

# Quality & Accountability

## 06-MONTHS UPDATE

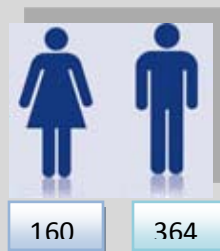


### Continuing Q&A Support in Asia-Pacific Region

Community World Service Asia continued to promote Quality and Accountability (Q&A) in Pakistan, Afghanistan and the Asia-Pacific region during the last six months. The activities are planned to reach wider audiences at various levels in order to ensure that Q&A is high on the agenda during emergency and non-emergency periods. The demand for Q&A has escalated in Nepal after the earthquake. Community World Service Asia immediately offered technical and capacity building support to Sphere Country Focal Point and as well as to all stakeholders. Requests for technical and capacity building support have been received and the team of Q&A specialists will be going to Nepal in the month of August to provide Q&A support.

To promote Q&A with academia, Community World Service Asia has initiated working with Universities in Pakistan for the inclusion on Q&A in their curriculum.

Over the last six months, Community World Service Asia has conducted twenty-four capacity building events which were attended by 524 participants. Customized workshops were conducted in order to meet the varying needs and diverse profiles of participating organizations. Eighteen orientations were conducted under DANIDA funded Q&A project in three districts i.e. D.I. Khan, Bannu and Kohat of Khyber Pakhtoon Khwa province of Pakistan. To mark the end of this five-month project, Community World Service Asia held a lessons learned event in Kohat, Pakistan. The event aimed to appreciate the progress made in Q&A and identified lessons learned during the past five months.



As a part of organizational role in providing technical support on Q&A in Pakistan, Community World Service Asia assisted Welthungerhilfe in implementing its Q&A commitments and World Vision International on strengthening its Beneficiary Feedback Mechanism (BFM) in urban projects.

This update is a summary of the support provided and the immediate results of this support.

Jan - June, 2015

## Promoting Quality & Accountability



### The Right to Life with Dignity

#### Overview: Jan – June, 2015

- **Kabul, Afghanistan** -Training on HAP 2010 standard for International Medical Corps (IMC)
- **Bangkok, Thailand** -Regional workshop on Enhancing Q&A throughout Project Cycle Management
- **Formation of Sub-Accountability Learning & Working Group** at Kohat, Pakistan
- **Q&A Support to Welthungerhilfe & World Vision International**
- **Promoting Q&A with Academia** – Initiated pilot interventions with two Universities in Pakistan
- **Regional level partnership with SEEP** – for providing support on Minimum Economic Recovery Standard (MERS)
- **Internal Capacity Building on Core Humanitarian Standard (CHS) for its Practice & Promotion** –Staff Attended ToT in Nairobi, Kenya
- **Translation & Publication of Q&A Materials** –Disseminated Core Humanitarian Standard (CHS) handbooks and the Posters on Sphere Humanitarian Charter, CRM and CHS
- **18 One-Day Orientations around Key Topics of Q&A** -conducted in 03 conflict affected districts of Pakistan
- **Afghanistan & Pakistan:** Consultations for World Humanitarian Summit
- **Feedback** provided on **CHS Framework**

## 1. Two Day Training on Humanitarian Accountability Partnership (HAP) 2010 Standard for IMC - Kabul Afghanistan

International Medical Corps (IMC) headquarter had taken the initiative of HAP membership for its country offices including Afghanistan. They collaborated with Community World Service Asia to conduct an in-house training on Jan 11-12, 2015 in Kabul. It aimed to equip the participants with knowledge and skills to apply HAP 2010 Standard as a tool for improving Q&A in their work. The workshop was joined by 30 staff members of IMC (02 women and 28 men). Participants were from program as well as support departments, including Monitoring Evaluation Accountability and Learning (MEAL), Human Resource (HR), operations, finance and administration.



Through this training the staff of IMC Afghanistan has gone through a self-assessment. Key requirements of HAP Benchmarks and their essential elements were discussed with practical exercises. Participants added in their action plans to develop contextualized Accountability Framework, information sharing guidelines and complaints response policy/mechanism. Now IMC Afghanistan is in process of contextualizing its Accountability Framework to establish, deliver and improve on commitments.

## 2. Promoting Q&A at Regional Level

Community World Service Asia held the second joint standards training, 'Enhancing Quality and Accountability throughout Project Cycle Management in humanitarian action and non-emergency,' from January 19-23, 2015. Thirty participants representing 21 organizations from 13 countries attended the five-day training in Bangkok, Thailand.



The main quality and accountability initiatives were introduced to participants which helped them understand the significance of linkages between various standards. With the launch of the Core Humanitarian Standard (CHS) and an increased pressure on agencies to adopt joint standards, the training provided an opportunity to identify key quality and accountability initiatives. Participants were able to select existing quality and accountability tools unique to their context and apply them throughout the project cycle, from the initial assessment phase, through the implementation, and finally the evaluation and learning phases. The training also assisted participants with opportunities to collaborate and coordinate with other agencies to improve quality and accountability in humanitarian response. This was achieved through various participatory learning and sharing methods, and a resource kit for each participant helped enable analysis of existing tools with fieldwork.

## 3. Training on "Using Sphere Standards and Sphere Companion Standards in Project Cycle Management

This training was held from March 02-04 2015 in Islamabad, Pakistan. It was joined by 12 participants from nine organizations (including INGOs, NGOs and UN) from different parts of Pakistan. They represent various backgrounds in Education, Water Sanitation, Hygiene Promotion, Health and Livelihood for example. Most participants were familiar with the use of Sphere Standards and less familiar with the Sphere Companion Standards (i.e Minimum Economic Recovery Standards (MERS), Child Protection Minimum Standard (CPMS),



Livestock Emergency Guidelines and Standards (LEGS) and Minimum Standards for Education (INEE).

Considering this as a 'pilot test' for a training of such nature, it was deemed appropriate to facilitate only a small group of participants. The training aimed to equip participants with the knowledge and skills on how to best apply Sphere Standards and its Companion Standards during the different stages of a project cycle. Concrete outputs derived in the form of Quality and Accountability audit tools suggest that the primary aim and accompanying objectives were met to varying degrees post-training.

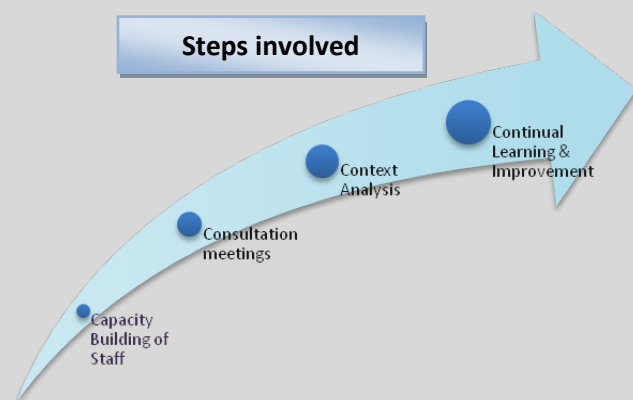
A guest speaker, Shaukat Iqbal from World Vision was invited at the closing of the workshop, was asked to share his World Vision experience in MEAL (Monitoring, Evaluation, Accountability and Learning).

#### 4. Quality & Accountability Assistance to Welthungerhilfe (WHH)

As a member of HAP, WHH is committed to improve the quality of assistance provided to the communities and enhance the accountability of its humanitarian system. Keeping in view this need, WHH engaged Community World Service Asia for its technical support in the area of Q&A. The purpose of the technical support was to take into account the current status of Q&A in WHH, partners' views of WHH, and external observations and recommendations that lead to a clear way forward for WHH to effectively implement its Q&A initiatives. At the end of this Q&A support, WHH drafted an Accountability Framework which will act as a road map to identify the strengths and areas of improvement under the accountability benchmarks.

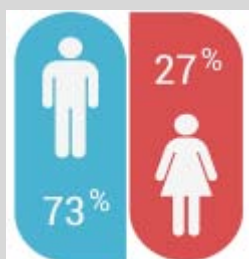
#### 5. Strengthening Beneficiary Feedback Mechanism of World Vision International - Pakistan

Q&A assistance is provided to World Vision International for strengthening its Beneficiary Feedback Mechanism (BFM). This was done in three steps during the months of April to June 2015. Initially, two days orientation was conducted in which the staff are familiarized with BFM and their questions were answered. In next step the stakeholders consultation meeting was carried out to take their inputs on BFM. It was joined by the Community, Government officials World Vision staff members and the ALWG members. In third step, context analysis was carried out to understand and assess the existing BFM in terms of its practical implementation in two projects in urban areas of Rawalpindi. Findings and recommendations are detailed in the form of report for World Vision to improve its BFM.



Findings and recommendations are detailed in the form of report for World Vision to improve its BFM.

#### 6. Capacity Building of Field Staff Working in Complex Operations



Gender Distribution of Participants in 18 orientations

Community World Service Asia provided capacity building support to field staff working in complex operations on Q&A. A five-month project (Jan-May 2015) was implemented with financial support from DANIDA in Kohat, D.I Khan and Bannu districts of Khyber Pakhtoon Khwa province, Pakistan. The goal of the project was to increase the capacity of national and local humanitarian response agencies to effectively develop and deliver quality programming with coordinated, consistent and integrated accountability systems and standards. 18 one-day Q&A contextualized trainings were conducted, keeping in view the importance of Q&A in emergencies. 398 participants (109 women and 289 men) joined these workshops.

*"Training content was very informative and enhanced our knowledge about Q&A Standards"*

(Participant from session on Introduction to Q&A with Special Focus on Staff Competency, DI Khan, 17 March 2015)

18 one-day Q&A contextualized trainings were conducted, keeping in view the importance of Q&A in emergencies. 398 participants (109 women and 289 men) joined these workshops.



## 7. Advocacy and Awareness Raising on Q&A

- Community World Service Asia believes that young people of Pakistan have a crucial role to play in building peaceful and prosperous society. For this reason, Community World Service Asia is working with universities to include Q&A as a part of their curriculum. Currently two universities i.e. Peshawar University and COMSATS University Abbottabad expressed agreement in inclusion of these courses in their curriculum.
- In past six months, three ALWG meetings were organized to discuss the Q&A challenges faced by organizations while working in Pakistan. Considering the importance and effectiveness of this group in Pakistan, Action Against Hunger – ACF International has also formed ALWG group in Nigeria on similar pattern.
- Keeping in view the need of Sub-ALWG at Kohat district of KPK province in Pakistan, initial consultations were carried out with various organizations to discuss the need and objectives of the sub-ALWG. The First meeting was held on Feb 24, 2015, during which the Terms of reference (ToRs) were formulated. Participating organizations expressed interest towards peer learning and collaborating to increase accountability and improve quality. Key stakeholders also had the opportunity to coordinate with other agencies through orientation and exposure to Q&A mechanisms.
- Where possible, Sphere Project relies on in-country Sphere Focal Points (SFPs) to promote Sphere initiatives in the country. Second Sphere Focal Point forum was held in Bangkok, Thailand from Oct 14-15, 2015. The Five best practice sheets were developed, which were the outcome of group exercises during the Forum. Please follow the below link for downloading five best practice sheets.  
[http://communityworldservice.asia/wp-content/uploads/2015/06/Lessons\\_Learned.pdf](http://communityworldservice.asia/wp-content/uploads/2015/06/Lessons_Learned.pdf)



Meeting with COMSATS University

## 8. Publications

As part of Community World Service Asia's long-term commitment to enhance Q&A, a booklet entitled "Core Humanitarian Standard" was published in English language to make it available in Pakistan. The CHS is translated into Urdu language by engaging ALWG and National Humanitarian Network (NHN). Currently it's in publishing phase and will be available soon.

Based on the need of field workers who are unable to understand English, the booklet on Q&A for Project Cycle Management is also translated into Urdu and Dari languages to increase their understanding level. Since January 2015, a total of 1,054 publications (527 Sphere handbooks, 275 HAP 2010 standard and 252 CHS handbooks) were distributed to NGOs, INGOs and UN agencies throughout the Asia Pacific region.

### Future Plans (July-Dec, 2015):

- **Pakistan** - Training on "Using Sphere Minimum Standards in Health Actions with Special Focus on PWDs" for CHEF International
- **Afghanistan & Pakistan**, Open-Call Trainings on Applying Core Humanitarian Standard (CHS) in Project Cycle Management
- **Cambodia**, Training on CHS
- **Thailand**, ToT on Sphere and the Companion Standards
- **Thailand**, Regional Training on CHS
- Publishing and dissemination of Core Humanitarian Standard in Urdu Language
- Publishing Humanitarian Charter Posters in Urdu Language

**For more information, please visit our Website:**

[www.communityworldservice.asia](http://www.communityworldservice.asia) OR

**Email:**

[qa.support@communityworldservice.asia](mailto:qa.support@communityworldservice.asia)