



Standards for Consultants, Independent Contractors, Volunteers, and Interns Tip Sheet

This Tip Sheet is intended to serve as a guide to the applicability of COA Standards to Consultants, Independent Contractors, Volunteers, and Interns. This chart is a general tool that does not address all situations. Please contact your Accreditation Coordinator if you have any questions regarding the applicability of specific standards to your organization.

	Description	Which Standards Apply?
Consultants	A person who provides specialized or technical advice or services to an organization for specific purposes on a contractual or fee basis. A consultant may also provide such services as a volunteer on a pro bono basis.	HR 1 and HR 3. See also ETH 2.03 and PQI 2.02.
Independent Contractors	A person who is paid to perform work under contract. Independent contractors generally work on their own with minimal day-to-day supervision.	HR 1 HR 3 HR 5.01 and 5.05 HR 6.01 and 6.04 RPM 7 PQI 2.02 TS Introduction Note
Volunteers who Provide Direct Services	Direct service volunteers provide direct services to service recipients to the same extent, and in the same capacity as paid employees, or who have regular, ongoing contact with children, the elderly, or other persons determined by the organization to be vulnerable or at risk.	The same standards that apply to the organization's employees also apply to direct service volunteers. Standards specific to direct service volunteers: HR 3.05 HR 5.01 and 5.05 HR 6.01 TS 3.05 See also: PQI 2.02 and RPM 2.01(f)



Persons Who Volunteer on a Regularly Scheduled Basis	<p>Examples include volunteer food preparation or office workers who work every week and have an ongoing role at the organization.</p> <p>This category does not apply to volunteers providing direct services to service recipients.</p>	<p>All HR Core Concepts, except HR 3 and HR 6.</p> <p>TS 3.05</p> <p>See also: PQI 2.02 and RPM 2.01(f)</p>
Casual Volunteers	<p>A person who volunteers on an occasional basis to address direct mail campaign envelopes or a similar activity.</p>	<p>COA will not consider occasional or “casual” volunteers in its evaluation of the organization.</p> <p>HR 6.01 Interpretation HR 7 Interpretation</p> <p>See also: RPM 2.01(f)</p>
Student Interns	<p>COA considers student interns to be similar to volunteers.</p>	<p>HR 1, HR 3.03, and HR 7.01</p> <p>TS 2.01, 2.02, and 203 TS 3.05</p>

The Council on Accreditation partners with human service organizations worldwide to improve service delivery outcomes by developing, applying, and promoting accreditation standards.

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