

Core Humanitarian Standard on Quality and Accountability Training

Addis Ababa, Ethiopia, Dec 4-7, 2024

Training Completion Report



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Acronyms and Abbreviations

CEO	Chief Executive Officer
CFMs	Complaints and Feedback Mechanisms
CHS	Core Humanitarian Standard
HSP	Humanitarian Standards Partnership
IDPs	Internally Displaced Persons
IASC	Inter-Agency Standing Committee
GBV	Gender-based Violence
NGO	Non-governmental Organization
Q&A	Quality and Accountability
SMART	Specific Measurable Attainable realist time bounded
ToT	Training of Trainers
WASH	Water, Sanitation and Hygiene

1. Background

SOS Children’s Villages Ethiopia (SOS CVE) organized a four-day intensive Core Humanitarian Standard (CHS) training from December 4-7, 2024, at Mado Hotel, Addis Ababa. The training focused on the revised CHS on Quality and Accountability 2024 and targeted members of the Dutch Relief Alliance (DRA).

The Dutch Relief Alliance (DRA), a collaboration between Dutch humanitarian organizations and the Netherlands’ Ministry of Foreign Affairs, has been delivering humanitarian aid globally since 2015. In Ethiopia, DRA's responses have addressed major crises, including the Desert Locust invasion, COVID-19, the Tigray conflict, and drought emergencies. Currently, the 2024 Protracted Crisis Joint Response focuses on Oromia and Amhara regions.

SOS CVE, affiliated with SOS Children’s Villages International, has over 45 years of experience implementing multi-sectoral humanitarian projects in Ethiopia. Operating in regions such as North Wollo, North Shewa, Tigray, Borena, and East Hararghe, SOS CVE has been coordinating the Ethiopia Joint Response (EJR) since 2022.

For this training, SOS CVE signed a contract with SEGEL Research and Training Consulting PLC, represented by Dr. Amha Ermias, a Sphere and CHS-approved trainer and MEAL specialist. Dr. Amha was responsible for contract signing, training design, delivery, liaising, and reporting.

This report includes an introduction, the objectives of the CHS training, preparation and organization, training details and methodology, proceedings, and recommendations for future CHS training. The annexes include training agenda (Annex 1: Training Agenda), participant list (Annex 2: List of Participants), facilitator profile (Annex 3: Facilitator and Company Profile) and photo gallery (Annex 4: Photo Gallery). These annexes provide detailed supplementary information pertinent to the training.

2. Objectives

The overall objective of the CHS on Q&A training is to strengthen the capacity of MEAL and program staff from Dutch Relief Alliance partners to understand and apply the CHS 2024 (Figure 1), ensuring humanitarian actions meet the required standard of quality, accountability, and compliance with the nine commitments and requirements.

By the end of the training, participants will be able to:

- explore the historical development of global quality and accountability initiatives, understanding their influence on humanitarian standards and practices.
- explain the rationale, structure, and key revisions in CHS 2024 and their implications for humanitarian action.
- gain practical knowledge of the nine CHS commitments and associated requirements, enabling their integration into project design, implementation, and monitoring and
- appreciate the importance of conducting CHS self-assessments and advocate for organizational readiness toward CHS verification.

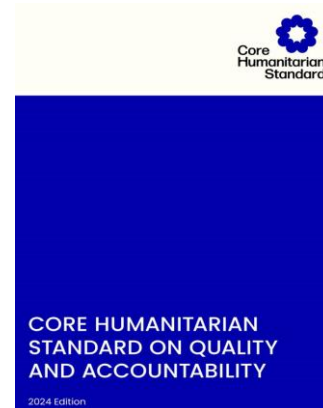


Figure 1 The CHS 2024 Revision

3. Participants

The CHS training was attended by 21 participants, comprising 3 women and 18 men, drawn from 12 organizations. These organizations included a mix of five international and seven national organizations (Annex 2), reflecting the broad reach and collaborative nature of the training.

The organizations represented were as follows:

1. **Terre des Hommes (TDH)** - 2 participants
2. **Ethiopian Kale Hiwot Church Development Commission (EKHCHC)** - 2 participants
3. **Positive Action for Development (PAD)** - 2 participants
4. **Support for Sustainable Development (SND)** - 1 participant
5. **Tesfa Birhan CFDO** - 3 participants
6. **SOS Children's Villages Ethiopia (SOS CVE)** - 2 participants
7. **Cordaid** - 2 participants
8. **Plan International** - 1 participant
9. **ANPPCAN Ethiopia** - 2 participants
10. **HUNDEE** - 1 participant
11. **Mothers and Sons Development Organization (MSD)** - 1 participant
12. **Tearfund** - 1 participant

Participants held a variety of roles, including MEAL officers, project managers, and relief coordinators, showcasing the diverse expertise and responsibilities they bring from their organizations. Their unique insights and practical experiences greatly enriched the discussions and fostered comprehensive engagement during the training.

However, it is important to note the low representation of women—only 3 out of the 21 participants—which highlights a critical area for improvement. Efforts to achieve greater gender balance in future training (including in recruitment and hiring) will not only promote inclusivity but also enhance the diversity of perspectives in such capacity-building initiatives.

Despite the underrepresentation of women, the diverse array of organizations, roles, and experiences among the participants demonstrated a collective dedication to advancing the Core Humanitarian Standard (CHS) commitments. This collaborative spirit fosters a strong foundation for impactful contributions and sustained improvements across their respective fields.

4. Facilitator and Organizer

Representing SEGEL Research and Training PLC, [Dr. Amha Ermias](#) took the lead in designing, delivering, and managing the entire CSH training program. As a Sphere-accredited and CHS approved trainer and CEO of SEGEL Research and Training PLC, Dr. Amha was responsible for planning, designing, and facilitating all training sessions, ensuring smooth delivery throughout the training program. He was supervised and supported by organizer [Ayenew Bekele](#), Country Coordinator of DRA, representing SOS CVE, and an accredited Sphere trainer and the Sphere focal point for Ethiopia, who provided valuable assistance.

For more details on the background of [Dr. Amha Ermias](#) and SEGEL Research and Training PLC, please refer to Annex 3: Facilitator and Company Profile.

5. Planning and Preparation

The preparation for the CHS training was a meticulous process, grounded in a thorough review of key documents to ensure the most current standards and practices in humanitarian quality and accountability were incorporated. This included the [2024 CHS Booklet](#), [the 2024 CHS Facilitation Handbook](#), [2024 CHS Verification Framework](#), [updated PSEAH guidelines](#), [Humanitarian Standards Partnership \(HSP\) standards](#), [ALNAP's guide on feedback mechanisms](#), and Ethiopian-specific documents relevant to the EJR project. These foundational materials were instrumental in shaping a training program that aligned global standards with the unique operational challenges and needs of the Ethiopian humanitarian context. By integrating these resources, the preparation process ensured that the training would provide both theoretical grounding and practical applicability for participants.

A significant focus of the preparation process was the development of tailored session plans designed to reflect the Ethiopian humanitarian landscape and the specific challenges faced by EJR partners. The facilitator developed fictitious yet contextually grounded case stories representing zones and regions like Borena, South Omo, Oromia, Gambella, and Amhara, ensuring the examples were relatable and relevant for participants. These case stories were used alongside practical exercises such as scenario-based discussions, role plays, and group assessments, encouraging active participation and meaningful reflection. Furthermore, verification activities, including scoring exercises using the CHS Verification Framework and Scoring Grid, were

integrated to provide hands-on learning experiences that emphasized the importance of organizational self-assessment and compliance with CHS commitments.

The Session 2: Overview of the Training was carefully structured to balance foundational topics for newer participants with advanced discussions for more experienced professionals. This approach ensured inclusivity and engagement across diverse participant profiles. The agenda featured a mix of lecture-based learning and interactive activities, fostering collaboration and practical application of the concepts. Notably, the fictitious case stories were explicitly crafted to reflect the Ethiopian context and EJR project, ensuring that participants could relate the lessons to their work. By prioritizing contextual relevance, participant-centered methodologies, and alignment with the EJR project's goals, the training preparation process effectively laid the groundwork for a program that was both impactful and practical.

6. Agenda

The agenda for the CHS training, outlined across four days from November 4 to November 7, was carefully designed to balance foundational learning, practical application, and participant engagement. Each day started with a recap session to consolidate previous learnings, setting a reflective tone for subsequent discussions. On Day 1, participants were introduced to the overarching structure of the training, including a detailed review of the CHS and Q&A initiatives. This foundational session equipped participants with the theoretical framework necessary for delving into specific commitments over the following days. The agenda is attached to Annex 1: Training Agenda.

The agenda strategically incorporated commitments across thematic blocks to facilitate both theoretical understanding and practical application. Days 2 and 3 focused on critical areas such as "Commitment 3: Preparedness and Resilience," "Commitment 5: Concerns and Complaints," and "Commitment 8: Respectful, Competent, and Well-Managed Staff." Interactive activities, including scenario-based discussions and group exercises, enriched these sessions. Sessions like "Establishing Complaints and Feedback Mechanisms" and "Do No Harm – People and the Environment" emphasized contextual challenges, drawing on real-world case studies relevant to the Ethiopian and EJR context. Each day provided ample time for reflection and evaluation, enabling participants to integrate their insights into actionable improvements for their organizational practices.

The final day highlighted forward-looking and evaluative sessions such as "Action Planning" and "CHS Verification Schemes," concluding with a comprehensive course recap and individual participant assessments. A mix of trainer-led discussions, practical scoring exercises, and collaborative planning allowed participants to translate learning into concrete steps. The agenda's structured blend of lectures, participatory methods, and focused discussions ensured it met the diverse needs of the participants, fostering an environment of shared learning and mutual accountability. This agenda and the training objective were displayed prominently in the training venue, ensuring clarity and alignment with the training's overarching objectives.

7. Approach and Methodology

The approach and methodology of the CHS training were designed to ensure a comprehensive understanding of the Core Humanitarian Standard (CHS) and its 2024 revisions, tailored specifically to the Ethiopian Joint Response (EJR) context. The training combined theoretical knowledge, practical application, and participatory methods to engage participants and foster meaningful learning. Grounded in an in-depth review of updated CHS documents, the training emphasized both global standards and localized humanitarian challenges. By integrating updated resources such as the 2024 CHS Verification Framework, the CHS 2024 version, HSP standards, and ALNAP's guide on feedback mechanisms, the training provided participants with a solid foundation in quality and accountability practices.

A key aspect of the methodology was the use of contextually relevant, fictitious case stories designed to reflect Ethiopian humanitarian scenarios. These cases highlighted real-world challenges and solutions, encouraging participants to explore CHS commitments in relatable contexts. Activities such as scenario-based discussions, role plays, and group assessments were integrated to promote active engagement. Verification exercises using the CHS Scoring Grid added a hands-on element, enabling participants to practice assessing organizational alignment with CHS commitments and to identify areas for improvement in their practices.

The training agenda was structured to cater to a diverse group of participants, ranging from newcomers to seasoned professionals. Foundational sessions were interwoven with advanced discussions to accommodate varying levels of experience. Each session incorporated interactive methods, including group work, plenary discussions, and participant reflections, to encourage collaboration and the exchange of ideas. The inclusion of recap sessions at the start of each day ensured continuity, while activities such as action planning on the final day allowed participants to translate learning into tangible strategies for implementation in their respective organizations.

This participant-centered approach was instrumental in fostering a collaborative learning environment. By prioritizing inclusivity, contextual relevance, and alignment with the EJR project's objectives, the methodology ensured that participants were equipped not only to understand CHS commitments but also to apply them effectively. The training successfully bridged global quality and accountability standards with the operational realities of humanitarian work in Ethiopia, promoting a culture of continuous improvement and ethical practice among the participants.

8. Proceedings

8.1 Day 1: November 4, 2024

Session 1: Welcome and Introduction

The training commenced with an opening welcome by Ayenew Bekele, the Dutch Relief Alliance's Country Coordinator and organiser of the training. Ayenew emphasised the importance of the training in supporting one of the DRA's key pillars—realising accountability. He highlighted the DRA's commitment to being accountable to crisis-affected populations, donors, and their constituencies. Ayenew outlined the organisational objectives behind the training, expressing his hope that the sessions would provide participants with the skills and knowledge necessary to comply with CHS 2024 commitments and deliver quality and accountable programming. Following his remarks, Dr. Amha Ermias, the facilitator, guided participants through the remaining session, which was designed to foster engagement and align expectations with the training objectives.

Dr. Amha led an interactive activity titled "Reconnecting Through Shared Insights," where participants paired up to discuss their key takeaways from prior Sphere and CHS, Cash and Voucher Assistance, Protection, or related training and personal goals or challenges for this training. Each participant introduced their partner to the group, allowing the facilitator to identify recurring themes and link them to the training objectives. Participants also wrote their expectations for the training on post-it notes and posted them on a flip chart paper displayed on the wall. The facilitator reviewed each post-it note with the group, ensuring that expectations related to increasing understanding of CHS and quality and accountability would be addressed throughout the training with their active participation.



Figure 2 Participants Setting Ground Rules and Expectations



Figure 3 Organizer (Left) and Facilitator (Right) During Introduction

Ground rules were collaboratively established, ensuring mutual respect and active participation, and were displayed for visibility throughout the training. Dr. Amha also demonstrated and verified participants' access to the CHS 2024 resources via various platforms, including a downloadable [PDF](#), [the Interactive Handbook](#), and the hard copy, ensuring everyone was equipped to engage fully with the materials. The session concluded with a summary of key points, a reinforcement of collaboration's importance, and a preview of the day's agenda, setting a strong foundation for the training. Participants arrived at the training venue late and the session started at 9:00AM and adjustments were made to fit the context and emerging developments.

Session 2: Overview of the Training

The session began with a recap of the training objectives, connecting them to the broader importance of the Core Humanitarian Standard (CHS) in enhancing accountability, quality, and compliance in humanitarian programming. Facilitated by Dr. Amha Ermias, the session highlighted CHS's role in improving organisational practices in the nonprofit sector and supporting participants' professional growth. A PowerPoint presentation outlined the training agenda ([Annex 1](#)), detailing the sequence of sessions, planned activities, and opportunities for reflection and feedback. This structured overview provided participants with a clear understanding of how the agenda aligned with the overall training objectives.

An interactive group activity, *"Exploring the Relevance of CHS,"* engaged participants in small group discussions on two key prompts: *"Why is CHS important for nonprofit organisations?"* and *"How does adhering to humanitarian principles and CHS enhance your professional development?"* Groups shared insights, which were summarised on a flipchart. Recurring themes included CHS training's importance on improving quality and accountability, risk reduction, and alignment with international standards, as well as its value in building professional skills and career advancement. The session concluded with a summary of key points, participant reflections, and a question and answer, reinforcing the relevance of CHS and ensuring clarity on the training's focus.

Session 3: Review of Quality and Accountability Initiatives

The session began with an introduction to the historical and global context of some of the quality and accountability (Q&A) initiatives in humanitarian work. Using a timeline visual, participants were guided through key milestones in the evolution of Q&A initiatives and standards, highlighting how major crises have shaped these frameworks to meet the growing demand for accountability and quality. The facilitator introduced both [Humanitarian Standards Partnership \(HSP\) standards](#), such as the [Sphere](#) and [Minimum Standards for Education](#), as well as non-HSP standards like the [Red Cross Code of Conduct](#) and [the IASC Guidelines on GBV & IASC Rules on sexual conduct](#). This presentation underscored the connection between these initiatives and humanitarian principles, illustrating their practical applications for enhancing accountability and quality in humanitarian work.

The session also included two interactive activities. In the first, participants paired up to discuss the relevance of specific Q&A initiatives, including Humanitarian Standards Partnership (HSP) standards, to their roles and how these initiatives enhance organisational efforts. Insights shared during group discussions revealed a strong appreciation for the practical value of standards like CHS and Sphere in realising quality and accountability, ensuring transparency, mitigating risks, and improving service delivery. Participants acknowledged that these initiatives are essential for aligning with international standards of quality and accountability. Central to these technical

standards is the Sphere Humanitarian Charter, which is translated into Protection Principles and CHS. All three frameworks are applicable across all HSP standards and in any crisis or context, further reinforcing their universal relevance.

In the second activity, participants matched logos and descriptions of key standards, which deepened their understanding of these frameworks. Groups reflected on the relevance of two chosen standards to their work and shared their reasoning with the larger group, linking them to practical applications within their organisational contexts. This activity fostered an engaging and participatory environment, reinforcing the significance of Q&A initiatives and their alignment with humanitarian principles. The session concluded with a summary of key points and a group discussion that tied these standards back to participants' contexts, preparing them to apply their learning to real-world challenges and ensuring their humanitarian efforts meet global standards of quality and accountability.



Figure 4 Discussion on the Matching Exercise



Figure 5 A participant Presenting the Matching Exercise

Session 4: Overview of CHS on Quality and Accountability

The session began with an introduction to the history, purpose and structure of the CHS, emphasizing its nine commitments and the respective requirements to improve quality and accountability in humanitarian aid. Using Ethiopian case stories as a foundation, the facilitator engaged participants in a group activity titled "Exploring Quality, Accountability, and Standards Through Case Stories." This exercise encouraged participants to discuss real-life examples of complying with CHS commitments to address challenges such as ensuring dignity in IDP camps, fair resource distribution in Borana Zone, and consistent protection services in Tigray. Participants identified how the CHS commitments and humanitarian principles like humanity, neutrality, impartiality, and independence align with practical solutions in these scenarios. The facilitator presented the CHS Flower Diagram and the 2024 CHS revision booklet, highlighting key updates as follows:

“The 2024 edition of the CHS introduces clearer, simplified language, with nine commitments and fewer requirements, making it more accessible and inclusive for all organisations and individuals supporting crisis-affected populations. It strengthens commitments to uphold the rights and dignity of those affected by crises, with a greater focus on participation, environmental considerations, and aligning with the expectations of people experiencing crises.”

In the second half of the session, participants engaged in interactive question and answer discussions to deepen their understanding of CHS and its relevance. The session concluded with a wrap-up discussion reinforcing the connections between CHS commitments, humanitarian standards, and the participants' work, ensuring they left with a clear understanding of how to apply CHS commitments in real-world contexts.

Session 5: Commitment 1: Participation and Inclusion

The session began with participants reading **Commitment 1** and its associated requirements, setting the foundation for understanding the importance of participation and inclusion in humanitarian programming. This was followed by a brainstorming exercise where participants were asked, “*How would you describe participation?*” After sharing their thoughts, a slide on Participation was presented to provide a structured definition. The discussion then moved to the question, “*Why is participation important?*” Participants shared their insights, which were complemented by a slide on the Benefits of Engaging Crisis-Affected Populations. The facilitator emphasised two key messages: 1) people and communities have the right to be involved in decisions that affect them, and 2) participation and inclusion lead to better, more impactful projects. These discussions also allowed participants to reflect on their practical experiences, further connecting theory with application.

The session transitioned into an introduction to the *Community Engagement Ladder*, highlighting how community involvement progresses from informing and consulting to full ownership. Through interactive contextual case stories and by forming four groups, participants explored examples such as community-driven nutrition projects in Northern Ethiopia, disaster risk reduction in riverside residing communities in Fogera District of Amhara Region, livelihood improvements in Dollo Ado refugee camps, and WASH initiatives in South Omo Zone. Each story illustrated how transitioning from consultation to ownership enhanced outcomes, sustainability, and community empowerment. Participants actively discussed their case stories, placed them on the engagement ladder, and identified lessons learned.

The session concluded with a synthesis of insights, reiterating the importance of shifting toward community ownership and emphasising participation and inclusion as key pillars of quality and accountability. Participants were encouraged to integrate these key pillars into their own work, recognising that inclusive approaches not only empower communities to exercise their rights but also lead to better-designed and more sustainable humanitarian projects and programmes. This practical and reflective session deepened participants’ understanding of Commitment 1 of the CHS, equipping them with actionable strategies to strengthen their future programming.

Session 6: Commitment 2: Timeliness, Effectiveness and in Accordance with Priority Needs

The session commenced with participants reading **Commitment 2** and its requirements, focusing on ensuring humanitarian responses are accessible, timely, effective, and aligned with specific needs and priorities. To deepen their understanding, participants were divided into four groups, each assigned one key term: Accessibility, Timeliness, Effectiveness, or Priority Needs (Fig. 6). The groups were tasked with defining their term, identifying practical steps to achieve it, and suggesting ways to measure it.



Figure 6 A Participant Presenting the Group Activity

Insights were shared via flipcharts, and the facilitator supplemented the discussions by emphasizing the importance of consulting affected populations, coordinating with stakeholders, and involving communities in program monitoring. This activity set the stage for understanding the practical application of key terms in humanitarian programming.

The session's highlight was a case story of a drought response in Borana Zone. The case story was customized with the perception survey exercise in [the 2024 CHS Facilitation Handbook](#). Participants reviewed survey results of the “drought response in Borana Zone”, which revealed mixed feedback: while some respondents appreciated the timeliness and impact of livelihood assistance, concerns were raised about the adequacy of shelter preparations before the rainy season and the insufficient prioritization of vulnerable groups like persons with disabilities and older people. Discussions also touched on gaps in feedback mechanisms, with only 7% of respondents reporting they had made a suggestion or complaint, highlighting the need for improved community engagement and accountability. While some participants acknowledged positive results, others criticized the intervention as below standard, reinforcing the necessity of ongoing program adjustments to enhance timeliness, efficiency, and inclusiveness.

The session concluded with participants revisiting the standards introduced in the earlier session on Quality and Accountability Initiatives, such as Sphere, LEGS, ADCAP, and others within the Humanitarian Standards Partnership (HSP). Using [HSP Interactive Handbook](#) and [HSPApp](#), participants explored how these standards structured in HSP: Sphere Humanitarian Charter, Protection Principles and CHS are central and applicable to all the standards surrounding them. This reflective activity reinforced key takeaways: accessible, timely, and effective responses respect community priorities, strengthen inclusiveness, and address gaps in meeting specific needs, ultimately improving humanitarian outcomes. Participants were encouraged to integrate these lessons into their future work to uphold Commitment 2 effectively.

Day 2: November 5, 2024

Session 7: Commitment 3: Preparedness, Resilience & Local Leadership

To recap Day 1, participants each wrote a key takeaway on a piece of paper, then crumpled it into a ball. Standing in a circle, they tossed the paper balls to one another (Fig. 7). Afterward, each person unwrapped the paper they received and read aloud the insight written on it. The facilitator then refined and summarized these key points, leading into the discussion on Commitment 3.

The new session began with participants reading **Commitment 3** and its requirements, highlighting the importance of ensuring people and communities are better prepared and resilient to potential crises. This was followed by a pair exercise where participants reflected on what “preparedness and resilience” mean in their respective projects and programs. Their shared insights included the need for strong local leadership, risk anticipation, and sustainable capacity-building. The facilitator emphasized how preparedness and resilience contribute to minimizing risks, reducing vulnerabilities, and enabling communities to respond effectively to crises.

Participants were then divided into four groups to analyze case studies illustrating different approaches to supporting local capacities and resilience in various contexts. Each group worked on a case study, such as drought resilience in Borena Zone, flood preparedness in Addis Ababa, conflict preparedness in the Amhara Region, and agro-pastoral resilience in the Somali Region. Through these case studies, participants identified key stakeholders, actions taken, and how these actions contributed to preparedness and resilience. Discussions highlighted the importance of community engagement, infrastructure development, inclusive participation, and locally driven decision-making in achieving sustainable outcomes.



Figure 7 Participants During Recap Activity

The session concluded with a synthesis of lessons learned from the case studies. Participants reflected on the need to support local leadership, build long-term capacities, and anticipate risks through practical solutions tailored to specific contexts. The facilitator emphasized the alignment of these actions with the five requirements of Commitment 3, such as supporting local capacities (3.2) and promoting ownership (3.4). By the end of the session, participants reviewed actionable strategies to design and implement preparedness and resilience programs that empower communities and ensure sustainability.

Session 8: Commitment 4: Do No Harm – People and the Environment

The session began with participants reading **Commitment 4** and its requirements, which emphasise providing humanitarian assistance without causing harm to people or the environment. The facilitator led a pair exercise where participants reflected on the concept of "Do No Harm" (DNH) and discussed whether humanitarian actions could inadvertently harm people or the

environment. These discussions were supported by PowerPoint slides and a video on **Sexual Exploitation, Abuse, and Harassment (PSEAH)**. Participants reflected on the importance of PSEAH and its implementation as everyone's responsibility. They explored measures organisations could take to prevent SEA and identified CHS commitments that directly support PSEAH, including the need for robust policies that empower crisis-affected people to exercise their rights.



Figure 8 Participants During Group Activity

The session continued with a case study exercise to analyse real-world scenarios of harm caused during humanitarian interventions. Groups examined cases such as deforestation in Borena Zone due to shelter construction, waste mismanagement in Somali Region IDP camps, PSEAH issues during aid delivery in Amhara Region, and water resource pressures in Gambella. Discussions highlighted unintended harms such as environmental degradation, health risks, exploitation, and community tensions. Participants proposed mitigation actions, including introducing sustainable shelter materials, establishing waste management systems, increasing community awareness of PSEAH, and developing equitable water-sharing agreements. These actions were evaluated against the five requirements of Commitment 4, underscoring the importance of planning, monitoring, and adapting interventions to minimise harm.

The session concluded with a synthesis of key lessons. Participants agreed that preventing harm requires proactive measures such as consulting affected communities, implementing robust feedback mechanisms, and adhering to standards like CHS to address risks comprehensively. The facilitator emphasised the critical role of local leadership, organisational accountability, and the integration of environmental sustainability in humanitarian programs. By aligning actions with Commitment 4, participants recognised that humanitarian assistance could uphold dignity and reduce vulnerabilities while safeguarding both people and the environment.

Session 9: Protection from Sexual Exploitation, Abuse, and Harassment

Introduction: The session on PSEAH aimed to deeply engage participants in understanding and reflecting on their roles and responsibilities in upholding the highest standards of behavior in humanitarian work. Through a series of interactive activities, participants shared practical experiences, analyzed existing organizational policies, and explored ways to align PSEAH practices with the CHS commitments. Emphasis was placed on reflection and sharing, recognizing that effective PSEAH practices are rooted in collective accountability and proactive engagement.

Participant Reflections: The session began with participants sharing real-life examples of challenges and responses to sexual exploitation and abuse (SEA) within their contexts. Many highlighted systemic issues, such as power imbalances, lack of awareness among affected populations, and inadequate reporting mechanisms. Common themes included:

- **Barriers to Reporting:** Fear of retaliation, lack of trust in systems, and social stigma.
- **Inadequate Training:** Limited capacity-building for staff on PSEAH policies.
- **Policy Gaps:** Insufficient integration of PSEAH guidelines in organizational procedures. Participants emphasized the need for stronger communication strategies to inform affected populations about their rights and reporting channels, ensuring their ability to exercise these rights.

Mapping Policies and Guidelines

Participants worked in groups to map existing PSEAH policies and guidelines within their organizations. This exercise identified both strengths and gaps in current frameworks. Key findings included:

1. **Strengths:**
 - Existence of organizational codes of conduct.
 - Anonymous reporting mechanisms for SEA complaints.
 - Collaboration with local partners to raise awareness.
2. **Gaps:**
 - Limited accessibility of PSEAH guidelines for affected populations.
 - Absence of survivor-centered approaches in many organizations.
 - Weak monitoring and evaluation of PSEAH implementation.

The discussion stressed the importance of holding individuals and organizations to the highest standards of behavior, ensuring that everyone understands their role in preventing and responding to SEA. Participants recognized the need for stronger alignment of PSEAH practices with CHS commitments, particularly Commitments 1, 4, and 8, which emphasize participation, do no harm, and mechanisms for feedback and complaints.

Actions Taken and Way Forward

Participants outlined the actions taken by their organizations to address PSEAH, including:

- **Establishing Reporting Mechanisms:** Introducing anonymous complaints channels and feedback loops to enhance trust and participation.
- **Capacity-Building Initiatives:** Training staff on PSEAH policies and ethical behavior.
- **Community Engagement:** Working with local leaders and women's groups to raise awareness of SEA issues and reporting processes.
- **Policy Development:** Updating organizational codes of conduct to include explicit PSEAH guidelines.
- **Monitoring and Evaluation:** Setting up PSEAH indicators to track progress and identify areas for improvement.

The session concluded with a focus on actionable next steps, such as creating more inclusive reporting systems, prioritizing survivor-centered approaches, and fostering partnerships to strengthen accountability. The importance of linking PSEAH practices with CHS commitments was reiterated, emphasizing that safeguarding is integral to quality and accountability in humanitarian responses.

Session 10: Commitment 5: Concerns and Complaints

The session on Commitment 5 - "People and communities can safely report concerns and complaints and get them addressed" began with participants reading the commitment and its requirements. To set the stage, the facilitator prepared two flip charts titled "Access" and "System Effectiveness" to guide discussions on barriers to effective complaints and feedback mechanisms (CFMs). Participants reflected on the significance of CFMs in closing the accountability loop by centering affected people in humanitarian actions. These mechanisms were recognized as tools to address gaps, weaknesses, and harmful practices, ultimately enhancing dignity and trust in programming. The session underscored the need for context-specific approaches to complaint handling, ensuring mechanisms are accessible, trusted, and effective in protecting people from harm.

A storytelling exercise helped participants identify barriers to lodging complaints in their personal experiences, such as complicated procedures, language barriers, and fear of retaliation. These barriers were categorized under "Access" or "System Effectiveness" on the flip charts. During the debrief, the facilitator emphasized how such barriers are magnified for people affected by crisis and vulnerability, who often lack alternatives to humanitarian support. Participants explored the critical importance of CFMs that are universally accessible and trusted to deliver effective response. The group acknowledged that vulnerable populations, especially in crisis contexts, face amplified challenges, making the establishment of robust CFMs a fundamental responsibility for humanitarian organizations.

In a plenary discussion, participants identified key pillars of effective CFMs, such as acknowledging complaints, ensuring process transparency, training staff appropriately, maintaining confidentiality, and safeguarding complainants' safety and security. These insights were synthesized into four core principles—Access, Confidentiality, Safety/Security, and Transparency—that form the foundation of successful complaints systems. The facilitator linked

these principles to CHS Commitment 5, demonstrating how they foster accountability, trust, and respect for the rights of crisis-affected populations. Participants recognized the alignment between these principles and the broader goals of humanitarian accountability.

The session concluded with a forward-looking discussion on practical strategies to enhance CFMs in participants' operational contexts. Participants evaluated whether their organizational systems were accessible and trusted by affected communities. Practical recommendations included providing multilingual support, conducting regular community consultations, and implementing robust monitoring mechanisms to ensure complaints result in meaningful action. Key additional issues raised highlighted the need for local organizations to strengthen their MEAL, financial, and human resource systems alongside CFMs, as these systems are interdependent. Participants agreed that CFMs must focus not only on collecting complaints but also on addressing them promptly and effectively. By addressing barriers and integrating inclusive, responsive CFMs, humanitarian organizations can build trust, accountability, and empowerment among the populations they serve.

Day 3 (November 7, 2024)

Session 11: Establishing Complaints and Feedback Mechanisms

The session on "**Establishing Complaints and Feedback Mechanisms (CFMs)**" began with an interactive introduction facilitated by Dr. Amha Ermias. Participants revisited the first five CHS commitments through a matching exercise, linking real-life scenarios to each commitment. For example, inclusive community consultations in WASH projects were matched with Commitment 1, while confidential hotlines for reporting misconduct were linked to Commitment 5. This activity reinforced participants' understanding of the CHS commitments and encouraged them to share their own scenarios, fostering collaboration and reflection. Dr. Amha emphasized the importance of CFMs as a cornerstone of accountability and handed over to Ayenew Bekele, who led a more practical exploration of CFMs specific to the Ethiopian Joint Response (EJR) project.

Facilitating the core session, Ayenew highlighted both achievements and gaps in the implementation of CFMs in the EJR project. Discussions focused on the complexities of developing joint CFMs in a multi-agency context, with participants sharing steps such as pre-mapping existing mechanisms, conducting community consultations, and designing integrated frameworks that respond to local needs. Examples from Dubluk and Midiga Tolla illustrated successes, such as community-preferred face-to-face feedback mechanisms, and challenges like the underutilization of suggestion boxes and non-functional phone lines. Ayenew stressed the importance of diversifying feedback channels, particularly for marginalized and vulnerable communities, and integrating CFMs into activities like post-distribution monitoring to enhance accessibility and responsiveness.

The session concluded with group work where participants designed context-specific CFMs and presented their proposals. Key recommendations included developing standard operating procedures (SOPs), ensuring data protection, conducting community awareness campaigns, and providing continuous staff training. Ayenew reiterated that there is still significant work to do to ensure CFMs are accessible and responsive, particularly to marginalized and vulnerable communities, which the EJR project seeks to assist. The session reinforced the importance of

aligning CFMs with community preferences and operational contexts, leaving participants with actionable insights to improve accountability and trust in their humanitarian programming.

Session 12: Commitment 6: Coordination and Complementarity and Partnership

The session on Commitment 6, facilitated by Ayenew Bekele, the Country Coordinator of DRA, provided participants with an opportunity to explore the critical role of coordination in achieving quality and accountability in humanitarian programming. Participants from 12 DRA member organizations actively engaged in brainstorming and storytelling exercises, reflecting on their practical experiences within the EJR project. The session began with a brainstorming activity, where participants discussed how coordination relates to quality and accountability. Key insights included the minimization of resource gaps and overlaps, enhanced community trust, and the alignment of interventions for greater impact. The facilitators emphasized the importance of collaborative efforts among DRA partners to address complex humanitarian needs effectively.



Figure 9 Discussion on Partnership Issues

A storytelling exercise highlighted both success and failure factors in coordination. Participants shared examples of effective joint planning and transparent communication in project areas like Ziquala and Dubluk, where resource-sharing and harmonized needs assessments were successful. Conversely, challenges such as organizational domination, inconsistent policies on beneficiary support (e.g., discrepancies in per diem payments), and “tokenistic approaches” to local NGO engagement were identified as barriers to effective collaboration. For instance, some participants noted that international NGOs often received more attention and resources compared to local partners, undermining the equitable distribution of responsibilities and resources. Flipcharts

categorized these insights into "Coordination Success Factors" and "Coordination Failure Factors," fostering a deeper understanding of the dynamics of collaborative humanitarian work.

The session concluded with a group activity on Project Cycle Management (PCM), where participants identified coordination actions relevant to each stage of the project cycle. Examples included stakeholder mapping during preparedness, joint needs assessments during the assessment phase, and shared accountability mechanisms during implementation and monitoring. The facilitators stressed that coordination is not only key to ensuring quality and accountability but also a shared responsibility that starts with basic information sharing and evolves into methodologically aligned, collaborative actions. Participants agreed on actionable insights to enhance their coordination efforts, reaffirming the need for equitable partnerships, transparent processes, and inclusive decision-making to maximize the impact of the EJR project.

Session 13: Commitment 7: Continuous Improvement Based on Feedback

The session on Commitment 7 focused on the importance of using feedback mechanisms to drive continuous improvement in humanitarian programming. Facilitated with an emphasis on practical examples, participants explored how systematic feedback, when integrated into regular Monitoring, Evaluation, Accountability, and Learning (MEAL) activities, can address community needs proactively. The session highlighted that feedback is not only about addressing concerns raised through Complaints and Feedback Mechanisms (CFMs) under Commitment 5 but also involves broader activities that identify and resolve potential issues before they escalate into complaints. Participants reflected on the necessity of a proactive approach to community engagement, where MEAL systems gather insights to inform program design, implementation, and adaptation in real time.

Discussions underscored the essential role of CFMs as a cornerstone of accountability while emphasizing the broader scope of MEAL systems in capturing diverse feedback streams. Many participants noted that while local NGOs have established CFMs, these often remain underutilized due to limited capacity or awareness. Strengthening MEAL systems, particularly for local NGOs, was identified as a critical step toward ensuring feedback is not only collected but also analyzed, acted upon, and used to drive programmatic improvements. The session also introduced ALNAP's guide on closing the feedback loop, which provides actionable strategies for organizations to systematically document, respond to, and use feedback to improve interventions. This alignment ensures that both CFMs and MEAL systems contribute to a culture of accountability and learning within organizations.

In linking Commitments 5 and 7, the session emphasized that while CFMs are vital for addressing community grievances, the ultimate goal is to use proactive MEAL processes to prevent the recurrence of issues that communities might otherwise complain about. Participants shared examples from the Ethiopian Joint Response (EJR) project, where community consultations and post-distribution monitoring identified gaps in service delivery before they escalated into complaints. These discussions reinforced the need for organizations to strengthen existing MEAL systems to close the feedback loop effectively and continuously adapt programming to meet community needs. The session concluded with a call for greater investment in capacity-building for local NGOs to enhance their MEAL capabilities and ensure sustainable improvements in humanitarian response.

Session 14: Commitment 8: Respectful, Competent, and Well-Managed Staff

The session on **Commitment 8: Respectful, Competent, and Well-Managed Staff and Volunteers** was facilitated as central to the CHS training program. The session started by reading the commitment and its requirements. This session focused on aligning organizational practices with Commitment 8 to promote a culture of accountability, competency, and respect within humanitarian organizations. Participants engaged actively in discussions and activities designed to explore policies, procedures, and practical measures to ensure staff are well-managed, protected, and supported. The session emphasized that an organization's human resource practices are integral to fostering quality and accountability in humanitarian response.

A key activity involved group exercises where participants analyzed four essential themes: respectful behavior, competency development, well-managed practices, and protection/support. Participants identified relevant policies, such as grievance mechanisms, codes of conduct, and safety frameworks, as well as practical strategies to enhance organizational culture. For example, participants reflected on real-world challenges like inconsistent safety protocols and limited mental health support in high-risk settings. Case studies from the EJR context further enriched the discussions. One case study highlighted efforts to address competency gaps in North Wollo by introducing training and mentorship programs, which improved staff efficiency and community trust.

The session concluded with a review of key lessons, including the importance of grievance mechanisms in fostering inclusive and supportive work environments, the role of continuous training in competency development, and the need for robust safety measures to protect staff. Participants agreed on the necessity of integrating these measures into their organizational frameworks to uphold Commitment 8. The facilitator emphasized that respectful, competent, and well-managed staff are essential for effective humanitarian programming and that investments in human resource systems contribute to a culture of continuous improvement and accountability.

Session 15: Commitment 9: Ethical and Responsible Management of Resources

The session on **Commitment 9: People and communities can expect that resources are managed ethically and responsibly** was an engaging and interactive discussion facilitated with active participation from all attendees. The session began with a reflection on the key challenges in managing resources responsibly in humanitarian action. Participants explored practical issues such as balancing cost and impact, operating in difficult environments, and addressing risks like corruption and fraud. Using reference materials and case studies, the facilitator emphasized the critical role of effective resource management in achieving humanitarian objectives and maintaining community trust.

The session drew upon three case studies to illustrate the application of Commitment 9 in various Ethiopian humanitarian contexts. In Dubluk, Borena, a comprehensive staff protection plan highlighted the importance of allocating resources to ensure safety and well-being, demonstrating how responsible management enhances program effectiveness. In North Wollo, gaps in staff competencies were addressed through targeted training and mentorship, showcasing how investments in skill development led to improved service delivery and community trust. Similarly,

the implementation of grievance mechanisms in Gambella underscored the need for ethical management of resources to foster an inclusive workplace culture and address systemic issues.

Key lessons emphasized during the session included the need for a coherent organizational approach to resource management, the integration of ethical fundraising practices, and the importance of minimizing waste and environmental impact. Participants acknowledged that responsible resource management is foundational to accountability and quality in humanitarian programming. The session concluded with a discussion on best practices, including continuous staff training, transparent financial policies, and community involvement in monitoring resource allocation. By linking these efforts with the broader principles of Commitment 9, participants reaffirmed their commitment to managing resources ethically and effectively in their respective organizations.

Day 4. November 7, 2024

Session 16: CHS Verification Schemes

The session on CHS Self-Assessment and Verification began with an engaging matching exercise to review all nine CHS Commitments. Participants were presented with scenarios representing each commitment and tasked with correctly aligning them with the respective commitments. This activity served as a concise summary of the CHS framework, providing participants with a clear understanding of the commitments' practical implications. The exercise was highly appreciated by participants as it distilled complex issues and concepts into relatable examples, reinforcing their relevance in humanitarian work. Participants concluded that the commitments collectively embody the principles of quality, accountability, and respect for those affected by crises, serving as a strong foundation for improving organizational practices.

Building on this review, the session introduced the [CHS 2024 Verification Framework](#), emphasizing its importance as a tool for assessing organizational adherence to CHS commitments. Dr. Amha highlighted the critical role of self-assessment in identifying strengths, weaknesses, and opportunities for improvement. Participants explored the verification process, learning how it fosters transparency and accountability by providing a structured approach to evaluating practices across all commitments. The session also discussed the significance of incorporating stakeholder perspectives into self-assessment to ensure inclusivity and alignment with community needs.

The group work exercise was a key highlight, where participants evaluated an "ideal organization" against CHS Commitment 1. Using the CHS Verification Framework and scoring grid, participants engaged deeply with the assessment process, assigning scores ranging from 1.3 to 3.0 based on specific indicators. This hands-on activity underscored the complexity and rigor required for accurate evaluation, revealing that full compliance with the CHS requires robust systems, well-defined policies, and consistent implementation. Participants recognized the value of self-assessment as a tool for fostering continuous improvement while acknowledging the need for further capacity-building to achieve and sustain compliance.

The session concluded with a reflective discussion on the broader implications of self-assessment and verification. Participants agreed that these processes not only enhance organizational accountability but also build trust with affected communities and stakeholders. The importance of

moving beyond compliance to embrace a culture of learning and improvement was emphasized. Participants left the session equipped with practical insights and tools to advance their organization's alignment with CHS commitments, reaffirming their dedication to ethical, effective, and accountable humanitarian action.

Session 17: Action Planning

The CHS action planning session marked a significant step towards translating the commitments into concrete, implementable strategies tailored to the diverse organizational contexts of participants. Facilitated by Dr. Amha Ermias, the session emphasized the importance of aligning actions with the SMART framework to make activities actionable. The exercise paired one international partner with one or two national partners, fostering collaboration and cross-learning and based on the already established partnership. Participants actively engaged in the process, and developed action plans.

Activities	When	Methodology	Responsible person
1. Sharing Training materials	Dec 10	Soft copy, Hard copy	Trained Team
2. Awareness Creation Training	Feb-2025	Face-to-face, Online	Trained Team
3. Incorporate CHS in Monitoring Tools	2025	Monitoring activities & tools	MEAL Team
4. Incorporate CHS in Project Implementation	Jan-2025		All Staffs
5. Receive TOT CHS training	2025		Ayemaw

Figure 10 Organizations Action Plan I

Activity	Time	Responsible Person	Resource
Sharing information for Hc about the revised CHS commitments	Dec 2024	All Participants attend from the partner organization	-
Making different materials support for the history	Jan, 4th week	All partners except TdH.	Budget
Cascading the training for field staff	February 2nd week	" "	Budget
Conduct monitoring	Every quarter	All Partner	Budget
If possible customize the old CHS	-	MSD	-

Figure 11 Organization's Action Plan II

Each group prepared 3-6 specific actions aimed at strengthening CHS commitments within their organizations. Examples included cascading the training, sharing training materials and incorporating CHS in monitoring tools. Actions were detailed with manageable timelines and based on the decision-making capacity of participants.

Session 18: Course Recap and Conclusion

The CHS training concluded with an engaging recap session that revisited key takeaways from the week. Participants reflected on the nine CHS commitments, discussing their relevance to their organizational work and sharing how they plan to integrate the principles into their respective contexts. The recap highlighted practical exercises, such as scenario-based learning, group discussions, and case study reviews, which deepened participants' understanding of quality and accountability in humanitarian programming. The facilitator emphasized that this training was not just a knowledge-sharing event but also a starting point for building a culture of continuous learning and improvement.

As the session drew to a close, participants were presented with certificates of completion, recognizing their participation in the training. The training concluded with a group photo, capturing the sense of accomplishment and camaraderie built over the course of the program.

9. Training Evaluation

Participants provided overwhelmingly positive feedback on the Core Humanitarian Standard (CHS) training, highlighting several key aspects:

- **Practical Focus:** The training became more hands-on after the second day, which participants found beneficial.
- **Commitment to Implementation:** Attendees recognized the importance of integrating CHS commitments into their organizational practices.
- **Appreciation for Organizers and Facilitator:** Gratitude was expressed towards SOS SOS CVE for organizing the training, Dr. Amha for his expert facilitation, and Ayenew Bekele for his organizational efforts.
- **Timeliness and Relevance:** The training was considered timely and pertinent, aiding in proposal writing and enhancing organizational systems.
- **Effective Methodology:** The participatory approach, involving group and individual activities, was praised for its effectiveness. The provided materials were deemed valuable for future reference.
- **Qualified Trainer:** Dr. Amha was acknowledged as a highly qualified trainer, with participants expressing satisfaction with his facilitation skills.
- **Logistics and Venue:** The accommodation and venue were rated excellent, contributing to a positive overall experience.
- **Knowledge Acquisition:** Participants reported gaining valuable insights and skills essential for their professional development and organizational improvement.
- **Effective Recaps:** The recap sessions were particularly appreciated for consolidating learning and enhancing understanding.

This feedback underscores the training's success, highlighting its practical relevance, high-quality facilitation, and the positive learning environment created for participants.

10. Recommendations

Application of the following recommendations shall further enhance future CHS training programs:

1. **Enhance Gender Balance:** Address the underrepresentation of women by implementing strategies to promote gender equality in future training sessions.
2. **Provide Training of Trainers (ToT):** Offer Training of Trainers programs on CHS commitments to build internal capacity within organizations, enabling them to cascade knowledge effectively.
3. **Follow-Up on Action Plans:** Establish mechanisms to monitor and support the implementation of action plans developed during the training, ensuring sustained application of CHS commitments.

Implementing these participant-driven recommendations will enhance the effectiveness of future training programs and promote continuous improvement in delivering CHS-focused capacity-building initiatives.

Annexes

Annex 1: Training Agenda



Core Humanitarian Standard on Quality and Accountability: Training Agenda

Date: December 4–7, 2024
Venue: Mado Hotel, Addis Ababa, Ethiopia
Organizer: SOS CVE – Ethiopian Joint Response Project

Time	Day 1 (Nov 4)	Day 2 (Nov 5)	Day 3 (Nov 6)	Day 4 (Nov 7)
08:30-09:00	Welcome and Introduction	Recap	Recap	Recap
09:00-10:00	Overview of the Training	Commitment 3: Preparedness and Resilience	Establishing Complaints and Feedback Mechanisms	Commitment 9: Ethical and Responsible Management of Resources
10:00-10:30	Review of Quality and Accountability Initiatives			
10:30-10:50	Coffee Break	Coffee Break	Coffee Break	Coffee Break
10:50-12:30	Overview of Core Humanitarian Standard on Quality and Accountability	Commitment 4: Do No Harm – People and the Environment	Commitment 6: Coordination and Complementarity	CHS Verification Schemes
12:30-13:30	Lunch	Lunch	Lunch	Lunch
13:30-15:00	Commitment 1: Participation and Inclusion	Protection from Sexual Exploitation, Abuse, and Harassment (PSEAH)	Commitment 7: Continuous Improvement Based on Feedback	Action Planning Parking Lot
15:00-15:20	Coffee Break	Coffee Break	Coffee Break	Coffee Break
15:20-16:50	Commitment 2: Timeliness and Effectiveness	Commitment 5: Concerns and Complaints	Commitment 8: Respectful, Competent, and Well-Managed Staff	Course Recap and Conclusion
16:50-17:00	Assessment	Assessment	Assessment	



Facilitator: Amha Ermias (Ph.D.), Sphere and CHS 2024 Approved Trainer, SEGEL Research and Training Consulting PLC, Addis Ababa, Ethiopia. Contact: +251911002288; amha.ermias@gmail.com

Annex 2: List of Participants

S.No	Name	Sex	Position	Organisation
1	Fisehatsion Abrham	M	CP specialist	TDH
2	Birhanu Haile	M	Relief and Rehabilitation Coordinator	EKHCHC
3	Endale Ashebir	M	Relief and Rehabilitation Coordinator	PAD
4	Wako Diba	M	M & E Assistant	SND
5	Mulugeta Bator	M	Field Coordinator	TBCFDO
6	Fikru Tenna	M	MEAL Officer	SOS CVE
7	Tenaw Fentaw	M	SPMEALO	CORDAID
8	Shumi Abdurahman	M	FSL OFICER	EKHCHC
9	Tigist Bayleyegne	F	MEAL Officer	TdH
10	Belay Gardie	M	Coordinator	CORDAID
11	Mikiyas Tsgie	M	Project Manager	Plan International
12	Tsgie Mekonen	F	Project Manager	ANPPCAN Ethiopia
13	Ashebir Kebede	M	M&E Manager	HUNDEE
14	Eskinder Lemma	M	MEAL Officer	TESFA Birhan CFDO
15	Degene Assefa	M	Project Manager	MSD
16	Woldesemayat Tsegaw	M	Project Coordinator	TESFA Birhan CFDO
17	Regassa Temesgne	M	Project Coordinator	TEAR FUND
18	Arbaye Seid	M	HRP Coordinator	SOS CVE
19	Bayou Abera	M	HPH	TDH
20	Alemayehu Damtie	M	MEAL Officer	PAD
21	Misrach Debebe	F	MEAL Officer	ANPPCAN Ethiopia

Annex 3: Facilitator and Company Profile

About SEGEL Research and Training Consulting PLC (SEGEL)

SEGEL is a consultancy services company established in 2012 and registered in Ethiopia, undertaking a growing portfolio of public policy analyses, capacity development, evaluations, and strategic planning projects for highly respected clients, including UN, ICRC, and donors (USAID, FCDO/DFID, JICA, etc.) and government ministries, and more than 85 local and international NGOs in Ethiopia. SEGEL has experience working in multi-country evaluations and studies in Somalia, Tanzania, and South Sudan, including with donor consortia. Its partnership network includes consulting companies in Europe (Wageningen Research Institute), Africa (Kilimanjaro Research Institute), and academic institutions, including the University of Amsterdam.

Facilitators

- Dr. Amha Ermias is a listed Sphere (ToT) trainer, CHS approved trainer and a multi-disciplinary consultant. He has over 17 years of experience in humanitarian emergencies, public policy and management, capacity development, evaluations, and strategic planning projects for highly respected clients, including the UN, ICRC, donors (USAID, FCDP/DFID, Irish Aid, GIZ, and JICA), Ethiopian government ministries, and more than 85 local and international NGOs in Ethiopia. He also has experience working in Kenya, Tanzania, and South Sudan in multi-country evaluations and studies, including with donor consortia. He is an active member of INEE, Sphere, and ALNAP. He is also the CEO and Founder of SEGEL. He is interested in promoting quality and accountability initiatives and engaging in Humanitarian, Development, and Peace (HDP) nexus learning events.

Annex 4: Photo Gallery



CAMON 30 Pro 5G ●

23mm f/1.88 1/100s ISO225



CAMON 30 Pro 5G ●

14mm f/2.2 1/25s ISO1316







