Solution Clinics

Quality | Accountability | Safeguarding

(QAS) Lab: From Standards to Solutions

A practical, integrated and intergenerational peer learning ecosystem for Quality, Accountability & Safeguarding

2026–2027
4-DAY REGIONAL EVENT
4 – 7 December, 2026
Bangkok, Thailand

WHY SOLUTION CLINICS?

"We know the standards. We have the policy. Now what? Let's fill the gap together!"

Humanitarian-Development-Peace organisations have invested significantly in standards, policies and safeguarding systems. Yet many practitioners continue to face the same operational questions:

- How do we translate commitments into everyday practice?
- How do we solve complex quality, accountability and safeguarding dilemmas?
- How do we influence leadership and organisational culture?
- How do we strengthen collective accountability with communities?
- How do we move beyond compliance towards practical implementation?
- How do we enable two-way QAS learning between senior and emerging practitioners?

Building on QAS in Action – A Smart Guide for Aid Actors, the QAS Lab helps aid practitioners transform standards into operational solutions through tailored coaching and collaborative problem-solving.

At the same time, humanitarian reform increasingly calls for locally-led action, adaptive leadership, trust-based partnerships and collective accountability. These Solutions Clinics & the QAS Lab intends to respond to this challenge by offering practical accompaniment rather than another standalone training.

WHAT YOU'LL WALK AWAY WITH?

- Translate standards into operational practice through practical, solution-oriented support.
- Support humanitarian practitioners to collectively address real operational challenges through coaching, mentoring and peer learning.
- Build a vibrant QAS community of practice that promotes collaboration, knowledge sharing and continuous learning.
- Compile and/or develop practical tools and resources that can immediately be applied in diverse humanitarian contexts.
- Strengthen leadership for Quality, Accountability and Safeguarding at individual, organisational and collective levels.
- Develop a holistic understanding of QAS by bridging generational gaps through inclusive dialogue and shared learning.

WHO SHOULD JOIN?

These Solution Clinics are built for humanitarian and development professionals who carry responsibility for quality, accountability, and safeguarding, whether inside a single organisation or across a wider network. You'll be in the right room if you work as a:

- **QAS, CHS, or Sphere focal point**
- **Safeguarding or PSEAH specialist**
- **AAP or community engagement practitioner**
- **MEAL professional**
- **Programme or project manager**
- **Country or area manager**
- **Local or national NGO leader**
- **Humanitarian coordinator or cluster member**
- **Investigator or safeguarding case manager**
- **Trainer, coach, or mentor**
- **Donor rep. supporting quality & accountability**
- **Humanitarian standards practitioner**
- **Young professionals**

Whether you're wrestling with a specific operational challenge or ready to sharpen your leadership and lift others up, our Solution Clinics offer a collaborative space to learn, contribute, and innovate, together.

WHAT MAKES OUR SOLUTION CLINICS AND THE QAS LAB INNOVATIVE?

Unlike traditional training programmes, these Clinics combine multiple forms of support into one integrated learning ecosystem enabling both capacity strengthening and sharing.

COACHING
Confidential one-to-one support on operational dilemmas, leadership and accountability challenges, safeguarding, investigations and safe programming.

SOLUTION CLINICS
Highly participatory half-day facilitated sessions where participants collectively solve real operational challenges using practical tools and shared experience.

MENTORING
Guided accompaniment by experienced QAS practitioners, peer support and leadership development.

QAS TOOLBOX
A growing collection of job aids, SoPs, checklists, facilitation guides and practical resources.

COMMUNITY OF PRACTICE
A network of practitioners exchanging experiences, resources and innovations beyond the learning event

HOW TO JOIN OUR SOLUTION CLINICS?

Please register HERE to join by 10th November, 2026

WHAT WILL IT COST YOU?

LOCAL/NATIONAL ORGANISATION	700 USD / per participant

INTERNATIONAL ORGANISATION/UN	800 USD / per participant

This fee is subsidised. This cost-effective learning package includes shared accommodation, refreshment and lunch on training days, materials, and expert facilitation.

Disclaimer: Please note that Community World Service Asia (CWSA) will not be responsible for arranging or covering any travel or visa-related expenses. All participants are expected to manage their own travel arrangements and associated costs. Kindly also note that CWSA will not be issuing invitation letters for visa purposes.

THE QAS LEARNING PROCESS

These clinics are designed as a continuous learning process, not a one-off event.

Connect - Identify
Sept - December, 2026

Individual coaching | Global webinars | Needs mapping | Open call for operational challenges

Solve - Collaborate
4 - 7th December, 2026

4-day QAS Solution Clinics | Practical problem-solving | Expert facilitation | Peer learning | Co-creation of tools and solutions | Mapping of mentors

Main Stream - Anchor
January - June, 2027

Mentoring | Resource sharing | Development of the QAS Toolbox | Collective learning and innovation | Global webinars | Continued individual coaching (optional)

EXAMPLES OF QAS SOLUTION CLINICS

Rather than discussing concepts, participants work on real operational challenges such as:

- **Policies without implementation**
- **The 'No Time for QAS' reality**
- **Area-based coordination**
- **How to mainstream QAS during the first 72 hours of an emergency**
- **Value for money without compromising quality & protection**
- **Everybody is responsible = nobody is responsible**
- **Collective Accountability to Affected Populations**
- **Safeguarding investigations in complex contexts**
- **Power dynamics and local leadership**
- **Exit without harm**

The final selection of clinics is co-designed with participants through coaching sessions, webinars and needs assessments before the event.

MEET THE FACILITATOR – SYLVIE ROBERT

Sylvie Robert is an independent consultant and trainer with over 30 years of global experience across the humanitarian-development-peace nexus. She specializes in Accountability to Affected Populations, quality assurance in complex settings, and safeguarding (including PSEAH). Sylvie has worked with NGOs, UN agencies, and the Red Cross Movement in Africa, Asia, the Middle East, and beyond, co-creating context specific tools, strategies, and learning events.

Sphere

SPHERE REVISION CONSULTATION

Mandatory Participation

Day 4 (7th December, 2026)

Accommodation for the consultation is covered.

For more details, please visit.

Regional Humanitarian Partnership Week - Asia Pacific™

REGIONAL HUMANITARIAN PARTNERSHIP WEEK - ASIA & PACIFIC, 2026

Optional Participation for:

Regional Humanitarian Partnership Week:

8–10 December 2026.

Please note, RHPW is a separate event and requires its own registration. Registration Fees, accommodation and other costs for RHPW are not covered under this learning event.

To know more, please click here: **HERE**

A certified trainer and workplace misconduct investigator, she is known for her practical, people-centered, and ethical approach to humanitarian action. She is the author of the **QAS in Action – A Smart Guide for Aid Actors.**

ABOUT COMMUNITY WORLD SERVICE ASIA

Community World Service Asia (CWSA) is a women led, humanitarian, development, and advocacy organisation, registered in the global South and implementing initiatives across Asia Pacific and Africa. CWSA is a member of the Core Humanitarian Standard (CHS) Alliance and Sphere, is the Regional Partner to Sphere in the Asia Pacific region and the focal point for the Asian Disaster Reduction & Response Network's (ADRRN) Quality & Accountability Hub.

For further queries, contact us at: qa.support@communityworldservice.asia

Join a growing community of humanitarian professionals committed to turning standards into practical action.

LEARN. SOLVE. SHARE. LEAD.
BECOME PART OF THE MOVEMENT.
FROM STANDARDS TO SOLUTIONS.