

## Promoting Quality & Accountability



### The Right to Life with Dignity

#### Overview: July - Dec, 2015

- **Bangladesh** - Refresher Course on Sphere Minimum Standards for Disaster Forum
- **Afghanistan** – Two open call training on Using Core Humanitarian Standard in Project Cycle
- **Pakistan** - Three context specific trainings on Using Sphere Standards in Health Action with inclusive approach for CHEF International
- **Pakistan** - MOUs with Peshawar University and COMSATS University to promote Q&A in academia
- **Cambodia** - Training on CHS for Dan Church Aid/Christian Aid and Diakonia
- **Nepal** - Q&A Support to 24 organizations during Earthquake Response
- **Internal** - Capacity Building on Core Humanitarian Standard (CHS) for its Practice & Promotion
- **Translation & Publication of Q&A Materials** – Translated and published CHS handbooks in Urdu
- **Asia-Pacific** - Developed contextualized training material on CHS for regional use
- **Advocated Q&A during ‘Pakistan Earthquake response’**
- **Merger of Child Protection policy in CRM flow chat.**

# Quality & Accountability Program 06-MONTHS UPDATE



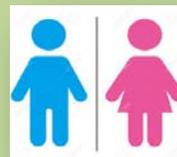
## Community World Service Asia provides hands-on Q&A support in Asia-Pacific

The impact made by humanitarian work on communities depends greatly upon the quality of services and the accountability of actions undertaken during both emergency and non-emergency interventions. Community World Service Asia, through its Quality and Accountability (Q&A) program, is providing technical support and guidance to humanitarian agencies in Pakistan, Afghanistan and throughout the Asia-Pacific region.

After the earthquake in Nepal, the demand for Q&A has escalated. Community World Service Asia immediately offered technical and capacity building support at field level to the Sphere country focal point in Nepal, as well as to other stakeholders.

Community World Service Asia is also working to promote Q&A within academia, so that the next generation of humanitarian and development professionals enter the field with an in-depth understanding of Q&A standards, practices, and tools, and their application. Memorandums of Understanding (MOUs) have been signed with two universities in Pakistan, and efforts to include Q&A in their curriculum have been initiated.

Over the last six months, Community World Service Asia has conducted twelve capacity building events which were attended by 230 humanitarian workers. Customized workshops were conducted in order to meet the varying needs and diverse profiles of participating organizations.



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As a part of the organization’s role in providing technical support on Q&A in Pakistan and throughout the region, Community World Service Asia assisted CHEF International in Pakistan to mainstream Sphere Minimum Standards in their Health projects with special focus on Person with Disabilities. Dan Church Aid/Christian Aid (DCA/CA) and Diakonia were also supported in implementing Core Humanitarian Standards (CHS) at program and project level in Cambodia. A Sphere refresher course was also conducted in collaboration with Disaster Forum Bangladesh.

Two open call trainings were conducted in Kabul, Afghanistan to assist different national and international organizations in using CHS at each stage of the project cycle.

A summary of the support provided and the immediate results of this support is provided below

### 1. Q&A Support to CHEF International - Pakistan

Community World Service Asia organized three trainings on Sphere Minimum Standards with special focus on Persons with Disabilities (PWDs) for the staff of CHEF International. 65 participants (40 men and 25 women) attended these events, which were conducted in July and August at their Head Office, as well as at project locations. Through the training, participants understood the use of Sphere Minimum Standards in health projects. To meet the learning needs, contextualized and new Sphere training materials were used which helped to increase the participants' knowledge through interactive exercises. At the end, participants prepared three-month action plans to incorporate Sphere Standards into their interventions. To support in the implementation of Sphere Standards, Community World Service Asia also provided follow-up technical support to the participants.

#### Impact of Q&A Assistance

- *Incorporation of Sphere Minimum Standards in various project checklists and M&E tools.*
- *Inclusion of Sphere Minimum Standards in proposals and assessments conducted during earthquake response.*
- *Monitoring of health projects by considering Sphere indicators.*

### 2. Q&A Support in Nepal

Q&A support was provided in Nepal in collaboration with Lutheran World Relief (LWR), which hosted a team of two Q&A specialists from Community World Service Asia from mid-August to early September. Technical assistance, in the form of trainings, advice, briefing and community consultations, was provided to LWR, HelpAge International, and other agencies playing an active role in disaster response and early recovery. The Q&A team engaged four INGOs and twenty NGOs, with a total of 71 aid workers (29 women and 42 men) in the areas of Gorkha, Chitwan and Kathmandu. The Q&A visit aimed to introduce the Sphere Project and Complaints Response Mechanism (CRM) as a way to improve the quality of assistance provided to people affected by disasters, and to enhance the accountability of assistance in disaster response. *As a result of this support, various participants have conducted in-house sessions on the importance of Protection Principles, Code of Conduct, and CRM. One organization, COPPADES, has implemented CRM at field level.*



### 3. Technical Assistance on Core Humanitarian Standards (CHS)



Community World Service Asia facilitated a three-day training for DanChurchAid/Christian Aid (DCA/CA), Diakonia and their partners working in Cambodia, with a purpose to familiarize them with CHS and its implementation

on the ground. The training was held in Phnom Penh from the 28<sup>th</sup> to the 30<sup>th</sup> of September, 2015, and was joined by 26 participants (13 men and 13 women). The use of CHS for development and rights-based organizations was explored. One of the common action points amongst the attendees was to initiate, revise and strengthen their CRM. DCA/CA will continue to provide support to the partners in this regard.

The training was tailor-made to take into consideration the application of CHS in the Cambodian cultural context as well as its relevance when working in partnership. The translated version of CHS in Khmer language is also available, and participants are using a translated version of CHS to support its implementation in their programs.

## 5. Refresher Course on Sphere Minimum Standards for Disaster Forum, Bangladesh

To follow up on the Training of Trainers (TOT) Sphere Minimum Standards conducted in collaboration with the Foundation for Disaster Forum in February, 2012 in Dhaka, Bangladesh, a refresher course was organized for humanitarian workers. The course was held from the 22<sup>nd</sup> to the 24<sup>th</sup> August, 2015, with the facilitation and support of Community World Service Asia. Sixteen participants (fourteen men and two women) actively participated throughout the event. The aim of the refresher course was to encourage and motivate the participants to maintain Sphere standards in humanitarian interventions, and to create a pool of Sphere ambassadors from different humanitarian organizations in Bangladesh. The participant-led sessions were followed with feedback from trainer, which helped them in learning and improving their skills for replicating quality sessions on Sphere for their audiences.

## 6. Two Open Call Trainings on CHS in Kabul, Afghanistan

A learning needs assessment carried out in Afghanistan found a strong need to advocate for the integration of CHS by humanitarian and development organizations. Therefore, two open call trainings were conducted to meet this need. The first was held from the 4<sup>th</sup> to 6<sup>th</sup> of October, and the second from the 1<sup>st</sup> to 3<sup>rd</sup> of December, 2015. A total of 45 participants (40 men and five women) participated in these events. As CHS is new to Afghanistan, contextualized training materials including case studies and group works were used to ensure that the training was accessible and more effective. *A follow-up meeting was also conducted with selected participants to gauge the impact of the training. Seven participating organizations have revised their needs assessment tool in line with CHS, and have also conducted short orientations at field level. It was suggested during the follow-up meeting that a Dari translation of CHS tools would be helpful for field workers to understand and apply CHS. The translation process has now been initiated to meet this need.*



## 7. Getting ready for the promotion of CHS

As part of Community World Service Asia's commitment to promote CHS in Pakistan, Afghanistan and the Asia-Pacific region, the Q&A team has built its internal capacity in order to provide the best possible services and support to colleagues in the humanitarian and development sector. One of the team members attended a TOT organized by the CHS Alliance in Kenya, before conducting a two-day in-house write-shop was conducted for internal trainers in July at Community World Service's training facility in Murree, Pakistan. The write-shop was the first of its kind conducted in-house. Participants engaged in preparing session plans on assigned topics, and delivered them through a variety of methodologies. At the end of the write-shop, participants also developed a concrete action plan that will help in promoting CHS internally, as well as providing technical services externally. The innovative format supported the participants to understand the importance and structure of CHS, as well as initiating the process of internal mainstreaming.



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

- Community World Service Asia has signed an MOU with Peshawar University and COMSATS University Abbottabad for the inclusion of Q&A (Sphere and CHS) in their curriculum. Training sessions are planned for the capacity building of faculty and students that will be followed with field level exposure to observe the practical application of these standards.
- Monthly meetings of the Accountability Learning and Working Group (ALWG) continue to be organized by members on a rotational basis. Meetings provide a platform for peer learning and discussion on the way forward to limit Q&A challenges faced by organizations (internally) while working in Pakistan. The recent earthquake response and its challenges were also discussed. A brief orientation on CHS during the meeting was conducted for the members.
- Mainstreaming Q&A within Community World Service Asia programs is one of the organization's core commitments. Capacity building events on CHS has been conducted at various project locations. The main purpose was to orient the staff and increase their understanding level for linking CHS to their work with communities. Some projects were also assessed against CHS requirements to analyse their compliance. On the basis of these assessments, action plans are being finalized with each team for the coming year to fully mainstream CHS in policies, procedures and practices.

## 9. Publications

Q&A publications in local and English language serve as an important guide for field staff as well as managers. Keeping in view the importance and need, Community World Service Asia translated the CHS handbook and posters in Urdu language. These resources support field workers to better understand and implement the standards in their work. The Dari translation of the CHS handbook will be made available in early 2016.



In the last six months, a total of 453 publications (228 Sphere handbooks and 225 CHS handbooks) were distributed to NGOs, INGOs and UN agencies throughout the Asia Pacific region.

### Future Plans (January – June, 2016):

- Bangkok, Thailand: Training of Trainers on Sphere and the Companion Standards
- Pakistan: Q&A trainings with Academia
- Kabul, Afghanistan: Training of Trainers on Sphere Minimum Standards
- Nepal: Training of Trainers on Sphere Minimum Standards
- Iran: Q&A Needs Assessment & Survey

For more information, please visit our web: [www.communityworldservice.asia](http://www.communityworldservice.asia) or contact [qa.support@communityworldservice.asia](mailto:qa.support@communityworldservice.asia)