

Guidance Note: Face-to-face training on the Core Humanitarian Standard

Have you been tasked with delivering face-to-face training on the Core Humanitarian Standard? Looking for ideas or resources? Please see below for some suggestions from the CHS Alliance.

Be clear about what you are trying to achieve through the training

Make sure you understand what the objectives of your client and/or participants are for the training – what outcome they are hoping to achieve. Talk to your client. Have your participants complete a registration form which includes questions on objectives and about their level of knowledge and experience. You can find a sample registration form on page 111 of our CHS Training Handbook (http://www.chsalliance.org/files/files/CHS-Training-Handbook_final.pdf).

Find out what existing knowledge and experience your participants have on the Core Humanitarian Standard, and on humanitarian and/or development work generally. Make sure you are clear about the profile of the participants – what type of role do they have in their organisation (M&E, human resources, etc), and what level of responsibility do they have? Are they new in the organisation, or have they been there for a long time?

Depending on your findings from this, you will decide how much time you will need, and the level and emphasis for your training. In a mixed group, you should give sufficient introductory information so that those with less experience can start to grasp the subject matter. Discussion questions then give those who are more experienced the opportunity to analyse the subject in more depth. The CHS Alliance CHS training handbook exercises have been designed with this structure to cater for a mixed group.

For more information on analysing training needs, see

<https://www2.cipd.co.uk/toolclicks/learning/training-tools/training-needs-analysis/default.aspx>

Designing and planning your training

We would encourage you to ensure that, by the end of your training on the Core Humanitarian Standard, you have covered, at a minimum, the **humanitarian principles**, the **nine CHS commitments**, the **CHS verification framework**, and an **action planning session**. How far you can go into each of these will depend on how much time you have available.

Your action planning session will help participants to start thinking about how they will apply their learning in their work after the training. If you are training a group of participants from one organisation, it is worth spending considerable time on this. But if participants are from different organisations, you will be more limited in what you can achieve with this. You can see an example of a gap analysis and action planning session on page 100 of the CHS Alliance CHS training handbook.

Depending on your objectives and time available, you could include additional topics, such as:

- You could go into more detail on specific commitments which are more difficult, or are identified as being of particular interest by your participants.
- Consider in detail the challenges and opportunities for implementing the CHS in your programmes/context;
- You could look at how to roll out the work on the Core Humanitarian Standard in the organisation, including the possible options for verification <http://www.chsalliance.org/what-we-do/verification> (session available in the CHS Alliance CHS training handbook – page 78);
- You could consider the role of the CHS in the overall context of the humanitarian/development sectors, and how it relates to other current priorities such as localisation;
- You could look at opportunities and possibilities for collective work on accountability and the Core Humanitarian Standard.

Your approach

You should include activities or discussion through which participants can bring their own experiences and ideas into the training. Make sure your materials include practical examples and case studies. This will help promote understanding, engagement, and learning. Depending on the objectives of your client/participants, you may put more emphasis on activities which promote knowledge, skills, or attitudes, for example:

Knowledge: Learning about the contents of the CHS, the context, and how to roll out and apply it.

Skills: Learning how to conduct a needs assessment, to set up a community advisory group, to handle complaints or to undertake staff performance management.

Attitude: Understanding the value and importance of applying the CHS, feeling and expressing enthusiasm for the CHS as a means to achieve improved quality in the work of the organisation and the sector as a whole.

Do get feedback from your participants as you go along, and through a formal evaluation at the end of your workshop. This will help you to learn and improve.

How to achieve the maximum impact from your training

Training is exponentially more effective when participants reflect on, and review, what they learned, and have the opportunity for mentoring, supervision and guidance as they start to apply their learning in their workplace. Think how you can support this. Options include:

- Advise participants to complete a learning log to reflect on their learning process and their ideas as they go through the training. An example is available on page 116 of the CHS Alliance CHS training handbook;

- Suggest participants review the materials following the training (ideally once immediately afterwards, and once more a month later);
- Encourage participants to look for opportunities to apply their learning in their work as soon as possible after they complete the training;

Consider the context of the training, and how, if possible, you or someone else (your client?) can provide ongoing support, advice and mentoring to the learner as they start to move forward with applying their learning on the Core Humanitarian Standard. External options for your trainees to engage and get support include:

- The CHS Alliance Community of Practice (for CHS Alliance members):
<http://www.chsalliance.org/what-we-do/networks/chs-alliance-community-of-practice>
- A huge selection of interesting and relevant resources and tools on the CHS Alliance website:
<http://www.chsalliance.org/resources>
- Participating in the IASC AAP/PSEA Task Team:
<https://interagencystandingcommittee.org/accountability-affected-populations-including-protection-sexual-exploitation-and-abuse>
- National and regional working groups on accountability: <http://www.chsalliance.org/what-we-do/networks/alwgs>

Resources for training on the Core Humanitarian Standard

The Core Humanitarian Standard: A must-read! <https://corehumanitarianstandard.org/the-standard>

The CHS Guidance Notes & Indicators: Helpful advice for those who would like to understand more about the CHS and how to implement it - <https://corehumanitarianstandard.org/resources/chs-guidance-notes-and-indicators>

The CHS Alliance animation: This is a short introductory cartoon about the CHS - <http://www.chsalliance.org/news/latest-news/intro-to-chs-animation>

The e-learning module on the Core Humanitarian Standard: This is suitable for beginners, and is good as a pre-workshop assignment, or for those who are not able to join a face-to-face training - <http://www.chsalliance.org/news/latest-news/chs-e-learning-platform-now-live>

The CHS Alliance training handbook on the CHS: This provides guidance, facilitation notes and materials for a two-day in-depth introductory workshop on the CHS. This handbook is available in English, French, Spanish and Arabic - http://www.chsalliance.org/files/files/CHS-Training-Handbook_final.pdf

The training handbook slides: The first section of this presentation provides a good, brief introduction to the background, context and key information about the Core Humanitarian Standard - <http://www.chsalliance.org/resources/chs-alliance-resources> (scroll down).

The ‘Pastoralists under Pressure’ case study exercise: This can be used when you have a shorter time available for training. Combined with the introductory slide presentation, above, this can be done in half a day. Available upon request.

The Sphere Project training module on the CHS: This is designed to complement training on the Sphere standards, including the technical standards - <http://www.sphereproject.org/news/new-training-module-core-humanitarian-standard/>

The CHS Alliance training materials on the CHS self-assessment: These are available on request. We recommend that you only use these if you have had the self-assessment training yourself, or if you have been actively involved in completing a CHS self-assessment for an organisation.

The CHS Alliance CRM training handbook: This will provide guidance, facilitation notes and materials for a three-day workshop on complaints handling. Available December 2017.

Tools and general guidance on facilitating workshops:
<http://www.seedsforchange.org.uk/facilitatingworkshops>

Questions or feedback?

If you have any questions, or any feedback about this handout, please do not hesitate to contact us at info@chsalliance.org.

