FILLED-IN EXAMPLE

30-Day Partner Onboarding Checklist

Réseau Jeunes Artisans de Thiès joins Horizon Child Fund's program, October 2026 (fictional organizations)

1. The partnership

Partner organization
Réseau Jeunes Artisans de Thiès, Senegal

Program
Youth Livelihoods Partnership Program

Kickoff (day 0)
Monday 5 October 2026

30-day check-in
Wednesday 4 November 2026

Our onboarding contact (and backup)
Claire Mensah (backup: Amina Odhiambo)

Partner's focal point (and backup)
Aïssatou Diop (backup: Moussa Ndiaye)

Partner's working language(s)
French; Wolof with trainees and field staff

Peer partner (buddy)
Lakeside Youth Network, with an interpreter

2. How to use it

1. **Fill in section 1 together** before the kickoff, and set the date of the 30-day check-in now.
2. **Every line has a side:** the program team, the partner or both. Write a named owner, not a team.
3. **Tick a line when it is done** and write the date. Strike out what does not apply; add what is missing.
4. **Bring this sheet to the 30-day check-in.** Section 4 is the agenda.

PROGRAM TEAM your organization PARTNER the new partner BOTH together

3. The checklist

	Who	Action	When	Owner	Date done
Before the kickoff	Days −10 to 0			*Goal: nothing on day 0 is a surprise*	
☑	PROGRAM TEAM	Name one onboarding contact and a backup; tell the partner who they are	Day −10	Claire Mensah	23 Sep
☑	PROGRAM TEAM	Gather what you already have (due diligence, assessments): never ask twice	Day −10	Claire Mensah	24 Sep
☑	PROGRAM TEAM	Prepare the welcome pack and one-page expectations in the partner's language	Day −5	Claire Mensah	30 Sep
☑	PROGRAM TEAM	Invite the partner's people to the platform and shared folders (two or more)	Day −3	Claire Mensah	1 Oct
☑	PARTNER	Name a focal point, a backup and the people who will work on the program	Day −7	Aïssatou Diop	28 Sep
☑	PARTNER	Tell us your working language(s) and limits on connectivity, devices or time	Day −7	Aïssatou Diop	28 Sep
☑	PARTNER	Send the documents and assessments you are happy to reuse, and your questions	Day −2	Moussa Ndiaye	2 Oct
Week 1: welcome and access	Days 0 to 7			*Goal: everyone knows who, what and where*	
☑	PROGRAM TEAM	Kickoff call, 90 minutes at most: why, how it works, where the partner starts	Day 0	Claire Mensah	5 Oct
☑	BOTH	Read the one-pager together and change what does not work for the partner	Day 0	Claire and Aïssatou	5 Oct
☑	PROGRAM TEAM	Send notes, welcome pack and calendar the same day, in the working language	Day 0	Claire Mensah	5 Oct
☑	PARTNER	Every named person signs in and finds the program, their position and step 1	Day 3	Aïssatou Diop	7 Oct
☑	PROGRAM TEAM	Introduce the finance and safeguarding contacts and a peer partner (buddy)	Day 5	Amina Odhiambo	12 Oct
☑	PARTNER	Say what is unclear or unworkable in the one-pager; agree the final version	Day 5	Aïssatou Diop	9 Oct
☑	PARTNER	Name an owner on your side for each topic of the program	Day 7	Aïssatou Diop	12 Oct

The welcome pack, in the partner's working language

- ☑ A one-page welcome letter: why this program, why you
- ☑ The one-page expectations, both ways
- ☑ The program on one page: stages, topics, where you start
- ☑ Who is who: names, roles, how fast we answer
- ☑ How to raise a concern or complaint about us
- ☑ The calendar: check-ins and reporting dates
- ☑ How to sign in, and who to call if it fails
- ☑ Only the templates needed in the first 30 days

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3. The checklist (continued)

	Who	Action	When	Owner	Date done
Weeks 2 and 3: baseline and first step	Days 8 to 21			*Goal: one starting point, one step done*	
☑	PROGRAM TEAM	Offer two or three options for the first small step; the partner chooses	Day 10	Claire Mensah	15 Oct
☑	PARTNER	Complete the baseline self-assessment with evidence, with the people who know	Day 14	Aïssatou, Moussa	19 Oct
☑	BOTH	Review the baseline together; where your views differ, record both	Day 17	Claire and Aïssatou	22 Oct
☑	PARTNER	Complete the first step and upload its evidence where the step asks for it	Day 21	Aïssatou Diop	26 Oct
☑	PROGRAM TEAM	Answer every question within the agreed time, for example two working days	Ongoing	Claire Mensah	4 of 5 on time
☑	PARTNER	Raise problems as they come up, not at the check-in	Ongoing	Aïssatou Diop	Ongoing
Week 4: the first review	Days 22 to 30			*Goal: both sides say what to change*	
☑	PROGRAM TEAM	Recognize the first step, to the partner and (with consent) to the network	Day 22	Amina Odhiambo	28 Oct
☑	BOTH	Hold the 30-day check-in (section 4): both sides answer the same questions	Day 30	Claire and Aïssatou	4 Nov
☑	PROGRAM TEAM	Ask the partner to rate the onboarding and you; note one change you will make	Day 30	Claire Mensah	4 Nov
☑	BOTH	Agree the next two or three steps and the dates of the 60- and 90-day check-ins	Day 30	Claire and Aïssatou	4 Nov
☐	PARTNER	Share the result inside your organization: board, staff and field teams	Day 30	Aïssatou Diop	Board, 18 Nov

4. The 30-day check-in: both sides answer

Question	The partner's answer	The program team's answer
1. What is clear about what the program expects? What is not?	Stages and first step are clear. The 2027 reporting dates are not.	Agreed: the 2027 calendar goes out by 13 November.
2. Was the first step useful to the partner, not only to the program?	Yes: trainees now know who to call, in Wolof.	Yes. Evidence accepted on 26 October.
3. What did each side promise and not do yet?	The budget template in French is still missing.	Peer call 2 days late; French template by 9 November.
4. What takes more time than it should?	Two portals, ours and a donor's, ask the same questions.	We reuse their 2025 audit; no second form.
5. The onboarding so far, from 1 (poor) to 4 (clear, useful, on time)	3: clear and friendly; one French text came late.	3: one translation late, one call late.
6. One change each side makes for the next 60 days	Our field coordinator joins the monthly call.	Every translation goes out with the English, same day.

5. Next steps and sign-off

Next steps agreed (two or three)
Code of conduct signed; baselines for two indicators

90-day check-in
Monday 4 January 2027

Partner's focal point
Aïssatou Diop, RJAT

Date
4 November 2026

60-day check-in
Thursday 3 December 2026

Rhythm after that
Monthly call, first Tuesday

Program team contact
Claire Mensah, Horizon Child Fund

Date
4 November 2026

This checklist sits beside the partnership agreement, not inside it. Both sides keep a copy, and at the check-in the program team reviews its own lines first.

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