

Training of Trainers (ToT) on Quality and Accountability (Q&A) applied to the Syria Response

Humanitarian Standards through the Humanitarian Programme Cycle (HPC) and the Project Cycle Management (PCM)

Gaziantep, Turkey - 3rd to 8th October 2019

REPORT



"In a Nutshell"

Quality and Accountability applied to the Syria Response



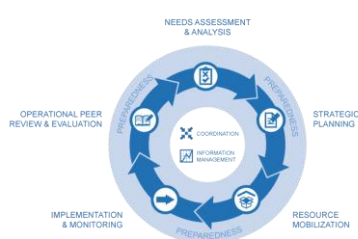
Contextualisation

'Down - Top': It first focuses on local needs and may be later on further refined into a global generic approach for other contexts

Localisation

It is embedded into an endorsed local accountability framework and the Project Cycle phases for Syria response

Humanitarian Standards for Quality and Accountability



through
the Humanitarian Programme Cycle
and
the Project Cycle Management



A Collective Effort with financial support by SIDA



<ul style="list-style-type: none"> OCHA Turkey IOM Turkey 	<ul style="list-style-type: none"> CHS Alliance Sphere 	<ul style="list-style-type: none"> 1 advisor & lead trainer 3 Syrian co-trainers
<ul style="list-style-type: none"> 26 Syrian trainers and implementers 	<ul style="list-style-type: none"> Covering all regions in Syria Gender balanced 	

ToT Participants': Level of Satisfaction

Poor: / Adequate: / Good: 4 Very good: 22

Action Plans for roll out and implementation

➤ Roll out of 11 Trainings in Syria and Turkey	➤ Implementation of Q&A in Syria
<ul style="list-style-type: none"> 3 trainings in Turkey 8 trainings in Syria 	<ul style="list-style-type: none"> Awareness raising on Q&A Q&A Focus Groups with NGOs

OVERVIEW

1. Context

After more than eight years of crisis, staggering levels of need persist for people throughout Syria. Millions of people in Syria have suffered enormous hardship, violence, mass displacement and an erosion of basic social infrastructure and community systems. In 2019, it is estimated that 11.7 million people will require some form of multi-sectoral humanitarian assistance, while the political and security landscape in Syria is likely to remain complex and dynamic.

In northwestern Syria, over three million vulnerable civilians who need humanitarian assistance are living in volatile and insecure areas where there is a lack of rule of law, where armed conflict continues and where there are high levels of criminality. The humanitarian operation in northwestern Syria is remotely managed and mainly implemented by Syrian NGOs that have progressively built their organizational and operational capacities and are operating in partnership with INGOs and UN agencies.

In northeastern Syria, there are over 1 million people in need. Communities continue to face the long-term impacts of the military operations against ISIL, which led to significant loss of life, destruction of basic services and civilian infrastructure. The commencement of the military operation 'Peace Spring' by Turkish Armed Forces (TAF) on October 9th 2019 led to the internal displacement of more than 150,000 people, to the suspension of most humanitarian activities in conflict-affected areas and to the evacuation of humanitarian workers. Despite the announcement of a five-day ceasefire on October 17th and of an agreement between the Government of Turkey and the Government of Russia on October 22nd 2019, the development of the political, security and humanitarian situation as well as of the operating environment for humanitarian organizations remains unpredictable.

In other areas controlled by the Government of Syria live more than 7 million people in need. Many communities continue to face high level of need owing to prolonged besiegement and deprivation, high level of destruction, increasing return of population in communities already affected by lack of adequate services, shelter options and livelihood opportunities. Moreover, the disruption of basic service provision and assistance owing to changes in control has also aggravated needs and the impact of vulnerabilities among local populations in many communities¹.

2. Learning Strategy on Q&A: Background, Aim and Expected Outputs

Background

In March 2019, the Turkey cross-border humanitarian hub developed an 'Accountability Framework for Humanitarian Action in Northwest Syria' that aims to ensure a common understanding of accountability, risk and due diligence and, to the extent possible, ensure common or coordinated action.

One of the strategic objectives is to further develop the capacities of humanitarian stakeholders in the areas of risk management, quality and accountability and technical standards (the Core Humanitarian Standard - CHS – and the Humanitarian Standards Partnership – HSP – including Sphere).

¹ Information in the context section is extracted from the Syria Humanitarian Needs Overview 2019
https://hno-syria.org/data/downloads/en/full_hno_2019.pdf

In June 2019, a 'Suggested Collective Approach for Community Engagement' was developed upon request from the Syria Strategic Group (SSG) leading the response by the various humanitarian operational hubs providing assistance throughout Syria. Strategic elements identified to strengthen community engagement include improving organizational practice to support the collective effort, building capacity and ensuring a more predictable, formalized approach to community engagement.

In this context a learning strategy has been developed by OCHA Turkey and CHS Alliance (the Management Committee, comprising, for OCHA, Tamara Hallaq and Omar Durbas, and for CHS Alliance, Geneviève Cyvot), with the support from an advisor on Quality and Accountability (Sylvie Robert) and together with IOM Turkey and Sphere (the Consultative Committee, comprising, for IOM Turkey, Sara Machmouchi and for Sphere, Tristan Hale). The learning strategy (see the **Concept Note** for more details) received financial support from the Swedish International Development Cooperation Agency (SIDA) and IOM Turkey.

OCHA Turkey and CHS Alliance co-organized and co-hosted the Training of Trainers on Quality and Accountability applied to the Syria response. In line with the 'Accountability Framework for Humanitarian Action in Northwest Syria' and the 'Suggested Collective Approach for Community Engagement', the Training of Trainers (ToT) would contribute to build the capacities of Syrian humanitarian workers based in Syria and Turkey. The expected outcomes were:

- A 6-day Training of Trainers on Quality and Accountability in English and Arabic adapted to the Syrian context
- 3-day Training modules on Quality and Accountability in English and Arabic adapted to the Syrian context
- A pool of Syrian trainers who can deliver Trainings on Quality and Accountability for the humanitarian response throughout Syria
- A pool of coaches to accompany the trainers
- 3-day Trainings on Quality and Accountability replicated in Syria (all areas of control) and Turkey

Contextualisation

OCHA Turkey and other relevant stakeholders at Turkey hub level contributed throughout the whole process by providing insights on the humanitarian response in order to best contextualize the ToT and take into account operational challenges and political sensitivities associated with delivering assistance. As a result both the process and the contents were fully contextualized.

The aim of the ToT was to develop a pool of Q&A specialists that can train Syrian humanitarian workers, enhancing Q&A capacity within the Syrian national response. The objective of the ToT was to increase workshop participants' knowledge and capacity on Q&A, and equip them with tools and resources on Q&A as well as adult learning and facilitation skills, enabling them to deliver Q&A trainings to Syrian humanitarian workers.

The ToT learning objectives were to:

- Identify key initiatives and tools contributing to Q&A
- Outline opportunities, challenges and resources in implementing Q&A throughout the HPC/PCM for the Syria response
- Describe and use adult learning principles, techniques and tools to replicate 3-day Trainings on Q&A



The ToT expected outputs were the design of action plans to roll out 3-day Trainings on Q&A in Syria with the ToT participants acting as trainers and being coached by the ToT co-trainers:

- ToT participants are expected to deliver at least two 3-day trainings on Q&A to Syrian humanitarian workers based in Turkey and Syria.
- ToT participants should deliver their first trainings ideally in pairs or teams of three under the supervision and guidance of one of the ToT co-trainers. They are expected to report on their second training delivery in order to appear in a trainers' list.
- Allocations of trainers for a first training event were done during the last day of the ToT.

3. Management and Consultative Committees, ToT Training Team, Hosts and Observers

Management Committee:

- *Tamara Hallaq, Humanitarian Affairs Officer, OCHA Turkey, hallaq@un.org*
- *Omar Durbas, Humanitarian Affairs Officer, OCHA Turkey, durbas@un.org*
- *Geneviève Cyvoct, Accountability Manager, CHS Alliance, gcyvoct@chsalliance.org*
- *Sylvie Robert, Independent Consultant, Quality and Accountability Specialist, Advisor to the Management Committee, sylvierobertconsulting@yahoo.fr*

Consultative Committee:

- *Sara Machmouchi, Project Officer, Capacity Building, IOM Turkey, smachmouchi@iom.int*
- *Tristan Hale, Learning and Training Manager, Sphere, tristan.hale@spherestandards.org*

The ToT training team was composed of four trainers, including: a lead trainer and 3 Syrian co-trainers (recruited out of 313 applicants). The lead trainer acted as a coach all along the learning process and delivered the core ToT sessions. The 3 Syrian co-trainers delivered the core 3-day training modules. The training team was composed of:

- *Sylvie Robert, ToT designer, lead trainer and coach of the 3 Syrian co-trainers for this ToT*
- *Hassan Jenedie, ToT co-trainer and coach for the upcoming 3-day Trainings in Turkey and Syria*
- *Maher Al Abrash, ToT co-trainer and coach for the upcoming 3-day Trainings in Syria*
- *Rudaina Alkhazam, ToT co-trainer and coach for the upcoming 3-day Trainings in Turkey*

The ToT was opened by the Deputy Regional Humanitarian Coordination (DRHC) and IOM, followed by the host organisations (OCHA and IOM) opening and welcoming statements. Guests joined for the closure (DRHC and PSEA Coordinator). OCHA Turkey, CHS Alliance, IOM Turkey and Sphere attended the ToT throughout as observers and provided useful and appropriate side support to the participants and the training team.

Venue, Administration, Logistics and Translation

The host organisations onsite, OCHA Turkey and IOM Turkey, provided extremely professional and supportive follow up, logistics and administration throughout the preparation and the ToT itself. The ToT was held at the hotel Novotel in Gaziantep, Turkey which proved to be a good venue. Simultaneous translation in Arabic-English was in place during the whole event.



4. ToT Participants: Future Trainers on Q&A in Syria

The ToT was attended by **26 Syrian participants** (see **Annex: Participants' List**) selected out of 124 applicants to the ToT. The participants' selection reflected:

- **Gender balance:** 12 women and 14 men
- **Geographical balance:** 6 from the Government of Syria (GoS) controlled areas, 6 from North East Syria (NES), 7 from North West Syria (NWS) and 7 from Turkey
- **Organizational diversity:**
 - **8 Local NGOs**
(Ihsan for Relief and Development, Basmeh and Zeitouneh, Dream Organization, Sanad for People with Special Needs, International Protection Victims (IPV), Union of Medical Care and Relief Organizations (UOSSM), Syria Relief and Development (SRD) and Bercav)
 - **10 International NGOs**
(Global Communities, ACTED, Care International, Norwegian Refugee Council, CHF International, International Rescue Committee, GOAL Global, People in Need, Concern Worldwide and Oxfam)
 - **1 ICRC, 5 with the IFRC movement**
(including 4 with the Syrian Arab Red Crescent and 1 with the Qatari Red Crescent)
 - **1 UNICEF/Tadreeb Program**
 - **The MENA Sphere Focal Point**
- **Functional diversity:** program, operations, Human Resources and administration, etc.
- **Inclusion:** one participant with special needs



5. ToT Methodology, Agenda, Overall Content and Resources

The **ToT methodology** was highly participatory in order to prioritise learning based on the participants' experience across various regions in Syria. At the beginning of the ToT, participants requested confidentiality to be a principle to guide the discussions. Respect of opinions was also strongly highlighted and implemented at a high level.



Participants' advance preparation:

Prior to the ToT the participants have been requested to read a number of key reports on Q&A and follow online courses:

- The Core Humanitarian Standard (CHS) on Quality and Accountability
- Sphere
- Building a Better Response
- Humanitarian inclusion standards for older people and people with disabilities

The 3 ToT Syrian co-Trainers provided follow up and support to the participants while doing the online trainings. They checked the certificates and a quiz run at the beginning of the ToT allowed to discuss the contents of the online trainings.

The **ToT agenda** was built over 6 days. It was adjusted from the onset to enable a start with all participants (NES participants arrival was delayed) and at the end to adjust to the sudden political developments and allow NES participants to reach their location before potential border closure. The agenda as delivered is available in **Annex: Agenda**.

Overall content:

- Introduction and background on Q&A
- 3-day Training Modules on Q&A for Syria modelled for participants: 10 modules
- Adult Learning Theory
- Participants' Practice: delivering sections of the 3-day Training Modules on Q&A for Syria
- Action plans for replication of the 3-day Trainings on Q&A in Syria
- Plans for implementation of Q&A in Syria



Resources:

Participants were given the opportunity to collect copies of the **Sphere Handbook** in Arabic and of the **Core Humanitarian Standards (CHS)** in bilingual English-Arabic. Print out of the Humanitarian Standards Partnership (HSP) and key other standards and reports were made available on a display table.

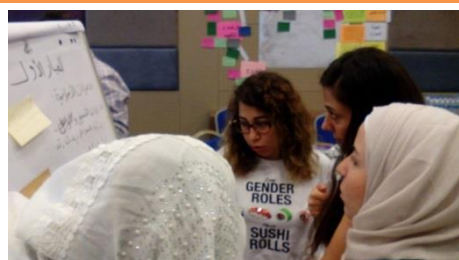


The ToT on Q&A for Syria in photos

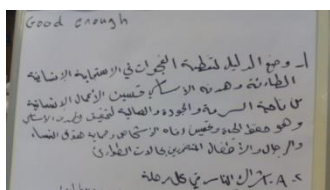
Humanitarian Standards through the Humanitarian Programme Cycle (HPC) and the Project Cycle Management (PCM)



Group work



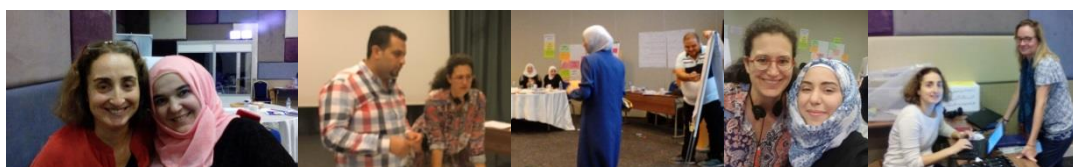
Exploring the standards



Role Play



Building trust for effective collaboration



6. Summary of ToT Evaluations

This section is providing an abbreviated overall feedback. For the full content of the participants' final evaluation results, see **Annex: Participants Final Evaluation**.

ToT objectives and relevance

Do you think the following objectives of the training have been met?

Not met Partly met Mostly met Fully met

Identify key initiatives and tools contributing to Q&A

		15	11
		13	13
		10	16

Outline opportunities, challenges and resources in implementing Q&A throughout the HPC/PCM for the Syria response

Describe and use adult learning principles, techniques and tools to replicate 3-day Trainings on Q&A

Satisfaction

Overall, how would you rate this training?

Poor

☐

Adequate

☐

Good

4

Very good

22



ACHIEVEMENTS

Contextualisation & Localisation

The learning strategy in which this Training of Trainers was embedded has been specifically designed for the Syria Response. It was built on:

- **An analysis of the Syrian context and actors:** the first step of the capacity building approach was to design the contextualization approach.
- **The Project Cycle phases** as designed for the Syria response.
- **An 'Accountability Framework for Humanitarian Action in Northwest Syria'** aiming to ensure a common understanding of accountability, risk and due diligence and, to the extent possible, ensure common or coordinated action.
- **The strategic objective to further develop the capacities of humanitarian stakeholders** in the areas of risk management, quality and accountability and technical standards (the CHS and the HSP, including Sphere).
- **A 'Suggested Collective Approach for Community Engagement'** which was developed upon request from the Syria Strategic Group (SSG) leading the response by the various humanitarian operational hubs providing assistance throughout Syria.

A Community of Practice

This joint collaboration provided anchorage for individuals and organisations involved through a common interest at various levels:

- Individuals and organisations involved in this learning process have been extremely active. It led to joint efforts at the organization level with **OCHA and IOM in Turkey** working intensively with **the CHS Alliance and Sphere**, with the advisory support of **an independent consultant on Quality and Accountability** who coached the process. Financial support provided by SIDA enabled the implementation of the strategy.
- The design, coaching and delivery of the Training of Trainers by **one international lead trainer** and **three Syrian co-trainers** who will support the replication of the 3-day Trainings in Syria was successful in terms of building further the capacity of the co-trainers and providing them with a global exposure on Quality and Accountability.
- **The ToT participants** originating from regions of Syria interchanged in an extremely constructive manner and did share views for Quality and Accountability implementation: a small contribution to a wider peace building process through a rights-based approach.

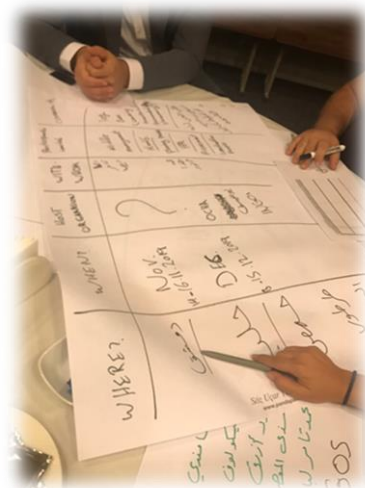
Support for replication & implementation

The entire learning strategy encompasses **intense preparation and contextualization** as well as the **replication of 3-days trainings** with support from the **three ToT co-trainers becoming coaches** of the ToT participants. It all runs over 3 months and this strategy is leveraging Q&A capacity building as well as collective implementation in Syria. Both aspects are described further hereafter.

Roll Out of the 3-day Trainings on Q&A

Draft plan of action for the replication of 8 trainings in Syria and 3 Trainings in Turkey, i.e. **11 trainings in total** (see **Action Plans – 3-day Trainings Roll Out** for more details):

- **3 Q&A trainings in Turkey** with onsite coaching for the three trainings – funded and implemented by IOM
- **3 Q&A training in NWS** with onsite coaching for the first two trainings and off-site training for the third one – funded by OCHA and implemented by 2 SNGOs
- **3 Q&A training in NES** with onsite coaching for the first two trainings and off-site training for the third one (tbc according to security situation) – funded by OCHA and the NES Forum and implemented by 2 SNGOs
- **2 Q&A training in GoS-controlled areas** with onsite coaching (according to hosting arrangements for the trainings)

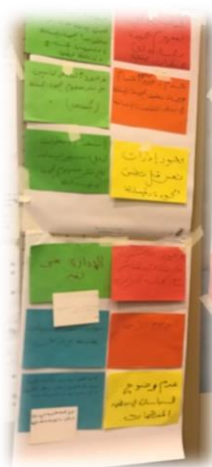


Note:

- Try as much as possible **50% female participants**.
- Take into account **people with special needs** when planning the methodology. Mention accessibility aspects in the information and/or application form.

Implementation of Q&A in Syria

ToT participants were invited to do a brainstorming on challenges and opportunities to implement Q&A collectively in Syria. This was done through an organizational perspective and was followed by collective and regional discussions. Those key points emerged as common priorities for all regions (see **Annex: Action Plans – Q&A Implementation** for more details):



Awareness raising on Quality and Accountability

While the 3-day Trainings on Q&A will provide a great opportunity to build capacity of all staff (programme, MEAL, support such as HR) it will also be an opportunity to raise awareness more globally on Quality and Accountability.

- **Improving Quality and Accountability into programming**, starting from project design and across sectors such as water, sanitation and hygiene for instance.
- **Use project visit opportunities for learning and improving communication on quality and accountability with local communities**
- **Contextualise and use the standards, and ensure that policies and procedures are relevant, workable and useful.**

ANNEXES

- 1. ToT Participants' List**
- 2. ToT Agenda (as delivered)**
- 3. Action Plans – 3-day Trainings Roll Out**
- 4. Action Plans – Q&A Implementation**
- 5. ToT Participants' Final Evaluation**

ANNEX: ToT Participants' List

ID	الاسم	Name	Gender	Email
1	العيدو اللطيف عبد	Abdul Lateef Al Eido	Male	abdaledo@gmail.com
2	حمادي عبد الله	Abdullah Hammadi	Male	Abdullah.Hammadi@acted.org
3	الويقي عبيد	Abir Alrifai	Female	asbaee@ihsanrd.org
4	المضان أحمد	Ahmad Alramadan	Male	alramadan82@gmail.com
5	حفزة أحمد	Ahmad Hamzah	Male	a.hamzah@sanad.ngo
6	شامندي أنور	Anwar Shamndi	Male	Anwar.shamandi@gmail.com
7	شيخي أفيندا	Avinda Shikhy	Female	xewn11@gmail.com
8	الخليل عواد	Awwad Alkhalil	Male	awwadkhalil3@gmail.com
9	كيكولوف ديم	Dima Kikolouf	Female	dimakikoloff@gmail.com
10	الوعي حلوم	Haloum Almarie	Female	hloummerey87@gmail.com
11	حموي حفزة	Hamza Hamwie	Male	hamzahamwie@outlook.com
12	باتوس هنادي	Hanady Batous	Female	raheelbatous@gmail.com
13	قواف هيثم	Haytham Kawaf	Male	eng.hk20@gmail.com
14	العيسى إواهم	Ibrahim Alissa	Male	ibrahim.salim026@gmail.com
15	بدوي انتصار	Intisar Badawi	Female	badawi.intisar@gmail.com
16	اباطلي قيس	Kais Abazli	Male	qabazli@sy.goal.ie
17	أزرق محمود	Mahmood Azraq	Male	mmazrak@outlook.com
18	حمادة مصطفى محمد	Mohamad Moustafa Hamadeh	Male	hamada.pharma.mmh@hotmail.com
19	لابيدي تامر محمد	Mohammad Tamer Lababidi	Male	mohammad.tamer.lababidi@gmail.com
20	إدلي زهير محمد	Mohammad Zuhir Edlbi	Male	zohair.edlbee@qrcc-turkey.org
21	أسفاري رهام	Reham Asfari	Female	rasfari@srd.ngo
22	خاوند ربي	Rouba Khwanda	Female	Rouba-khwanda2hotmail.com
23	مصرياني شذى	Shaza Massarani	Female	shaza.massarani@gmail.com
24	شمالي شغاف	Sheghaf Shemali	Female	sheghaf.shemali@peopleinneed.cz
25	سليمان وفاء	Wafa Sulayman	Female	bberi227@gmail.com
26	عابد ذكاء	Zoukaa Abed	Female	zoukaaabed@gmail.com

ANNEX: ToT Agenda (as delivered)

Quality and Accountability (Q&A) for the Syria Response through the Humanitarian Programme Cycle (HPC) and the Project Cycle Management (PCM)						
	DAY 1 Thursday 3 Oct.	DAY 2 Friday 4 Oct.	DAY 3 Saturday 5 Oct.	DAY 4 Sunday 6 Oct.	DAY 5 Monday 7 Oct.	DAY 6 Tuesday 8 Oct.
8.30	ToT Opening	Evaluation & Recap.	Evaluation & Recap.	Intro. 2nd part ToT	Evaluation & Recap.	Evaluation & Recap.
9.00		Module 1: Q&A Globally and in Syria	Module 5: PCM Setup and Planning	Adult Learning Theory	Participants' Practice 1 Participants' Practice 2	Contextualisation for Syria Response Collective Initiatives
Break: 30'						
11.00		Module 2: Q&A through HPC and PCM	Module 6: PCM Implementation	Adult Learning Theory	Participants' Practice 3 Participants' Practice 4	Action Planning Final Evaluation Certificates
Lunch: 1 hour						ToT Closure
13.30	Introduction to Participants, Training Team and ToT	Module 3: Q&A Key Themes and Approaches	Module 7: PCM Monitoring & Evaluation	Participants' Practice: Group Making Participants' Practice: Group Preparation	Participants' Practice 5 Participants' Practice 6	
Break: 30'						
15.30	Introduction to Quality and Accountability (Q&A)	Module 4: PCM Identification & Design	Module 8: PCM Exit Modules 9 & 10: AAP Framework	Participants' Practice: Group Preparation	Participants' Practice 7 Adult Learning Clinic	
17.00	Daily Evaluation	Daily Evaluation	Closure 1st part ToT (social event)	Daily Evaluation Group Work (optional)	Daily Evaluation	

Colour coding: **Yellow:** Background on Q&A **Dark Orange:** Adult learning theory **Purple:** Action plans for replication of the 3-day Trainings on Q&A
Blue: 3-day Training Modules modelled for participants **Light Orange:** Participants' practice **Grey:** ToT opening and closure

ANNEX: Action Plans – 3-day Trainings Roll Out

- 3 three-day Q&A trainings **in Turkey** with onsite coaching for the three trainings – funded and implemented by IOM
- 3 three-day Q&A training **in NWS** with onsite coaching for the first two trainings and off-site training for the third one – funded by OCHA and implemented by 2 SNGOs
- 3 three-day Q&A training **in NES** with onsite coaching for the first two trainings and off-site training for the third one (tbc according to security situation) – funded by OCHA and the NES Forum and implemented by 2 SNGOs
- 2 three-day Q&A training in **GoS-controlled areas** with onsite coaching (tbc according to hosting arrangements for the trainings)

ANNEX: Action Plans – Q&A Implementation

North-East Syria

- Plans to train as many staff as possible on Quality and Accountability.
- Work with program staff on engaging communities into decision-making and improve on inclusion.
- Focus on Complaint and feedback mechanisms as well as Do-No-Harm.
- Improve the space of Quality and Accountability in final evaluations of projects.

North-West Syria

- Workshops on Quality and Accountability to target programme and MEAL staff, as well as staff dedicated to project design and managers.
- Develop key messages on Quality and Accountability and enable staff to raise awareness on the subject.
- Develop Standard Operating Procedures around Q&A mechanisms.
- Improve Quality and Accountability in programming.
- Increase coordination on Q&A, within organisations, between departments such as program and HR, around issues such as signature and awareness raising of the Codes of Conduct.

Turkey

- Most organisations have sufficient policies in place but these lack sometime flexibility and applicability. Policies need to be revised to mirror the work and the context, in order to be helpful and implementable.
- Enhance capacity building on quality and accountability.
- Increase awareness on the fact that Quality and Accountability is the responsibility of all staff within organisations, from top to bottom and across departments. Everyone should sense what their task is.
- Increase the use of Sphere standards but in a contextualized way. Inclusion is also an important topic.
- One of the key messages is that Quality and Accountability should not be complied with solely as donor request, but for the affected people themselves.

Government of Syria- controlled areas

- Raise awareness on Quality and Accountability within organisation for all staff. Improve Quality and Accountability in sectoral approaches (such as Wash). Include Q&A in meetings with administration and other support teams.
- Improve Quality and Accountability in programs starting from project proposals and enable proposal writers to have a strong sense of what Q&A mean.
- Have field visits with Quality and Accountability focus to learn and improve. Share what Quality and Accountability is with local communities.

ANNEX: ToT Participants' Final Evaluation

ToT on Quality and Accountability for Syria

Gaziantep, Turkey – 3rd to 8th October 2019

1. ToT objectives and relevance

1.1 Do you think the following objectives of the training have been met?

Not met Partly met Mostly met Fully met

Identify key initiatives and tools contributing to Q&A

Outline opportunities, challenges and resources in implementing Q&A throughout the HPC/PCM for the Syria response

Describe and use adult learning principles, techniques and tools to replicate 3-day Trainings on Q&A

		15	11
		13	13
		10	16

2. Training design

2.1 What did you like about the overall design and structure of the training?

- The methodology of training
- Key Concepts
- Training material
- Practical exercises
- Time management
- Effective participation of trainers
- Comprehensive Training
- Trainees participation
- Exchanging Roles
- Covered all the subjects
- Sequence of the ideas
- The organization of the venue
- Including people with disabilities in the training
- The trainers
- Diversity
- Training designing and logistics
- Good preparation for the training
- Easy and detailed
- The high educational background of the participants
- Integration among the trainers

2.2 How do you think the design and structure of the training course can be improved?

- Training includes a full daybreak
- Increase training days
- Translate the terms to Arabic
- Connecting the ideas with a real example
- Increase the adults learning sessions
- Training on the sources and references
- Increasing practical exercises

3. Presentation

3.1 The presentation and facilitation of the training was:

Poor

Adequate

Good

8

Very good

18

3.2 Do you have any suggestions for alternative ways of facilitating the training?

- Increase the time for some sessions
- Increase the training period
- Conduct the same training indifferent areas

4. Content

4.1 Which session or topic did you find most useful, and why?

- Q&A in the implementation
- Q&A in Syria
- Adults Learning theory
- All sessions are important
- PMC / Set up and planning
- Remote Management

4.2 Which session or topic did you find least useful, and why?

- All the sessions were useful
- Adult learning

4.3 Was there anything not included in the workshop that needs to be? If so, what is it?

- Paying more attention to the logistics
- Adding a session on principles and references
- Increasing the number of microphones
- An introduction session for the Syrian context

5. Satisfaction

5.1 Overall, how would you rate this training?

Poor

☐

Adequate

☐

Good

4

Very good

22

5.2 Any further comments

- Many thanks for all who participated in conducting this training
- Very thankful to include the disabilities in the training
- Always arranging these kind of trainings

5.3 Tell us in one word how you would describe this training:

- Interesting
- Useful
- Comprehensive
- Amazing
- Added Value
- Distinguished
- Respect
- Great
- Effective

Thank you very much for completing this evaluation form!
If you have any further comments or feedback on the training,
please email gcyvot@chsalliance.org or hallaq@un.org