

Training of Trainers on Humanitarian Standards for Effective Response

Islamabad

8th - 11th March 2022



PAKISTAN RESILIENCE PARTNERSHIP (PRP)

TABLE OF CONTENTS

• Introduction -----	3
• Training Objective -----	3
• Training Outcomes -----	3
• Participants -----	4
• Training Schedule/Activities-----	4
• Facilitators/Resource Persons/Specialization -----	6
• Logistical Arrangements -----	6
• Proceedings of the Course -----	6
• Day 1	
• Inaugural Session -----	6
• Training Sessions -----	6
• Day 2	
• Training Session -----	8
• Day 3	
• Training Session -----	8
• Day 4	
• Training Session -----	9
• Course Evaluation/Feedback -----	10
• Closing Ceremony and Certificates Distribution -----	10
• Picture Gallery -----	12
• Annex A (List of Participants) -----	17

Introduction

Since the recent past, there has been a mark increase in the occurrence of disasters in Pakistan. Some of these disasters have caused severe losses to national economy in various sectors. Focus on disaster preparedness for effective response to improve the response capacity of all stakeholders and embedding disaster risk reduction into plans and policy has been government's top priority. The response remains the prime responsibility of Disaster Management Authorities in coordination with local stakeholders for which most of the authorities have formulated the emergency response plan. Effectiveness of the assistance provided by these authorities largely depends on adherence to the Core Humanitarian Standard on Quality and Accountability (CHS) as these standards outlines the policies, processes, procedures and practices that an organization needs in order to deliver quality assistance while at the same time being accountable to communities and people affected by crisis.

In pursued to build/ enhance the capacity of stakeholders, PRP designed a training of trainers on "Humanitarian Standards for Effective Response". The training course envisaged to equip the ERTs with basic knowledge of CHS & its commitments and the application of these standards during any emergencies/ response.

Training Objectives

The objectives of the trainings were as follows: -

- To explain the importance of humanitarian principles in emergency response.
- Differentiate between the humanitarian principles of humanity, impartiality, independence, and neutrality.
- To familiarize participants with nine commitments of the Core Humanitarian Standard and explain how each contributes to the delivery of a quality humanitarian response.
- Share good practice drawn from their own experience and more widely from the sector.
- To familiarize participants with application of core humanitarian standards in key humanitarian sectors.

Training Outputs

The training was geared-up towards following key outputs: -

- Improved understanding of the participants on and around humanitarian principles and standards.
- Increased ability to identify the internal and external institutional resources and mechanism that participants should use to comply with their institutional accountabilities (internationally agreed humanitarian principles and standards i.e. Sphere, CHS, Red Cross Code of Conduct, INEE, People in Aid etc.)

- Improved understanding of the participants of the training on and around Core Humanitarian Standards (CHS).

Participants

Participants of the training included staff members from departments/ organizations associated with PRP such as National Disaster Management Authority (NDMA) Provincial Disaster Management Authorities (PDMAs), Civil Society Organizations (CSOs), Punjab Emergency Services Department (Rescue 1122), Pakistan Red Crescent Society (PRCS), the Federation of Pakistan Chamber of Commerce (FPCCI) and Pakistan Boy Scouts Association. 32 participants mostly engaged in program, communication, finance, human resource and M&E departments / sections of their respective organization attended the training. List of participants is attached at Annex "A". Following is the summary of individuals who attended the training: -

Department/Organization	Participants		Total
	Male	Female	
Government	12	2	14
LNGOs	11	3	14
PRCS	3	-	3
FPCCI	1	-	1
Total	27	5	32

Training Schedule/Activities

Following was the schedule of the training activities: -

Session Description	Time
DAY 1 - Tuesday 8 March 2022	
Participants Registration	09:00 - 09:30
Opening remarks and welcome note	09:30 - 10:00
Refreshment	10:30 - 11:00
Participants Introduction	10:30 - 11:00
Pre-Training Assessment and Setting ground rules	
Module 1: Introduction to Disaster Risk Management	
Session 1: Disaster risk management and community based disaster risk management - An overview. Basic concept of community based disaster risk management and history of disasters in Pakistan	11:00 - 12:00
Session 2: Key disaster risk management concept and terms	12:00 - 13:00
Lunch & Namaz break	13:00 - 14:00
Module 2: Humanitarian Principals, Humanitarian Cycle and Humanitarian Architecture	
Session 1: Humanitarian Principles	14:00 - 14:30
Session 2: Humanitarian Cycle	14:30 - 15:00
Session 3: Humanitarian Architecture of Pakistan	15:00 - 15:30
Refreshment	15:30 - 15:45
Module 3: Core Humanitarian Standers in Effective Response	
Session 1: CHS Overview and Background	15:45 - 16:00

Session 2: Introduction to Core Humanitarian Standards	16:00 - 17:00
DAY 2 - Wednesday 9 March 2022	
Review of the Day 1	09:30 - 10:00
Key Findings and Experience Sharing	10:00 - 10:30
Refreshment	10:30 - 10:45
<u>Commitment 1</u> Communities and people affected by crisis receive assistance appropriate to their needs.	10:45 - 13:00
Lunch Break	13:00 - 14:00
<u>Commitment 2</u> Communities and people affected by crisis have access to the humanitarian assistance they need at the right time	14:00 - 15:30
<u>Commitment 3</u> Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.	15:30 - 17:00
Day 3 - Thursday 10 March 2022	
Review of Day 2	09:00 - 09:30
<u>Commitment 4</u> Communities and people affected by crisis know their rights and entitlements have access to information and participate in decisions that affect them.	09:30 - 11:15
Tea Break	11:15 - 11:30
<u>Commitment 5</u> Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints	11:30 - 13:00
Lunch Break and prayer	13:00 - 14:00
<u>Commitment 6</u> Communities and people affected by crisis receive coordinated, complementary assistance	14:00 - 15:00
<u>Commitment 7</u> Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and reflection.	15:00 - 16:30
<u>Commitment 8</u> Communities and people affected by crisis receive the assistance they require from Competent and well managed staff and volunteers	16:30 - 17:30
Day 4 - Friday 11 March 2022	
Recap of Day 3	09:30 - 10:00
<u>Commitment 9</u> Communities and people affected by crisis can expect that the organisations assisting them are managing resources effectively, efficiently, and ethically.	10:00 - 11:00
What are the facilitation Skills and Why it is important	11:00 - 13:00
Lunch Break and prayer	13:00 - 14:00
Training Evaluation	14:00 - 14:30
Closing Ceremony	14:30 - 15:00

Facilitators/Resource Persons and Specialization

Following resource persons took the sessions during the training: -

- Mr. Rizwan Baig, Freelance consultant, Humanitarian Practitioner as Lead Trainer
- Ms. Uzma Shahid. Freelance consultant as Co – Trainer
- Ms. Syeda Roshan Bukhari. Training Facilitator and Development Consultant

Logistical Arrangements

Logistical arrangements for the training were done by NHN. The preparation for the training, request for funding support from SPO, invitation to resource persons/ facilitators and participants was also undertaken by NHN team.

Proceedings of the Course

Day 1

- **Inaugural Session**

The proceedings of the course commenced with the recitation of Holy Quran followed by welcome note by Mr. Sajid Naeem, Country Representative, ADPC. He welcomed and thanked all the participants for taking time out of their busy schedules to attend the training. Ms. Munazza Hashmi, NHN (Punjab) Chair, in her opening remarks welcomed the participants and thanked PRP and ADPC for organizing and conducting the training. The training overview was given by Mr. Sajid Naeem explaining the purpose, objective and expected outputs of the training. He also gave a rundown of the scheduled sessions/ activities for the three days training.

- **Training Sessions**

- **Session 1: DRM and CBDRM - An overview**

The session aimed at providing an overview of DRM and CBDRM in the country. The session was conducted by Mr. Rizwan Baig. The participants were briefed about the concept of DRM and CBDRM and its linkages, basic concept of CBDRM and history of disasters in Pakistan.

- **Session 2: Key DRM Concept and Terms**

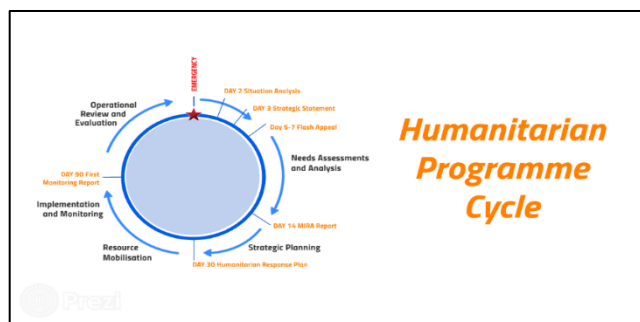
Mr. Rizwan Baig conducted the session. During the session, he explained about the definitions and basic terminologies related to CBDRM.

- **Session 3: Humanitarian Principles, Humanitarian Cycle and Humanitarian Architecture of Pakistan**

The sessions also provided an overview of humanitarian principles, humanitarian cycle and humanitarian architecture of Pakistan. Mr. Rizwan Baig and Ms. Uzma Shahid jointly conducted the session. The participants were apprised about the humanitarian principles need to be followed by all stakeholders. They were also briefed about the

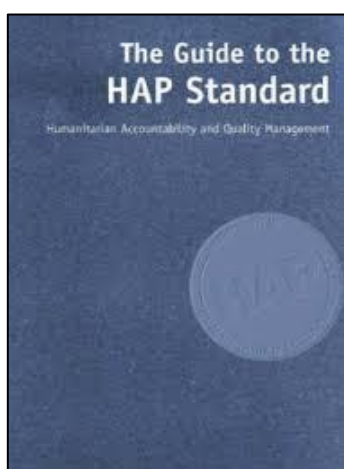
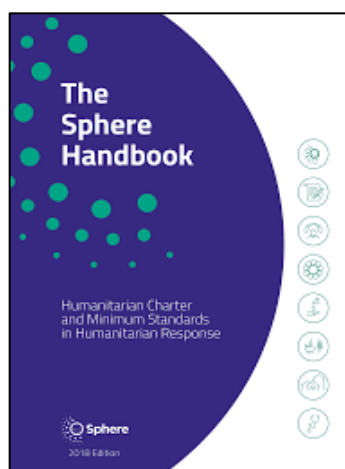
HUMANITY Human suffering must be addressed wherever it is found. The purpose of humanitarian action is to protect life and health and ensure respect for human beings.	NEUTRALITY Humanitarian actors must not take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature.
IMPARTIALITY Humanitarian action must be carried out on the basis of need alone, making no distinctions on the basis of nationality, race, gender, religious belief, class or political opinions.	INDEPENDENCE Humanitarian action must be autonomous from the political, economic, military or other objectives that any actor may hold in relation to areas where humanitarian action is being implemented.

humanitarian program cycle and the humanitarian coordination architecture /system in the country and institutional mechanism at national, sub national and district level and roles/ responsibilities of various actors at different tiers.



- **Session 4: Core Humanitarian Standards - Overview and Background**

This session was designed to capacitate/provide information on key international humanitarian standards and frameworks. The session was conducted by Ms. Uzma Shahid. Participants were briefed about humanitarian principles and standards (CHS, Sphere, Red Cross Code of Conduct etc.), the international frameworks (SFDDR) and national plans and frameworks that serve as a guiding document to disaster risk reduction across levels and that the Government has signed up to these frameworks and standards and is committed to meeting them in the efforts aimed at DRR.



- **Session 5: Introduction to Core Humanitarian Standards (CHS)**

Mr. Rizwan Baig and Ms. Uzma Shahid jointly conducted the session. During the session, participants were briefed about the CHS including background, purpose, structure and introduction to humanitarian principles. Good practices, challenges and advantages of using CHS in a coordinated response were also shared with the participants using both power point presentations and videos.



Day 2

- **Training Sessions**

- The day 2 commenced with the recap of day 1 training and key findings and experience sharing about the sessions concluded during the day 1. Mr. Rizwan Baig and Ms. Uzma Shahid moderated the discussion jointly.

- **Session 1: CHS Commitment 1 - Communities and people affected by crisis receive assistance appropriate and relevant to their needs**

Mrs. Uzma Shahid conducted the first session of the day. The session focused on improving participants' understanding on CHS commitment 1. During the session, participants were briefed about the importance of commitment and the organizational responsibilities to achieve the commitment. Key actions under the commitment were discussed and briefing on how to monitor the key actions were provided to the participants. In relevance to the commitment, participants were also apprised in detail about the key steps needed to ensure effective needs assessment during emergencies and the importance of ensuring inclusion of disadvantaged groups in the assessment exercise.

- **Session 2: CHS Commitment 2 - Communities and people affected by crisis have access to the humanitarian assistance they need at the right time**

The session was conducted by Mrs. Uzma Shahid, who highlight the importance and key actions of the commitment 2 of the CHS. She briefed the participants on the need for collective systems that support timely, evidence based decision making together with both adequate and timely geographical coverage of both assistance and protection needs. The presentation was followed by the group work and presentations by the groups.

- **Session 3: CHS Commitment 3 - Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action**

The session was conducted by Ms. Uzma Shahid, who apprised the participants about the importance of building upon the local and national capacities during emergencies response and developing stronger links with the local organizations. It was emphasized that communities and local actors must have greater control over the decision making to achieve the commitment in its true spirit.

Day 3

- **Training Sessions**

- The day 3 commenced with the recap of day 2 training and key findings and experience sharing about the sessions concluded during the day 2. Mr. Rizwan Baig moderated the discussion.

- **Session 1: CHS Commitment 4 - Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them**

This session encompassed detailed briefing on commitment 4 of the CHS and was conducted by Mr. Rizwan Baig. During the session importance of active participation of affected communities in decision-making in humanitarian action, techniques for facilitating this decision-making was explained to the participants. Group work during the session was conducted to shares real-life examples of community participation in decision-making followed by group presentations.

- **Session 2: CHS Commitment 5 - Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints**

The second session of day 3 was conducted by Mr. Rizwan Baig, which focused on commitment 5 of the CHS. Besides explaining the importance and key actions under commitment, a detailed presentation was delivered on complaints and complaints response mechanism (CRM). In addition, salient features of policy on complaints and response mechanism was shared with the participants during the session. Moreover, a CRM log sheet was shared with participants for improving their understanding on complaints registration, tracking and management.

- **Session 3: CHS Commitment 6 - Communities and people affected by crisis receive coordinated, complementary assistance**

The session was taken by Mr. Rizwan Baig with an aim to enhance participants' understanding on CHS commitment 6. He explained about the commitment's components, importance and key coordination issues. Moreover, obstacles, challenges and best practices to coordination and organizational responsibilities were also discussed in details.

- **Session 4: CHS Commitment 7 - Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and reflection**

During the session key actions and organizational responsibilities under commitment 7 were shared with the participants. Participants were briefed on basic tenets of the M & E plan and its linkage with CHS commitment 7 as well as how to ensure that learning from monitoring and evaluation could be fed into programme implementation and future planning.

- **Session 5: CHS Commitment 8 - Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers**

Mr. Rizwan Baig conducted the last session of the day. The session was designed and delivered to improve understanding of the participants on CHS commitment 8. Besides sharing key actions and organizational responsibilities under commitment 8, participants were briefed about the performance management and importance of competent, well-managed staff and volunteers within an organization to deliver the organization's ambition and mandate. Moreover, steps in performance management were shared with participants.

Day 4

- **Training Sessions**

- The day 4 commenced with the recap of day 3 training and key findings and experience sharing about the sessions concluded during the day 3. Ms. Uzma Shahid moderated the discussion.

- **Session 1: CHS Commitment 9 - Communities and people affected by crisis can expect that the organizations assisting them are managing resources effectively, efficiently and ethically**

The first session pertaining to CHS commitments was conducted by Mr. Rizwan Baig. During the session, key concepts of CHS commitment 9 were shared with the participants including the factors required for responsible management of resources with impact in the delivery of a specific programme. Important decision stages were explained for the effective humanitarian programming.

- **Session 2: What are the facilitation Skills and why it is important**

During the session a detailed presentation on was delivered by Mrs. Uzma Shahid about communication and facilitation skills. The facilitator described the participants about the adult learner characteristics, teaching strategies for adult learners, different teaching styles, facilitators role and effective and ineffective traits of facilitator. Participants were told about the Characteristics of adult learners such as Problem-centered approach, results-oriented having specific results in mind, self-directed typically not dependent on others for direction, often skeptical about new information; prefer to try it out before accepting it and seek education that relates or applies directly to their perceived needs, that is timely and appropriate for their current lives. Participants were also told the techniques and approaches those may be adopted to engage participants. Through presentation and interactive session, participants were told about some of the techniques such as creative participatory learning situations, use variety of presentation styles, media, exercises, and activities to keep interest, change pace/activity after 30 min, change location of seating arrangement and use examples that relates to the participants' jobs/nature.

- **Session 3: Action Plan Development:**

Participants were facilitated to develop action plans for trickle down trainings in their respective organizations. The participants developed and shared individual action plans.

- **Course Evaluation/Feedback**

The participants were asked to fill-in the evaluation form and give their feedback on various aspects of the training. The table below shows the overall rating of the training, provided by the 33 participants who filled in the evaluation forms.

Question Asked	Agree		No Opinion	Disagree	
	Strongly	Somewhat		Somewhat	Strongly
Training met my expectations	65%	35%	0%	0%	0%
Attainment of objectives	45%	41%	04%	0%	0%
Methodologies used	52%	43%	05%	0%	0%
Course materials/handouts/presentations helpful and well-designed	48%	36%	16%	0%	0%
Content of the training	72%	22%	6%	0%	0%
Knowledge of resource persons	60%	30%	6%	4%	0%
Balance between theory and exercise	58%	24%	14%	4%	0%
Group works were appropriate and sufficient	57%	24%	18%	1%	0%
Venue facilities and services	40%	40%	20%	0%	0%
Duration of the training	28%	40%	4%	20%	8%

- **Closing Ceremony and Certificates Distribution**

Mr. Muhammad Amad, as chief guest of the closing ceremony thanked the TOT participants for their active participation and valuable contribution during the TOT. He also thanked the trainers for imparting the training a highly professional way and appreciated PRP team for organizing the training on such an important theme. Moreover, he emphasized the need of disseminating the knowledge gained by

participants among their respective organizations and associated colleagues. He requested the participants to organize at least a daylong session within their respective organizations

Mr. Sajid Naeem, Senior Program Manager/ Country Representative ADPC, on behalf of PRP thanked the chief guest, and PRP, trainers and all participants. In the end, certificates were distributed among the participants.

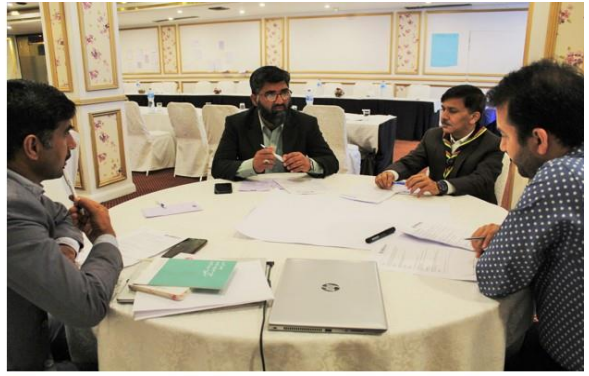
Picture Gallery



Inaugural Session



Sessions by Facilitators



Group Work by the Course Participants



Group's Presentations



Energizers



Closing Remarks by the Chief Guest



Certificate Distribution



Participants' Group Photo

Participants List

Ser	Name of Participant	Gender	Designation	Organization/Department	Phone	E-mail
Government						
1	Maqadus Iqbal	Female	DPM	NDMA, Pakistan	0334-5037344	maqadusiqbal@gmail.com
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16	Tauseef Naser	Male	Station Coordinator	PESD, Rescue 1122	0333-5311122	tauseef.raja90@gmail.com
17	Muhammad Azam	Male	GSL	Pakistan Boy Scouts Association	0311-0107714	margallahscoutsisb@gmail.com
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Civil Society Organizations						
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24	Muhammad Habib	Male	DRMC	HHRD	0334-7651179	muhammad.habib@hhrd.pk
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26	Aneesa Batool	Female	CWDP	HHRD	0336-5212618	aneesa.batool@hhrd.pk
27	Jahangir Khan	Male	CEO	SDO	0321-9198204	sdo.ceo@outlook.com
28	Wajid Ali	Male	Field Coordinator	SDO	0314-5054230	wajid.ali-icm@ahoo.com
29	Liaqat Ali	Male	Executive Director	Doaba Foundation	0300-6509703	liaqat.ali@doabafoundation.org
30	Umair Majeed	Male	Program Manager	SPO	0313-5510445	umai.majeed657@gmail.com
31	Atif Naeem	Male	Program Coordinator	Save the Future	0347-8227475	atifnaeem.drr@gmail.com
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FPCCI						
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6	Sana Javed	Female	Program Coordinator	ADPC	0334-8508989	sana.javed@adpc.net
7	Rizwan Baig	Male	-	Facilitator	0334-3205041	riz134@gmail.com
8	Uzma Shahid	Female	-	Facilitator	0301-6575073	shahiduzmaoo@gmail.com
9	Syeda Roshan Bukhari	Female	-	Facilitator	0332-5374603	syeda.roshan@hhrd.pk