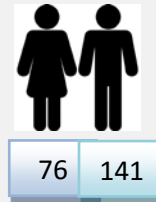


Community World Service Asia is providing technical support and guidance to humanitarian agencies in Pakistan, Afghanistan and across Asia since 2005. So far 3,708 organizations have been facilitated with trainings, guidance and expertise on Q & A in the region. The services offered by Community World Service Asia range from providing capacity building support to organizations, to establishing and strengthening Q & A mechanisms and engaging in advocacy on Q & A.

Over the last six months, Community World Service Asia has conducted ten capacity building events in Nepal, Thailand, Afghanistan, Iran and Pakistan, which were attended by 217 participants. Customized workshops were conducted in order to meet the varying needs and diverse profiles of participating organizations.



In 2015, after the Nepal earthquake, the demand for Q & A in humanitarian action increased. To respond to the growing demand, Community World Service Asia organized half-day orientations on improving quality and increasing accountability in disaster prone areas of Nepal. However, there was still much left unaddressed. Hence, a Training of Trainers (ToT) on Sphere Standards was conducted in collaboration with Lutheran World Relief and funding support of Act for Peace (AfP) in Kathmandu, Nepal. Technical support is still being provided to organizations in Nepal to actively promote Sphere.

The first ever ToTs on Sphere Standards were conducted in Iran and Afghanistan during May 2016. As a result of these ToTs, a creation of a local pool of resources for future trainings on Sphere is expected.

In an attempt to promote Q & A by taking the academia in Pakistan on board, Community World Service Asia has started working with Universities in the country to include Q & A in their academic curriculum. Two training were conducted for the students of Peshawar and Punjab Universities on Sphere Minimum Standards, Code of Conduct and role of humanitarian organizations to further strengthen their effort.

As a part of the organizational mandate in providing technical services on Q & A, Community World Service Asia provided technical assistance to Tearfund and its partners under “Shifting the Power” project of START Network. The prime purpose was to support partners in establishing Complaints Response Mechanism (CRM) at project level, drafting their Accountability Framework (AF), aligning current Monitoring Evaluation Accountability Learning (MEAL)

Overview

Regional

- **Nepal** – Training of Trainers (ToT) on Sphere Minimum Standards in March
- **Thailand** – ToT on Sphere & the Companion Standards in April
- **Afghanistan** – ToT on Sphere Minimum Standards in May
- **Iran** - ToT on Sphere Minimum Standards in May

National (Pakistan)

- **Academia** - 02 trainings on “Humanitarian Principles, Code of Conduct and Sphere Standards”
- **Open-Call Training** - Sphere Minimum Standards for WASH & Food Security
- **Tearfund & START Network Members** - 02 trainings and technical support for adopting Q & A Standards
- **Internal Q & A Mainstreaming** - 88 Staff members were oriented on Core Humanitarian Standard (CHS)
- Hosted consultation on Core Competencies Framework with academia and Accountability Learning and Working Group (ALWG)
- Team capacity building on Minimum Standards on Education (INEE) by attending a ToT at Washington DC
- **Consultation on ‘Safe & Decent Work’** - conducted with young professionals for providing input to Y Care International’s research
- **Q & A Publications** – Disseminated 579 handbooks of Sphere & CHS to more than 40 organizations

mechanisms with CHS, and to equip the partners to be able to replicate the training at their field offices.

This update is a summary of the Q & A support provided in the last six months and its' immediate results:

1. ToT on Sphere Standards in Kathmandu Nepal, March 14-18, 2016

The five day ToT on Sphere Minimum Standards complemented the existing efforts of participating organizations to ensure compliance with the Sphere Minimum Standards. The standards focus on four primary sectors namely Water Supply, Sanitation and Hygiene Promotion (WASH); Food Security and Nutrition; Shelter, Settlement and Non-Food Items; and Health Action as well as Core Humanitarian Standard which has replaced the Core standards chapter in the Sphere Handbook.



The aim was to train the trainers, all the participants planned and delivered a 45 minute session around Sphere Minimum Standards (in groups of two/three). These sessions were filmed and later viewed by participants to analyze their delivery and methods to further improve on. The profiles of ToT graduates are shared with DPNet Nepal (i.e. Sphere Country Focal Point) to include them in their database so that they could be engaged for trainings whenever required in the future.

2. ToT on Sphere and Companions in Bangkok Thailand, April 03-09, 2016

This 6-day regional event on Q & A took the format of a ToT on 'Sphere and Companions', recently renamed as the Global Humanitarian Standards Partnership (GHSP). The training was planned after Q & A training needs identification through a learning needs assessment carried-out in mid-2015 at the regional level. The training was designed and lead by Ms. Sylvie Robert. Fourteen participants, ten men & four women, from eleven organizations in eight countries across Asia participated in the event. The ToT was designed in such a way that all participants were well versed on the significance and use of each standard at different stages of the project cycle. There were specific sessions on training delivery as well. The last day of the ToT was



dedicated to compiling inputs and drafting recommendations for Sphere and Companion Standards from participants. These key recommendations are shared with the Q & A secretariats along with other stakeholders in the humanitarian and development sector. On the last day, Arif Jabbar, Regional Grant Coordinator for ChildFund was invited to give closing remarks and share his thoughts on the importance of using Sphere and Companion standards in project planning, implementation and monitoring.

3. ToT on Sphere Standards in Kabul Afghanistan, May 15-19, 2016

Nineteen participants from seven national and international organizations working in Afghanistan participated in this ToT. To ensure the effectiveness of this ToT, contextualized training material and case scenarios were introduced. The focus of this training was to enhance the existing knowledge and skills of the Q & A trainers in Afghanistan. The first three days of the training covered in-depth sessions on the use of Sphere, its implementation and adult learning cycle followed by two days of participant led sessions on Sphere Standards. The participants used a variety of methods in their sessions to make it more interesting and interactive. As a result, participants replicated this training in their organizations internally as well.

Technical support was provided to some of the participants on contextualizing the training and by reviewing the training materials and tools planned to be used.

4. ToT on Sphere Standards in Tehran Iran, May 21-26, 2016

The first ToT on Sphere Standards in Iran held in Tehran this year in close collaboration with the Iranian Red Crescent Society (IRCS). The event was funded by the Norwegian Refugee Council (NRC). Community World Service Asia designed and facilitated the TOT based on the Iranian context. Fifteen participants representing Red Crescent, NGOs, INGOs, the Iranian government and the UN participated in this three-day ToT. The event proved essential in providing a joint platform for key stakeholders of the humanitarian community to collaborate on understanding the Sphere handbook and its application. Discussions are underway to support

selected ToT graduates to become full-fledged Sphere trainers. As an immediate outcome of the ToT, one of the participants introduced the Sphere Standards in his recent lecture at the Iranian Red Crescent's research institute. The respective agencies are looking forward to having a joint strategy in building the national capacity in Iran through the use of Sphere Minimum Standards.



5. Q & A Assistance to Tearfund & START Network Members

As part of Tearfund's three-year capacity building plan, Community World Service Asia was requested to organise two three-day trainings for Tearfund partners across Pakistan. Fifty-nine participants from twenty seven national and international NGOs attended training on International Humanitarian Standards at Multan and Hyderabad. These trainings served as a valuable starting point for participating organizations to become aware of the need and implementation of ensuring accountability towards the communities affected by crisis and disasters. As an immediate result of the training, some organizations drafted their policy on Complaint Response Mechanism and shared it with Community World Service Asia's Q & A team to provide technical guidance. Follow up support is planned to make sure that the concepts and standards introduced are being implemented as recommended.

6. Q & A with Academia – Investing in Future Leaders

Community World Service Asia strongly believes that the youth of Pakistan plays a crucial role in building a peaceful and prosperous society. To work further on this belief, training on "What are NGOs and what do they do", was conducted for students of the Peshawar and Punjab University. Fifty-five students, predominantly from the Social Sciences department, took part in these sessions. The main purpose of organizing such trainings is to develop a thorough understanding on the role of NGOs, Humanitarian Principles, and Minimum Q & A Standards while working with communities among the youth.

7. Advocacy and Collaboration

Community World Service Asia has been working closely with various Q & A secretariats for several years. The organization has a mandate to work with a collaborative approach. Over the past year, Community World Service Asia has coordinated and collaborated with the Sphere secretariat in different capacities. Being the Q & A focal agency and the leading organization in Pakistan and the Asia Pacific region, the organization has brought forward its vast experience and supported the Sphere secretariat in developing new training modules. Inputs were provided to make sure that the training modules cover all the aspects of CHS and Sphere standards which are now being tested in consideration of the contextualization element.

Monthly meetings of the Accountability Learning and Working Group (ALWG) continue to be organized by members on a rotational basis. These meetings provided a platform for peer learning and discussions and are being used as a platform for consultation purposes as well, for example, for Consultations on the Core Competency Framework and research on Safe and Decent work.

8. Q & A Mainstreaming within Community World Service Asia

Mainstreaming Q & A within the organizational programs is one of the organization’s core commitments. Customised capacity building events on CHS have been conducted at various project sites. Eighty-eight staff members have been familiarised on the use and implementation of CHS. The main purpose of these orientations is to increase the staff’s understanding about linking and applying CHS to their work with communities. Field level monitoring against CHS requirements has been conducted to analyse their compliance.

Based on the recent development in CHS, Community World Service Asia’s goal is to carry out an organization-wide self-assessment exercise to align practices as per CHS commitments. As a result of this exercise, an improvement plan will be developed.

9. Publications

Q & A publications serve as an essential guide for field staff and managers alike. Keeping in view importance of CHS and its’ need, Community World Service Asia is in the process of translating the CHS handbook in Dari and re-printing the guidance notes and indicators handbook. These resources will support field workers in better understanding and implementing the standards in their work. The figure below shows all the Q & A resources distributed during the last six months:



Future Plans (June– December, 2016)

- **Thailand:** Regional Level ToT on CHS
- **Afghanistan:** Training on Q & A Tools & their implementation

Pakistan:

- Training on Q & A and establishing CRM for staff of Médecins du Monde
- Q & A trainings with Academia
- Training on Education Minimum Standards (INEE)
- Training on Use of Sphere in M&E
- Training on Q & A Tools & their implementation

Publications:

- CHS translation into Dari language
- Printing of CHS Guidance Notes and Indicators

For more information, please visit www.communityworldservice.asia or email qa.support@communityworldservice.asia