

A Training of Trainers on Quality and Accountability to Affected Populations

Boosting Collective Implementation of
Quality and Accountability
to Affected Populations
through the Project Cycle Management



In Bangkok, Thailand
7 days – 23rd to 29th* November 2019

*29th of November - Half-day collaborative event on Quality & Accountability

Organized by

community
WORLD service
peace resilience dignity

in collaboration with

act
Church of Sweden

actalliance

CHS Alliance

ICVA

International
Council of
Voluntary
Agencies

OCHA

Sphere

community
WORLD service
peace resilience dignity
LEADERSHIP AND
LOCAL PARTICIPATION

QA HUB ASIA
A HUMANITARIAN QUALITY AND ACCOUNTABILITY
HUB

**Asian Disaster Reduction and
Response Network**

Rationale

The impact of humanitarian work on communities depends greatly upon the quality of services and accountability of actions both during times of emergency and non-emergency. With millions of people affected by disasters and conflicts, the importance of **Quality & Accountability to Affected Populations** is undeniable.

Therefore, enhancing collective Quality and Accountability is not an option for humanitarian actors and organisations. However, while implementation happens, both staff and organisations recognize that they face many challenges, and proper use of the existing relevant tools is still at stake.

As part of Community World Service Asia's response to the demands for more support on awareness raising, capacity building and collective learning, we are delighted to announce the upcoming **Training of Trainers on Quality & Accountability to Affected Populations**. This event is a unique opportunity for all agencies, to equip staff to both disseminate and implement the standards.

Methodology

The methodology will be very participatory, allowing participants to be involved in a dynamic way at all times through presentations, debates, experience sharing, group work, learning pairs, writing sessions, design of proposals and recommendations, etc. The course will be conducted in English.

Target Audience



Who is this training for?

- (I)NGOs, UN agencies, Governmental actors, donors, universities, private sector, etc.
- Both humanitarian and development actors

Participants:

- Have attended previously a training or a ToT on a related topic
- Are leaders in promoting Quality, AAP and PSEA
- Have experience in: a) implementing Quality, AAP and PSEA approaches and tools, or b) managing projects or programmes, or c) training, facilitating and adult learning
- Have a 'good enough' command of English

Aim & Learning Objectives



ToT Aim:

This ToT aims to gather committed professional humanitarian and development actors from around the world who are leaders in promoting and implementing Quality, AAP and PSEA throughout the Humanitarian Programme Cycle (HPC)/ Project Cycle Management (PCM), update them on the latest developments and tools, and equip them for further implementation and dissemination.

By the end of the ToT, participants should be able to:

1. Identify key initiatives contributing to Quality, AAP and PSEA and their updated tools such as the Core Humanitarian Standard (CHS), Sphere and the Humanitarian Standards Partnership (HSP), etc.
2. Outline the opportunities and challenges faced by humanitarian and development workers in contextualising and applying collectively principles, commitments and standards throughout the HPC/ PCM
3. Describe and use adult learning principles, techniques and tools
4. Design an action plan on Quality, AAP and PSEA tailored to their context
5. Identify strategies and means by which they and their colleagues can collaborate and coordinate with other agencies



Ms. Sylvie Robert, Lead Trainer

Sylvie is an adult learning expert with over 25 years experience in the humanitarian sector, passionate about and dedicated to Quality, Accountability to Affected Populations (AAP) and Prevention of/ Protection from and Response to Sexual Exploitation and Abuse (PSEA).



Mr. Rizwan Iqbal, Co-Trainer

Rizwan is highly committed to promote the best practices around Quality & Accountability (Q&A). Currently, he is serving as Global Quality & Accountability Officer with the ACT Alliance and has over 13 years of experience in introducing and advising on assuring the elements of quality programming.

Things you need to know!

Where:	Windsor Suites Hotel Bangkok, Thailand
When:	November 23-29, 2019
Fees:	NGO US \$1200/- INGO US \$1400/- UN US \$1600/- (All-inclusive except dinners and travel cost to & from Bangkok)
Language:	English

Please note

- Participants are expected to arrive in Bangkok on November 22 and depart on November 29, evening and will be accommodated for maximum 8 days (7 nights).
- All participants are expected to attend the collaborative event on the 29th of November, as it is linked to issues that will be covered during the TOT.
- Two meals (breakfast and lunch), in addition to refreshments will be provided during the training. Participants will be responsible for their own dinner.
- Participants are advised to please confirm any expense related information from Community World Service Asia to ensure all financial matters are clarified.

How to apply:



Kindly click on the following link or QR code for registration: <http://bit.do/fbbcU>
Or fill-in the attached application and send it along with your resume to shaprograms@communityworldservice.asia by **October 30, 2019**.

Applicants will be notified if their participation is confirmed as application forms are received. Please make sure you include contact information (postal address, e-mail or phone number) you will access during those dates, at the latest. Space will be allocated on a 'first-confirmed, first-served' basis. Payment of the tuition fee will confirm the course registration.

There's MORE!

THE CHS EXCHANGE

When: 08.30 AM Tuesday, November 19 to 12.00 PM Wednesday, November 20

Where: Pullman Bangkok King Power Hotel 8/2 Rangnam Road, Thanon-Phayathai, Ratchathewi, 10400 Bangkok

Organized by the CHS Alliance, the CHS Exchange provides the opportunity to debate and discuss how the CHS can make aid work better for people in crisis. For more detail and registration please visit <https://www.chsalliance.org/events/bangkok-chs-exchange/>

The CHS Alliance General Assembly (Members only)

When: Wednesday afternoon, November 20 to Thursday, November 21

Where: Pullman Bangkok King Power Hotel 8/2 Rangnam Road, Thanon-Phayathai, Ratchathewi, 10400 Bangkok

The physical General Assembly of CHS Alliance members is an important opportunity for the membership to agree on the collective way forward, in our commitment to the CHS and making aid work better for people. For more details and registration, please visit <https://www.chsalliance.org/get-support/event/bangkok-chs-exchange-and-general-assembly/>

OCHA/ICVA/ADRRN Events

When: Tuesday, November 26 to Friday, November 29

Where: Bangkok, Thailand (Venue to be decided)

United Nations Office for the Coordination of Humanitarian Affairs (OCHA), The International Council of Voluntary Agencies (ICVA) and Asian Disaster Reduction and Response Network (ADRRN) are holding a range of events, including thematic sessions, in a collaborative manner during the four days. For more details, please be in touch with the organizers.

LAUNCH AND PANEL DISCUSSION

When: 09.00 AM to 12.00 PM Friday, November 29

Where: Windsor Suites Hotel 10/1 Sukhumvit Soi 20, Sukhumvit Road, Bangkok, Thailand.

A collaborative event will be organized by Community World Service Asia, OCHA, ICVA, ADRRN, Act Church of Sweden, CHS Alliance and Sphere. It will include the launch of the updated booklet on Quality and Accountability for Project Cycle Management. This user-friendly booklet is designed especially for field practitioners working in the humanitarian and development sector to improve quality and accountability of their projects towards communities. The revised version aims to introduce advance tools to use at each stage of the project cycle, allowing enhanced practical implementation of quality and accountability. The launch will be followed by a stimulating panel discussion by panelists representing a range of experiences on accountability towards affected populations. *More information will be circulated soon.*

ADVANCING WOMEN LEADERSHIP

When: November 24 to 29, 2019

Where: Windsor Suites Hotel 10/1 Sukhumvit Soi 20, Sukhumvit Road, Bangkok, Thailand

Community World Service Asia is organizing a training on Advancing Women Leadership. This training is a holistic approach to leveraging the strength and power of women. We are all unique beings and this course lends itself to that. For more details and registration, please visit: <http://bit.do/a-w-l-2019>

MANAGING COMPLAINTS RESPONSE MECHANISM (CRM)

When: November 29 – December 2, 2019

Where: Windsor Suites Hotel 10/1 Sukhumvit Soi 20, Sukhumvit Road, Bangkok, Thailand

Organized by Community World Service Asia and ACT Church of Sweden, this course aims to gather professional humanitarian and development workers from (I)NGOs, UN, donors and government agencies to become experts in complaints handling. It will allow participants to understand the linkages between quality & accountability and handling complaints. For more details and registration, please visit: <http://bit.do/c-r-m-2019>

ABOUT COMMUNITY WORLD SERVICE ASIA

Community World Service Asia is a humanitarian and development organization, Registered in Pakistan, head-quartered in Karachi and implementing initiatives throughout Asia. We aim to address factors that divide people by promoting inclusiveness, shared values, diversity, and interdependence. Marginalized communities are assisted Irrespective of race, faith, color, age, sex, economic status, or political opinion. Respecting the right to choose how to live, we work with marginalized communities to overcome the impacts of inequalities and lead peaceful, dignified and resilient lives.

Our focus areas include: Emergencies; Climate Action and Resilience Building; Education; Health; Livelihoods; Water, Sanitation & Hygiene; and, Humanitarian Quality and Accountability. We engage in the self-implementation of projects, cooperation through partners, and the provision of capacity building trainings and resources at the national, regional and global levels.

To strengthen and extend the reach of our commitments to promoting quality and accountability in humanitarian response, we are a member of the Core Humanitarian Standard (CHS) Alliance and Sphere. We are the Sphere Country Focal Point in Pakistan and the Regional Partner in Asia for the Sphere. Community World Service Asia is ISO 9001:2015 certified and has also received the USAID management standards certification. We have also been certified as a Gender Friendly Organization (GFO) in Pakistan and have undergone the CHS self-assessment. Our commitment and capacities enable us to collaborate with key partners on advocating, building capacity, and enhancing quality and accountability of humanitarian action both within Pakistan and the wider region.

DISCLAIMER

Community World Service Asia shall not be made liable for any damage, loss, illness, injuries or death that may occur to or be caused by the participants during the course of training or travel to and from the training venue.

For Registration

**A TRAINING OF TRAINERS ON
QUALITY AND ACCOUNTABILITY
TO AFFECTED POPULATIONS**



<http://bit.do/fbbcU>

Download Training Brochure

**TRAINING ON
ADVANCING
WOMEN LEADERSHIP**



<http://bit.do/a-w-l-2019>

Download Training Brochure

**MANAGING COMPLAINTS
RESPONSE MECHANISM
(CRM)**



<http://bit.do/c-r-m-2019>

For Further Details Please Contact

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