



GLOBAL SUPPORT ASSESSMENT TOOL (GSAT) WOSM Assessment - Information Package

What is GSAT?

GSAT stands for the Global Support Assessment Tool, a Quality Standard owned by the World Organization of the Scout Movement (WOSM). It assesses the 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. Its application will enable NSOs to assess their strengths and areas of improvement, facilitating the process of capacity strengthening and improving accountability to stakeholders.

What does GSAT assess?

GSAT assesses the compliance of an NSO at the National level, against Good Governance Best Practices and Quality Scouting. In other words, it checks if certain processes, procedures and policies are in place and if they are being implemented by the NSO.

10 Dimensions of best practices have been developed within the tool, each comprising between 5 to 17 criteria. Each Dimension focuses on the different facets of an organisation, promoting corresponding good practices and requirements. Each criterion refers to the risks that a NSO could face and the consequences in terms of image, performance, resources allocation and control mechanisms for the NSO, WOSM and potential grantors. The 10 dimensions of GSAT are:

1. NSO- WOSM institutional requirements
2. Governance Framework
3. Strategic framework
4. Integrity management
5. Communication, advocacy and public image
6. Adults in scouting
7. Financial stability & resource mobilization
8. Youth programme
9. Growth
10. Continuous Improvement

Download the GSAT Standard v3 at <https://learn.scout.org/resource/gsat-standard-v-30>



How does the scoring work?

For each criterion, detailed requirements have been worked out and are captured in the Scoring Guidelines in which WOSM Assessors are briefed.

Based on these Scoring Guidelines, the WOSM Assessor will identify, based on evidence presented, the level of compliance for each criterion and award the corresponding score.

For some criteria, the scoring is straight forward, for instance your financial accounts are either yearly audited (score 3) or not (score 0). However, others are more complex. As a rule of thumb, the criteria are assessed on the following levels:

- Score 0: No evidence at all exists that the NSO has done anything around this criterion
- Score 1: Evidence exists that the NSO has done something in the past around this criterion
- Score 2: Evidence exists that the NSO has an up-to-date and implemented policy around this criterion
- Score 3: Evidence exists that the NSO has an up-to-date and implemented policy around this criterion, which is regularly evaluated and refreshed
- N/A: Not applicable: Due to non-compliance of another criterion that is linked or due to the organization or country specificities.

Parties involved

Once your NSO accepts the invitation (or reaches out requesting a WOSM Assessment), the WSB will connect you with the different parties involved as follows:

- the **WOSM Assessor**: in charge of leading WOSM Assessments. WOSM Assessors are WOSM Consultants (staff and volunteers) who act on behalf of WOSM as “Internal Auditors”. They are appointed by the WSB and have received training on WOSM’s Quality Standard, the Global Support Assessment Tool (GSAT), and have been certified under the ISO 19011 Auditing Standard.
- your **NSO Leadership**: in charge of preparing the evidence for the assessment and responsible for implementing the action plan to ensure outcomes of the assessment are followed up on. It is strongly advised that the NSO nominates **a key person in-charge** of coordinating both the preparation and assessment itself. Under normal circumstances, all selected members of the **National Leadership** (including the “CEO/SG” and/or their representative) participate in the WOSM Assessment. As the assessment covers 10 different dimensions of best practices it is also recommended to ensure that key executive members will indeed be available (though not full time) during the WOSM Assessment. The National Board should be committed to the whole exercise and be positively engaged.
- and a **GSAT Facilitator**: in charge of supporting your NSO in the preparation phase and who can join (if needed) the assessment itself to facilitate discussions from an external perspective. A GSAT Facilitator is a WOSM Consultant, appointed and trained by WOSM. The GSAT Facilitator has followed a training on this topic and has extensive know how on GSAT and the assessment process. Before the assessment they advise the NSO on how best to prepare for the assessment, which documentation needs to be available, etc. After the assessment they support the NSO to develop an action plan.



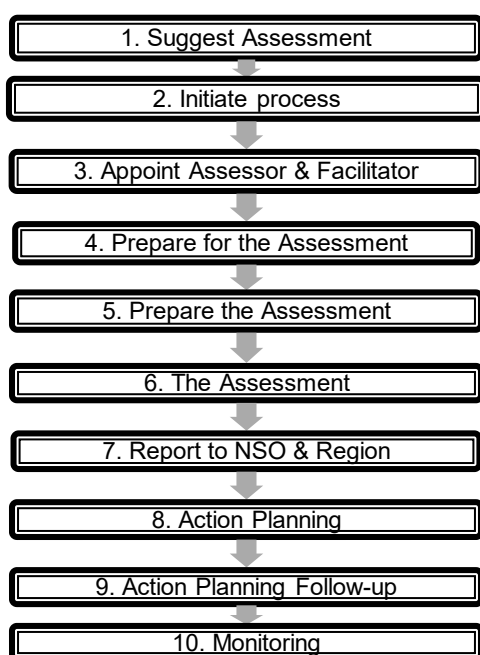
You will also be asked to propose several possible dates to schedule the assessment. Once the three parties involved agree on a date that suits them all, the preparation work is initiated, mainly virtually.



When the assessment is approaching, the WSB will start handling the practical aspect of the WOSM Assessment and seek for your support to find a hotel close to your national headquarters and arrange transportation from/to the airport.

WOSM Assessment Procedure

WOSM Assessments are allocated through a regionally defined process, within the overall framework defined by the Membership Services team and the regional co-ordinators. All costs involved are decided with the Region, and in some cases a Messengers of Peace project can be applied for through guidance of the Regional Support Centre. The following is the proposed process, which will be used as a basis for your NSO's WOSM Assessment. For each of the 10 steps the owners (in charge) and other parties (involved) are indicated.



REGION	NSO	FACILITATOR	ASSESSOR
In charge	Involved		
In charge	Involved		
In charge		Involved	Involved
	In charge	Involved	
Involved			In charge
	Involved	Possibly involved	In charge
Involved			In charge
Involved	In charge	Involved	
Involved	Involved	In charge	
In charge	Involved	Involved	

What happens after a WOSM Assessment?

The WOSM Assessment Report is provided to the NSO within two weeks after the WOSM Assessment is completed.

After receiving the assessment results, you will need to:

- Develop an action plan – within 3 months (see template at this link)
- Deliver against the plan – with the requested support from your Region/WOSM Consultant
- Report on your progress – through your Region

Both the GSAT Facilitator and Regional Support Centre are available to support you prioritize your action plan and find the right resources to bring specific support.



What happens with the results of my NSO and who gets to see them?

The Results of your NSO assessment are considered confidential and will never be made public. The full report will on a confidential basis be shared with the GSAT Facilitator and appropriate executives within the World Scout Bureau (e.g. the Regional Director).

We will further consolidate scoring data from different NSOs together on a Regional and World basis to identify specific needs for support across multiple NSOs. In that process however we ensure it will never be possible to identify the individual results of any NSO.

Should you reach a high level of attainment in a (dimension of) best practice, there is also the possibility that we will ask your NSO if you would like to serve as a “lighthouse” towards other NSOs who are looking to improve on this topic. It is then again up to you as NSO to decide whether you are willing to do this.

How does my NSO find out more or request a GSAT Assessment?

Your NSO can contact your **Regional Support Centre** for more information or to request a GSAT assessment.

You can also explore these resources:

- GSAT service page: <https://treehouse.scout.org/services/global-support-assessment-tool-gsat> overview of the tool and its benefits.
- GSAT assessment guidelines: <https://learn.scout.org/resource/gsat-assessment-guidelines-v-30> explains the process, requirements, and preparation steps.
- Request a GSAT service: <https://services.scout.org/service-requests> – submit a request directly online and a GSAT facilitator will be assigned to support you.