout Organisations (NSO) also relate to National Scout Associations (NSA)
In its Article VII (Chapter III), the WOSM Constitution outlines several obligations for Member Organizations such as (a) continued acceptance of and conformity with the requirements of the Constitution of the World Organization, (b) to make an annual report to the World Scout Bureau, (c) to get approval by the World Scout Committee prior to implementation of changes to its national constitution. Besides formal requirements stated in the WOSM Constitution, there are several best practices listed in this dimension (1) that express full integration of an NSO into the World Scout Movement such as the NSO’s participation to World or Regional Conferences and Events, in-country legal registration, protection of the Scouting names, logos and brands, submission of financial audited reports etc.

Dimension (2) looks at the governance of the organisation. The “National Board” is the policy-making body of an NSO while the “General Assembly” would be its highest authority. The “National Board” provides the strategic direction of the organisation and ensures that the long-term vision-mission, goals, and objectives of the organisation are carried out by the management and “Executive Team”. This Board must be composed of independent-minded persons acting in a voluntary capacity. They should possess certain qualifications that befit the organisation’s principles and adhere to conflict of interest policies. Moreover, the Board should be governed by its own rules on conduct, attendance, meetings, quorum, voting rights, and terms of office.

This dimension (3) deals with the NSO’s reason for being: its vision-mission statement, its consistency throughout the NSO’s operations, structure and processes, and how it projects itself to its beneficiaries and the public. It investigates and assesses the extent to which these governing principles are documented, adopted, embedded, and made consistent with the NSO’s governing documents, structure, and processes, and how clearly these are communicated to its stakeholders and publics.

This dimension (4) addresses the organisation’s ethical standards and practices, checks and balances, Safe from Harm policy, behavioural policies, and non-conformance processes and systems. Organisational policies, systems and procedures shall be pre-defined and documented so that staff and volunteers will be guided not only in the performance of their respective duties and responsibilities but more importantly in their conduct and behaviour.
This dimension (5) revolves around the communication policy of the organisation with regard to its various internal and external stakeholders, particularly in relation to its operational undertakings, finances, stewardship, and the overall image it wishes to build and project. The overall purpose is here to assess the policy of transparency and how the organization keeps the public and its stakeholders apprised of its operations.

This dimension (8) deals with the NSO’s reason of being: from planning its major thrusts and objectives to detailing its mode of operations at the programme, project, and field levels. NSOs need to operate on certain planning, implementation, monitoring, and evaluation and feedback adjustment systems.

This dimension (6) deals with how the NSO handles human resources related matters such as recruitment, hiring, training, performance management, compensation and benefits, security, succession and employees’ relations. It is therefore critical to the NSO’s success, and sustainability, that the right people are chosen for each position, that their performance is properly monitored and assessed, and that they are adequately compensated for their efforts and outputs. As per the Adults in Scouting World Policy, when referring to Adults, we refer to professionals - paid staff - and volunteers.

This Dimension (9) expresses the need for non-profits in general to make efforts to keep their current levels of service and funding. Those NSOs that grow are likely to do something proactively (otherwise, “competition” is likely to dent their “market share”). Several factors are critical to a non-profit’s ability to grow among which: Preparing for growth, demonstrating results, marketing to specific funders and engaging Board members’ time, talent and resources.

This dimension (7) focuses on financial policies, resource generation and allocation, and financial controls. The objective is to determine the organization’s levels of financial accountability and transparency. This is done through an examination and measurement of the organization’s financial systems and processes in place (or lack of) and identification of areas of improvement to address the weak aspects of the financial system.

This last Dimension (10) concentrates on the NSO’s continuous and sustained improvement. All NSOs need to undergo an audit of their management systems, making their findings known to all concerned parties, implement corrective or preventive actions and ultimately take stock of the lessons learned, this is a prerequisite towards the NSO’s continuous improvement.
WHAT?

The Self-Assessment version of the GSAT allows NSOs to use the tool on their own, to evaluate internally the performance of their organisation vis-à-vis international best practices. The evaluation can either focus on all 10 Dimensions of the GSAT, or a selection of dimensions depending on the needs of the NSO.

WHY?

- To assess the current performance of your organisation against international best practices.
- To get a general check of your organisation that can help you identify your areas of improvements and help you prioritise future areas of action to strengthen your capacity.
- To help you define your next National Strategic Plan by targeting your strengths and opportunities for improvement.
- To identify your organisations’ strengths and engage in the Global Support consultancy approach by delivering support to other NSOs in your areas of strength.
- To identify your organisation’s areas of improvement and get the appropriate support and access resources, funding included.
- To prepare for a WOSM Assessment or a GSAT Audit.

WHO?

- Led by the National Leadership (composed of the Management team and Board members)
- Supported by a positively engaged Board (National Council). *Note that the outcomes of the assessment are equally important for both the Executive team and Board*
- Involving key responsible staff and volunteers in charge of the focus areas of the GSAT
  - Management team running the day-to-day operations
  - Educational Methods Team (Youth Programme, Adults in Scouting/Training Commissioners)
  - Finance Team
  - Communication Team

WHEN?

The right time varies from NSO to NSO with the following recommendations:

- Stable period: avoid transitions such as right before/after a General Assembly, or if your organisation or country is going through a crisis
- At the start of the development of your strategic plan.

HOW?

The recommended approach is Dimension-by-Dimension, allocating team members in charge of the task to collect the evidence required to proceed with the evaluation.

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3 With best practices we hereby refer to Scout Organisations but also other Non Governmental Organisations NGOs. Read more on the SGS NGO Benchmarking Tool which was used as one of the sources to develop GSAT: [http://www.sgs.com/en/public-sector/monitoring-services/ngo-and-aid-monitoring/ngo-benchmarking](http://www.sgs.com/en/public-sector/monitoring-services/ngo-and-aid-monitoring/ngo-benchmarking)
II. RECOMMENDED PROCESS

In the next pages, the recommended steps to follow to conduct your GSTA Self-Assessment are presented. Each step includes the things to keep in mind as well as the methods and tool available.

1. **START WITH A KICK-OFF MEETING LED BY THE NATIONAL LEADERSHIP**

2. **SET A FOLLOW-UP MEETING TO EVALUATE THE PROGRESS OF THE PREPARATION PHASE**

3. **CARRYING OUT THE ASSESSMENT**

4. **SCHEDULE AN ACTION PLANNING FOLLOW-UP MEETING**
**Before you start:**

» Read all the related Global Support and GSAT support documentation ([scout.org/gsat](http://scout.org/gsat)).

» Familiarise yourself with the Standard

» Seek for the approval/confirmation of your "National Board".

While the Executive Team can conduct the assessment itself, the full commitment of the National Board is essential to support and define the next steps based on the outcomes of your self-Assessment.

» Reach out to an expert in GSAT to get a full overview of the Global Support System.

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**GSAT FACILITATORS**

» A team of facilitators was trained in each WOSM Region to support NSOs through their GSAT assessment process. If you wish to get a preparatory briefing or to seek guidance or clarification on specific items, you can get support from one of our trained GSAT Facilitators via your WSB Regional Support Centre. This can be done remotely – via a Skype session or any other virtual collaboration tool – free of charge!

» Facilitators can help you:

  - Link your project with the overall capacity strengthening cycle, in which the assessment is only one step of this cycle.
  - Explain the purpose of the Standard, its Dimensions and each criteria.
  - Help identify the type of evidence to look for.
  - Explain the scoring system and method.
**Keep in mind:**

While the context for each National Scout Organization may vary, it is important not to underestimate the time required for the preparation phase and to also keep in mind that a GSAT assessment (self-assessment in this case) is only the first step of the capacity strengthening approach (see the Global Support Cycle below).

It is therefore essential to commit the right time, people and have the necessary motivation to follow-up on the findings of your self-assessment with the ultimate goal of raising the capacity of your organisation up to International Standards of best practice (read more under Next Steps).

Built on the principles of continuous improvement, (1) NSOs can assess their performance against international best practice and identify their challenges and areas for improvement. Based on the outcomes of their assessment, (2) NSOs can get support to prioritize an action plan with concrete objectives and measurable results and when required identify the support required (3). All this would be monitored regularly and shared on the Global Support web platform on scout.org intranet to tell the Story and inspire other NSOs (4).
The RECOMMENDED APPROACH IS DIMENSION BY DIMENSION:

When creating teams, the suggested members to be allocated to each Dimension could be as follow:

- Dimensions 1-4: National Leadership composed of Board members and Management Team
- Dimension 5: National Leadership, Communications Team
- Dimension 6: National Leadership, Educational Methods Team
- Dimension 7: National Leadership, Finance Team (Treasurer)
- Dimension 8: National Leadership, Educational Methods Team
- Dimensions 9-10: National Leadership

SUGGESTED METHOD

- Each team is in charge of compiling all the evidence per criteria.
- You can create online folders or make binders for each Dimension to collect all the evidence in one place.
- Teams can schedule separate sub-meetings to agree on workload sharing and other practicalities.

Note that the assessment, even self-assessment, must be based on written evidences.
RECOMMENDED PROCESS

SET A FOLLOW-UP MEETING TO EVALUATE THE PROGRESS OF THE PREPARATION PHASE

» Meet: Keep the meeting short and focused on quick updates.
» Check: Take measure of the collective motivation to make sure everyone is still on-board.
» Share updates: Allocate some time to raise issues or challenges encountered if any.
» Timelines: Wrap-up with a check of the timings.

HOW CAN THE GSAT FACILITATOR FURTHER SUPPORT YOU?

When progressing with your preparatory work, don’t forget that you can reach out to one of the GSAT Facilitators, via your WSB Regional Support Centre.

In addition to his/her knowledge of the GSAT Standard, type of evidence to be prepared and scoring approach, GSAT Facilitators can also help, especially if this is your first time:

- To manage your timeline,
- Bring an external perspective,
- Keep focus on the advantage of the Global Support System.

TIPS BEFORE YOU START SELF-ASSESSMENT

- Before you start make sure you understand the overall process; if necessary ask a GSAT facilitator to introduce you with the procedures,
- Set clear objectives with your team and agree on the purpose,
- Gather the right people,
- Try to be as objective as possible,
- Be honest,
- Avoid over/under estimating,
- Think, would an external assessor share your own opinion?,
- Remember this is a development tool that will help you identify your organisations’ areas of improvement,
- Take note on the why you scored low - identify your challenges.
OPTION 1-SCHEDULE YOUR TWO-DAY ASSESSMENT

The recommended process includes two ways to conduct the assessment.

This first option consists of scheduling a two-days meeting where all the members of the team involved sit together to undertake the assessment. The advantage of this option is that everyone has the opportunity to take part of the evaluation of each criterion and already start thinking about the action plan. That said, some NSOs might find it time-consuming.

» **Agenda:** You can use the proposed agenda below or organise your two days based on other priorities, such as team members’ availability (particularly volunteers).

» **Participants:** Gather all key project members that were involved in the preparation phase to contribute to the evaluation.

» **Evaluation:** Go through each criterion, and based on the evidence compiled, score the criteria from “Full compliance” to “Non compliant” (Read more under section III Scoring Method).

» **Rapporteur:** Appoint someone in charge of entering the results and noting the comments related to each result to help you in your action planning.

» **Support:** Consider involving a facilitator or ask if one can be available on-call during your two days assessment in case you have any doubt or need someone to facilitate your assessment.

» **Conclusion:** Wrap-up with a presentation of the results. Think of involving as many board members as possible during this wrap-up session as results are as important to the National Leadership than to the Executive Team.
<table>
<thead>
<tr>
<th>Timing</th>
<th>Attendance</th>
<th>Subject(s) / Dimension of the GSAT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DAY 1</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9:00-10:00</td>
<td>National Leadership composed of Board Members &amp; Management Team</td>
<td>Opening meeting: Introductions, Method, Timing.</td>
</tr>
<tr>
<td>10:00-12:00</td>
<td></td>
<td>Dimensions 1 and 2</td>
</tr>
<tr>
<td>13:30-15:30</td>
<td></td>
<td>Dimensions 1 and 2 cont’d</td>
</tr>
<tr>
<td>15:30-16:30</td>
<td></td>
<td>Dimension 3</td>
</tr>
<tr>
<td>16:30-17:30</td>
<td>National Leadership Communications Team</td>
<td>Dimensions 4 and 5</td>
</tr>
<tr>
<td><strong>DAY 2</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9:00-10:00</td>
<td>National Leadership &amp; Educational Methods Team</td>
<td>Dimension 6. If possible, go through one or more randomly selected activities /projects</td>
</tr>
<tr>
<td>10:00-11:00</td>
<td>National Leadership Finance Team (Treasurer)</td>
<td>Dimension 7</td>
</tr>
<tr>
<td>11:00-12:00</td>
<td>National Leadership &amp; Educational Methods Team</td>
<td>Dimension 8. If possible, go through one or more randomly selected activities /projects</td>
</tr>
<tr>
<td>12:00-13:00</td>
<td>National Leadership</td>
<td>Dimension 9</td>
</tr>
<tr>
<td>14:00-15:00</td>
<td>National Leadership</td>
<td>Dimension 10</td>
</tr>
<tr>
<td>15:00-16:30</td>
<td>----</td>
<td>Upload results on the Global Support Platform and extract Report with averages</td>
</tr>
<tr>
<td>16:30-17:30</td>
<td>All, if they so desire</td>
<td>Closing meeting: Presentation of preliminary Results, spot major non-conformities, agree on follow-up meeting</td>
</tr>
</tbody>
</table>
OPTION 2-CONDUCT THE ASSESSMENT WITHIN THE TEAMS

The second option is to agree with the teams, in charge of the preparation, that they will run the assessment of their allocated Dimension themselves and only gather all the members of the team involved for a 2-4 hours meeting. This option is less "time consuming” as long as discussions are well facilitated.

- **Method:** Conduct the assessment within the teams allocated to Dimensions pairing them with an external person from another team to keep the external perspective.

- **Meet:** Bring all teams together to present their results.
  - Make sure to ask each team to record their comment(s) about each score in advance so you can refer back to them during the meeting discussions. Comments will also help you in your action planning.
  - Keep the meeting simple by setting rules around to what extent scores can be reviewed.

- **Rapporteur:** Appoint someone in charge of consolidating all the results.

- **GSAT Facilitator Support:** Don’t forget that support can be made available across the process.

- **Conclusion:** Wrap-up with a presentation of the results. Think of involving as many board members as possible during this wrap-up session as results are as important to the National Leadership as they are to the Executive Team.
Depending on your situation, based on the evidence you compiled, compliance with each criterion can be scored in the four following ways, from full compliance to non-compliant:

<table>
<thead>
<tr>
<th>Status</th>
<th>Explanation</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>NON COMPLIANT</td>
<td>No evidence at all exists that the NSO has done anything around this criterion.</td>
<td>0</td>
</tr>
<tr>
<td>IN ACCORDANCE WITH FEW ITEMS</td>
<td>Evidence exists that the NSO has done some things (but not all) around this criterion.</td>
<td>1</td>
</tr>
<tr>
<td>IN ACCORDANCE WITH MOST ITEMS</td>
<td>Evidence exists that the NSO has most things around this criterion. It is up-to-date and implemented.</td>
<td>2</td>
</tr>
<tr>
<td>FULL COMPLIANCE</td>
<td>Evidence exists that the NSO has everything around this criterion. It is up-to-date, implemented, regularly evaluated and refreshed.</td>
<td>3</td>
</tr>
<tr>
<td>NOT APPLICABLE</td>
<td>Not applicable due to the local circumstances or in relation to another non compliant criterion</td>
<td>n/a</td>
</tr>
</tbody>
</table>
**EXAMPLES:**

You can find below examples that will provide you with some guidance on the scoring method. Remember this is a development tool that will help you identify your organisations’ areas of improvement. Be honest, avoid over/under estimating and always think: would an external assessor share your opinion?

**CRITERIA 102:**

The Constitution of the NSO/A explicitly includes the following elements: (a) Membership of WOSM and (b) Agreeing to adhere to WOSM Constitution.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Constitution includes (a) Membership of WOSM and (b) Agreeing to adhere to WOSM Constitution</td>
<td>FULL COMPLIANCE</td>
</tr>
<tr>
<td>The Constitution includes (a) Membership of WOSM or (b) Agreeing to adhere to WOSM Constitution, but not both</td>
<td>IN ACCORDANCE WITH FEW ITEMS</td>
</tr>
<tr>
<td>The Constitution <strong>does not</strong> explicitly include the elements (a) and (b) as stated in the criteria</td>
<td>NON COMPLIANT</td>
</tr>
</tbody>
</table>

**CRITERIA 207:**

The NSO/A has defined and implemented the following procedures with regard to election and mandate of “National Board” members: (a) election procedure, (b) fixed term of office, (c) rotation to prevent all from leaving at the same time, (d) removal of a National Board member, (e) re-election is limited, (f) co-optation (replacement or additional of members).

<table>
<thead>
<tr>
<th>Situation</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>All the procedures of election and mandate of the &quot;National Board&quot; members stated in the criteria (a-f) are defined and implemented</td>
<td>FULL COMPLIANCE</td>
</tr>
<tr>
<td>Most of the procedures of election and mandate of the &quot;National Board&quot; members stated in the criteria are defined and implemented</td>
<td>IN ACCORDANCE WITH MOST ITEMS</td>
</tr>
<tr>
<td>Only a few of the procedures of election and mandate of the “National Board” members stated in the criteria are defined and implemented</td>
<td>IN ACCORDANCE WITH FEW ITEMS</td>
</tr>
<tr>
<td>None of the procedures stated in the criteria are defined or implemented</td>
<td>NON COMPLIANT</td>
</tr>
</tbody>
</table>
**CRITERIA 301:**
The NSO’s Vision / Mission’s statement defines clearly the organisation’s ambitions, principles, and beliefs. It has been approved by the “General Assembly” and is disseminated to all levels of the organisation.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is a Vision / Mission statement that clearly defines the organisation’s ambitions, principles, and beliefs. It was approved by the “General Assembly” and is disseminated to all levels of the organisation.</td>
<td>FULL COMPLIANCE</td>
</tr>
<tr>
<td>There is a Vision / Mission statement that clearly defines the organisation’s ambitions, principles, and beliefs. It was approved by the “General Assembly” however it is not disseminated to all levels of the organisation.</td>
<td>IN ACCORDANCE WITH MOST ITEMS</td>
</tr>
<tr>
<td>There is Vision / Mission statement, it was approved by the “General Assembly” however it does not clearly defines the organisation’s ambitions, principles, and beliefs and it is not disseminated to all levels of the organisation.</td>
<td>IN ACCORDANCE WITH FEW ITEMS</td>
</tr>
<tr>
<td>There is no Vision/Mission statement or there is a Vision/Mission statement but it was not approved by the “General Assembly”</td>
<td>NON COMPLIANT</td>
</tr>
</tbody>
</table>
CRITERIA 405:
The NSO has defined and implemented a system to report on ethical breaches which includes:
   (a) the protection of the whistleblowers,
   (b) the rights of involved parties,
   (c) the designation of appropriate reporting levels (internal and external).
Major breaches are communicated to the “National Board”.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is a defined and implemented system to report on ethical breaches and includes all items of the criterion (a to c). Major breaches are communicated to the National Board.</td>
<td>FULL COMPLIANT</td>
</tr>
<tr>
<td>There is a defined system to report on ethical breaches, but it misses one or more of the items of the criterion, or it includes all items of the criterion but it is not implemented, or major breaches are not consistently communicated to the National Board.</td>
<td>IN ACCORDANCE WITH MOST ITEMS</td>
</tr>
<tr>
<td>There is a defined and implemented system to report on ethical breaches. It includes most items of criteria. Major breaches are communicated to the “National Board”.</td>
<td>IN ACCORDANCE WITH FEW ITEMS</td>
</tr>
<tr>
<td>There is no system in place</td>
<td>NON COMPLIANCE</td>
</tr>
</tbody>
</table>
CRITERIA 507:
The NSO is active in the National Youth Council or its equivalent body (if such exists).

<table>
<thead>
<tr>
<th>Situation</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation to the National Youth Council is regular, there is documented follow-up and feedback.</td>
<td>FULL COMPLIANCE</td>
</tr>
<tr>
<td>Participation to the National Youth Council is regular but there is no follow-up or documented feedback.</td>
<td>IN ACCORDANCE WITH MOST ITEMS</td>
</tr>
<tr>
<td>Participation to the National Youth Council but it is superficial, not regular or not recent.</td>
<td>IN ACCORDANCE WITH FEW ITEMS</td>
</tr>
<tr>
<td>No participation in the National Youth Council</td>
<td>NON COMPLIANT</td>
</tr>
<tr>
<td>There is no Youth Council</td>
<td>N/A</td>
</tr>
</tbody>
</table>
**Scoring Template**

On the [Global Support platform](https://scout.org), hosted on scout.org, you will be able to go through each Dimension and input your scores, which will calculate your overall average, scores per Dimension and save your results.

An “offline” version of the Scoring Template is attached to these Guidelines and available through your WSB Regional Support Centre electronically.

**The Major Non-Conformities**

Within the 96 criteria, 15 criteria are to be considered as key and are identified as “Major Non-Conformities” (MNCs) if there is no compliance with the criteria. The objective of these MNCs is to serve as red flags to enable National Scout Organisations spot the areas that should be considered as priorities in the assessment follow-up.

<table>
<thead>
<tr>
<th>Dimension of Best Practices</th>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSO - WOSM INSTITUTIONAL REQUIREMENTS</td>
<td>0101</td>
</tr>
<tr>
<td>GOVERNANCE FRAMEWORK</td>
<td>0204</td>
</tr>
<tr>
<td>STRATEGIC FRAMEWORK</td>
<td>0301</td>
</tr>
<tr>
<td></td>
<td>0302</td>
</tr>
<tr>
<td></td>
<td>0310</td>
</tr>
<tr>
<td>INTEGRITY MANAGEMENT</td>
<td>401</td>
</tr>
<tr>
<td>COMMUNICATION, ADVOCACY &amp; PUBLIC IMAGE</td>
<td>0501</td>
</tr>
<tr>
<td>ADULTS IN SCOUTING</td>
<td>0601</td>
</tr>
<tr>
<td></td>
<td>0608</td>
</tr>
<tr>
<td>RESOURCE ALLOCATION &amp; FINANCIAL CONTROLS</td>
<td>0702</td>
</tr>
<tr>
<td></td>
<td>0706</td>
</tr>
<tr>
<td></td>
<td>0708</td>
</tr>
<tr>
<td></td>
<td>0710</td>
</tr>
<tr>
<td>YOUTH PROGRAMME</td>
<td>0801</td>
</tr>
<tr>
<td></td>
<td>0807</td>
</tr>
<tr>
<td>GROWTH POTENTIAL</td>
<td>NONE</td>
</tr>
<tr>
<td>CONTINUOUS IMPROVEMENT</td>
<td>NONE</td>
</tr>
</tbody>
</table>

**Confidentiality of Results**

The self-assessment results of your NSO are yours and will be kept confidential. The WSB Regional Support Centre may use this information internally, to draw trends or adjust the support to be delivered, but never disclose to any third party without the express consent of the concerned NSO.”
IV. WHAT HAPPENS NEXT

As per the Global Support Cycle introduced at the beginning of these Guidelines, the steps that follow your self-assessment are the most important with regards to strengthening the capacity of your National Scout Organization. It is therefore important not to underestimate the follow-up work that will be taking place after your assessment. Your WSB Regional Support Centre is available to support you in process of prioritisation and action planning.

» Results: After the assessment share the assessment results with the relevant people in your NSO and bring back for discussion to the Board after a reflection period.

» Follow-up: Schedule a meeting for action planning. This meeting can consist of a brainstorming session. Don’t forget to involve the board members to ensure strategic overview.

» Prioritise:
  - Link with your Strategic Planning to prioritise your actions.
  - If you don’t have a Strategic Plan look which criteria would prevent growth.
  - Look at the Major Non-Conformities

» Coordinate: Appoint a leader in charge of the follow-up of the overall process.

» Seek for support: Think of reaching out to your WSB Support Centre for support and advice. If you need external support, you can reach out to your Regional WSB Support Centre via the GS Platform by submitting a Support Request or by e-mail.

» Seek for resources: On the Global Support Platform or scout.org/library, you can also find key resources for your identified areas of needed support.

GLOBAL SUPPORT CONTACT DETAILS IN WSB SUPPORT CENTRES

- WSB Africa Support Centre: Mary Waweru <mwaweru@scout.org>
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