Inter-agency Accountability to affected Populations/Community Engagement (AAP/CE) Training - Batch (1)

COMPLETION REPORT

PREPARED BY

Training Organizers

Plan International Myanmar

November 27, 2024

Introduction

Plan International is an independent development and humanitarian organization that advances children's rights and equality for girls. We believe in the power and potential of every child. But this is often suppressed by poverty, violence, exclusion and discrimination. And it is girls who are most affected. Working together with children, young people, our supporters and partners, we strive for a just world, tackling the root causes of the challenges facing girls and all vulnerable children. We support children's rights from birth until they reach adulthood and enable them to prepare for – and respond to – crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge. We have been building powerful partnerships for children for over 75 years and are now active in more than 80 countries.

As a collaborative effort on supporting the interagency project, Plan International Myanmar (PIM) is facilitating efforts to enhance the capacity of national NGOs and community-based organizations (CBOs) in Northwest and Southeast Myanmar under the workstream 1: Strengthened AAP coordination and capacity. This training aims to equip participating organizations with the skills necessary to enhance community participatory approaches, effective communication with affected community, develop robust feedback mechanisms, and effectively engage with displaced communities. The three-days AAP/CE training will be led by facilitators from IOM, WFP, Plan International Myanmar, UNICEF and distinguished experts from the clusters and other Working Groups.

Training Information

Project Title	Strengthening accountability services and AAP capacity in hard-to-reach areas in Myanmar
Funded by	Central Emergency Response Fund (CERF) - IOM
Target Audience	Total 40 AAP/CE Working Group Members
Project Duration	1 August 2024 to 28 February 2025
Project Location	Nation-wide
Batch Number	Batch (1)
Training Date	12~14 November 2024 (3-days Training)

Training Objectives

Objective 1: To Build Fundamental Knowledge and Understanding of AAP/CE Knowledge

Objective 2: Strengthen Practical Skills and Tools

Objective 3: Foster Commitment and Ownership

Training Participants

Criteria for Selecting Training Participants:
- A total of 40 participants from UN, INGOs, Red Cross movement, Community-Based Organizations (CBOs), and Civil Society Organizations (CSOs) were accommodated.
- Membership in the AAP/CE Working Group - Myanmar was required.
- Those who had not previously taken part in AAP/CE Training by the Working Group were eligible.
- An individual who could dedicate themselves to the three-day training without distractions, such as using laptops or phones during the sessions, was sought.
- Priority was given to participants from CBOs and CSOs.
- Participants had to be staff members who spoke the Myanmar language and worked for a humanitarian organization.
- Compliance with guidelines and payment policies, including safety and security protocols, was compulsory and was explained during briefing sessions by Plan International Myanmar.

Analysis of Participants

Type of Organization	Female	Male	Other	Total Participants
CBO/CSO	3	5	2	10
INGO	10	5		15
NNGO	5	7		12
Red Cross Movement	2			2
UN	1			1
Grand Total	**21**	**17**	**2**	**40**

"Participants engaged in the day-1 recap session, sharing insights in a circle. A participant with the red ball poses a question, while another with the white ball provides an answer."

Training Agenda

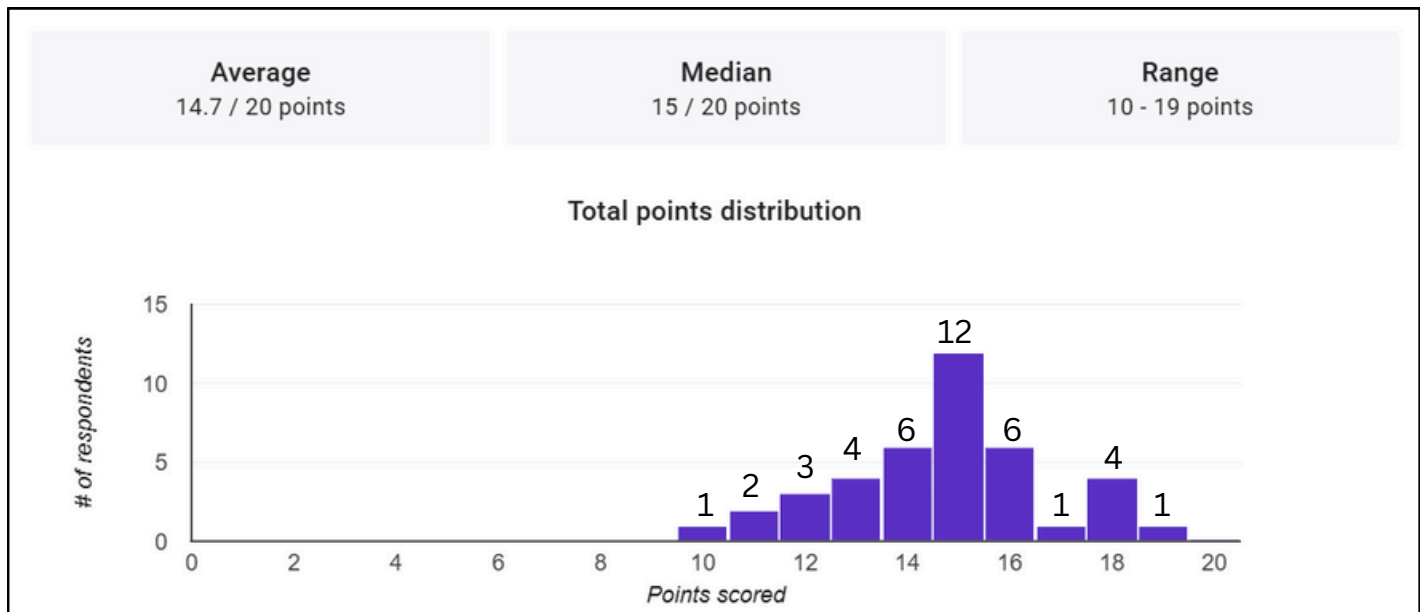| Day	Time (Hour:Minute)		Topic or Activity Name	Responsible Facilitator	
	From	To		Name	Organization
11/12/2024	8:30	9:00	Breakfast		
	9:00	9:20	Opening Speech	Thein Win @ Nichalas	IOM
	9:20	10:30	Introduction to the Training and its Objectives/Pre-test/Setting Ground Rules	Zon Hsai	PIM
	10:30	12:00	Presentation of Community Voice Platform (CVP)	Soe Moe Naing	IOM
	12:00	1:00	Lunch Break		
	1:00	3:00	Information Provision	Lei Yee Nway	UNICEF
	3:00	3:20	Tea Break		
	3:20	5:00	Enhancing Participation	Pyae Phyo Swe	UNWOMEN
11/13/2024	8:30	9:00	Breakfast		
	9:00	9:30	Recall -Day 1	Zin Ko Phyo	PIM
	9:30	10:30	Protection Mainstreaming and AAP	Zon Hsai	PIM
	10:30	12:00	Child Participation in AAP	Dr May Thwel	Braveheart Foundation
	12:00	1:00	Lunch Break		
	1:00	1:30	Communication Game	Zon Hsai	PIM
	1:30	3:00	Misinformation - Disinformation - Malinformation - Hate Speech (MDMH) Session	Gian Libot	Internews
	3:00	3:20	Tea Break		
	3:20	4:30	AAP and PSEA	Victoria Larroche	UN
	4:30	4:45	Recap Day 2	Zin Ko Phyo	PIM
11/14/2024	8:30	9:00	Breakfast		
	9:00	9:30	Recall -Day 2	Zin Ko Phyo	PIM
	9:30	12:00	Fundermentals of CFM system	Ye Wint Aung	IOM
	12:00	1:00	Lunch Break		
	1:00	3:00	How to establish CFM system at community level	Ye Wint Aung	IOM
	3:00	3:20	Tea Break		
	3:20	4:30	How to mainstreaming CFM into project cycle	Ye Wint Aung	IOM
	4:30	5:00	Recap the training/Post test/Training Evaluation/Q&A	Zon Hsai	PIM

Training Methodology

- Plenary presentations
- Plenary and small group discussions
- Individual and group exercises
- Reading
- Video
- Games
- Simulation and role play
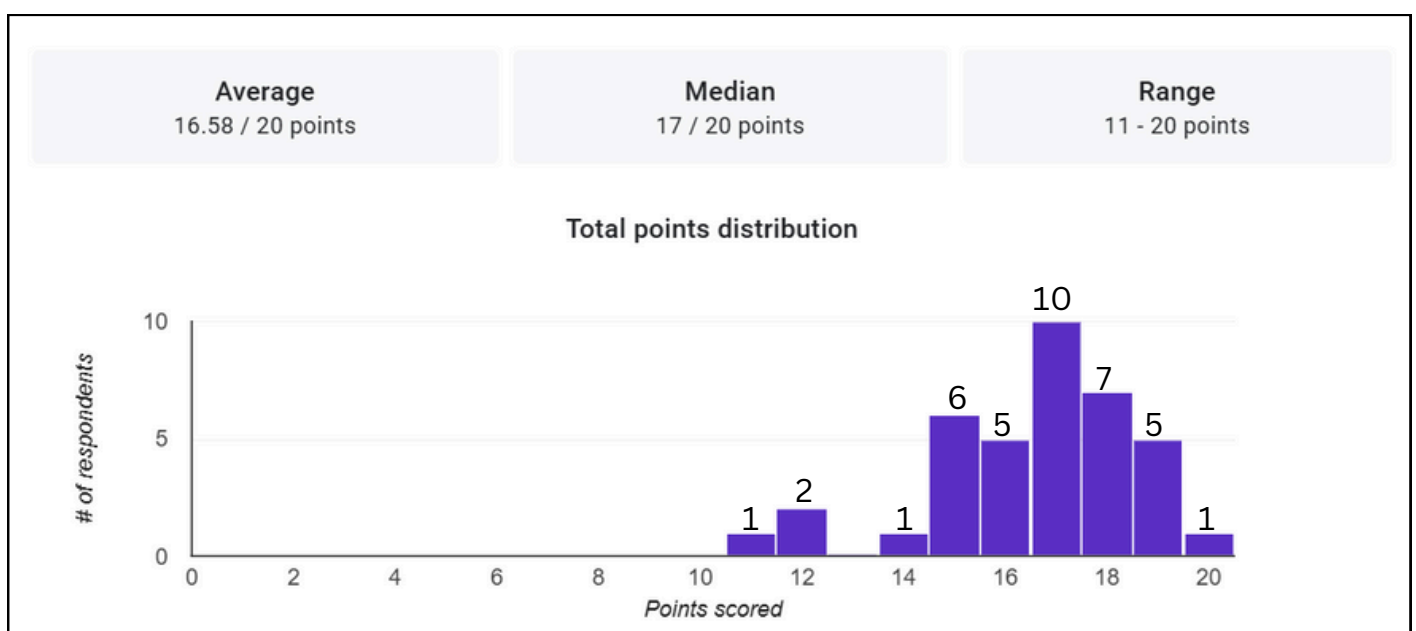- Peer feedback and review
- Planning
- Case Studies

"Participants exchanging valuable experiences and knowledge during a dynamic training session."
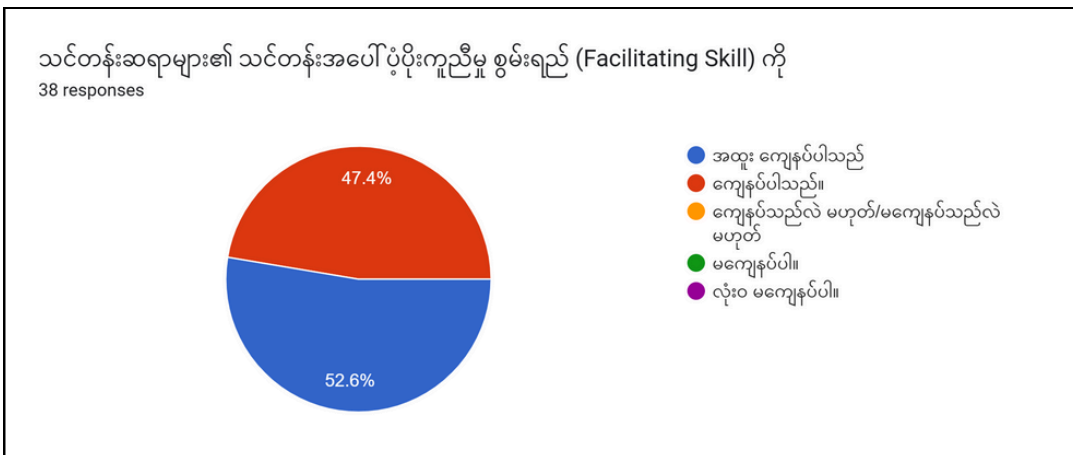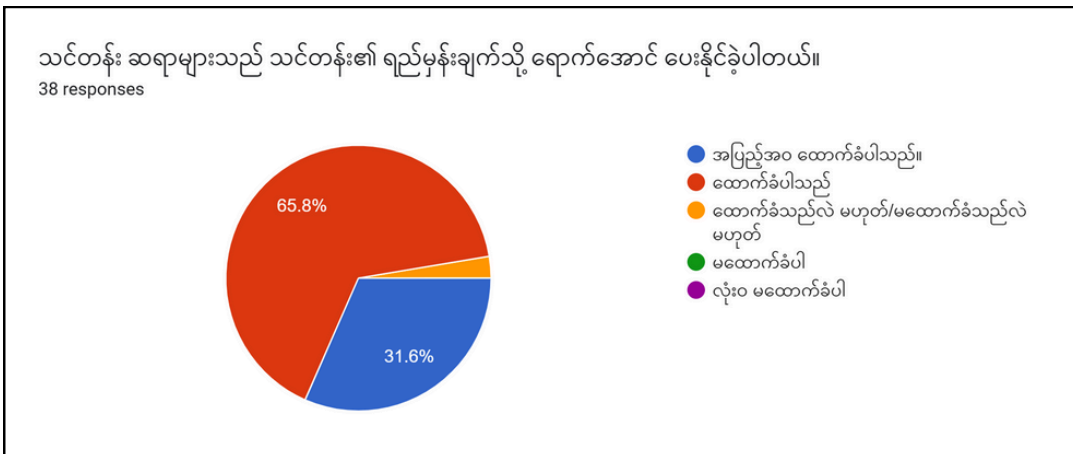
Pretest Result by 40 Responses

Average	Median	Range
14.7 / 20 points	15 / 20 points	10 - 19 points

Total points distribution

Post-test Result by 38 Responses

Average	Median	Range
16.58 / 20 points	17 / 20 points	11 - 20 points

Total points distribution

Feedback to Trainer

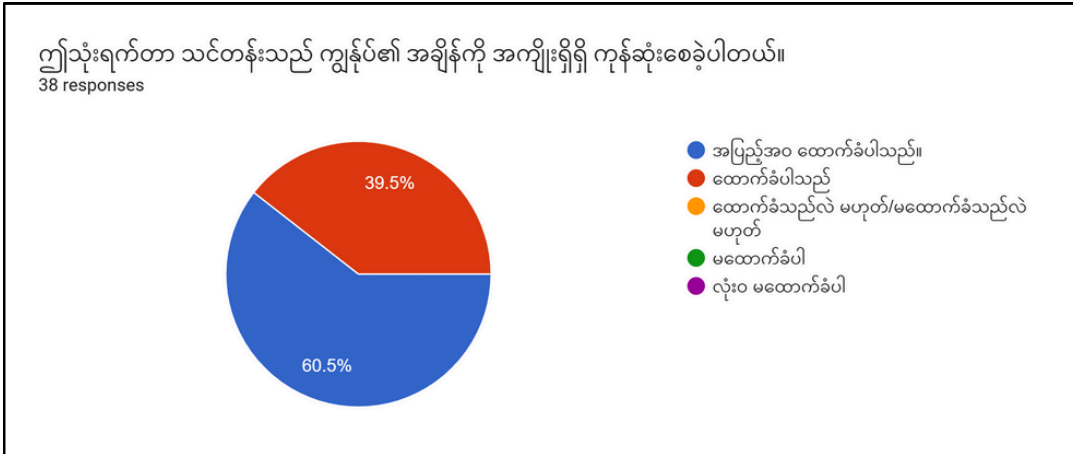ကျွ်သုံးရက်တာ သင်တန်းသည် ကျွန်ုပ်၏ အချိန်ကို အကျိုးရှိရှိ ကုန်ဆုံးစေခဲ့ပါတယ်။
38 responses

- အပြည့်အဝ ထောက်ခံပါသည်။
- ထောက်ခံပါသည်
- ထောက်ခံသည်လဲ မဟုတ်/မထောက်ခံသည်လဲ မဟုတ်
- မထောက်ခံပါ
- လုံးဝ မထောက်ခံပါ

39.5%
60.5%

သင်တန်းမှာ ပါဝင်တဲ့ အခန်းတွေဟာ ကျွန်တော်/မတို့အတွက် အသုံးဝင်ပြီး နေ့စဉ်လုပ်ငန်းများတွင် လက်တွေ့အသုံးချနိုင်လာမှာ ဖြစ်ပါတယ်။
38 responses

- အပြည့်အဝ ထောက်ခံပါသည်။
- ထောက်ခံပါသည်
- ထောက်ခံသည်လဲ မဟုတ်/မထောက်ခံသည်လဲ မဟုတ်
- မထောက်ခံပါ
- လုံးဝ မထောက်ခံပါ

39.5%
60.5%

သင်တန်း ဆရာများသည် သင်တန်း၏ ရည်မှန်းချက်သို့ ရောက်အောင် ပေးနိုင်ခဲ့ပါတယ်။
38 responses

- အပြည့်အဝ ထောက်ခံပါသည်။
- ထောက်ခံပါသည်
- ထောက်ခံသည်လဲ မဟုတ်/မထောက်ခံသည်လဲ မဟုတ်
- မထောက်ခံပါ
- လုံးဝ မထောက်ခံပါ

65.8%
31.6%

သင်တန်းဆရာများ၏ သင်တန်းအပေါ် ပွဲပိုးကူညီမှု စွမ်းရည် (Facilitating Skill) ကို
38 responses

- အထူး ကျေနပ်ပါသည်
- ကျေနပ်ပါသည်။
- ကျေနပ်သည်လဲ မဟုတ်/မကျေနပ်သည်လဲ မဟုတ်
- မကျေနပ်ပါ။
- လုံးဝ မကျေနပ်ပါ။

47.4%
52.6%

6

The most memorable key takeaways from the training

| |
|---|
| PSEA is collective responsibility |
| Community participation |
| Protection Mainstreaming, Child Participation, Information Management, Core Humanitarian Standards, CFM, PSEA, Ladders of participation, CFM channels |
| AAP knew very well that it had to be involved at every stage of the Project Cycle and Program |
| How to get Quality. |
| AAP (taking account , giving account and being held to account |
| Information - Participation - complain Feedback Mechanisms |
| Employees are not benefactors. AAP for the people and responsible for the people |
| Humanitarian staff have power |
| Giving Account to, Taking Account of, Being Held to Account By |
| 1)AAP and CE detail concept, Mainstreaming of CFM , AAP main participation, Information provisions and CFM ,Child participation |
| Information provisions,enhancing participation, Seeking feedback and complaints |
| Information provision, Enhancing participation and CFRM |
| power balance AAP CFRM CVP |
| - Information Provision, Enhancing Participation and Seeking Feedback & Response / Ladder of Participation/ Hate Speech/ Malinformatin/ Communication is Aid |
| Communication is aid, taking account of, giving account to, being held to account, child protection principles(4ခု)၊ AAP 3 core pillers (information provision, participation, CFM), Participation ladder (5ခု) ၊ PSEA(SE, SA, SH), Key steps for establishing CFM (11ဆင့်)၊ MDMH |
| AAP, Participation, Information, Feedback |
| POWER, mainstreaming, |
| Essential linkage between AAP and PESA. |
| The concept of AAP and the effectiveness of its components and the differences between misinformation,disinformation,mallformation and hate speech. |
| AAP mainstreaming & How to mainstreaming CFRM |
| 3 Core Pillars of AAP(1)Information Provision(2)Inhancing Information(3)Seeking Feddback(CFM)system |
| AAP/PSEA |
| MDMH |
| MDMH, AAP mainstreaming in Project implementation |
| AAP's three pillars (Info provision, Enhancimg participation, CFRM) related other objectives.g များပါသည်။ |
| AAP and PSEA link |
| Information is aid. Right to develop, participate, protection, survive၊ MDMH |
| Protection Mainstreaming,3 pilars of AAP, 4 Commitments of IASC |
| Topics related to AAP, policies to be followed by humanitarian workers, The importance of participation Misinformation & Child Participation; I have learned about CFM. |
| Humanitarian staff တေ့ုမှာ power /Three core pillors |
| By giving the right information, people's lives can be saved. AAP must be considered at every stage of business implementation. |
| AAP means using Power for the benefit of the community. |
| Child participation in AAP |
| No |
| Although I attended an online course, in-person is more effective in terms of understanding.The more detailed and clear the main 3 Pillars of AAP are, the more the chain is connected. Before, when I went to training at the community level, I did not know what to say and did not understand the key message. |
| (1) Timely message can save many lives. (2) Design can be added to work at every level of the business to achieve Meaningful Participation. (3) AAP applies to all employees. (4) To share power with the community. We are more aware that Community Participation will be the only way to do Capacity Building and Ownership. |

Feedback to Trainers and Organizers by Training Participants

It would be great if you could include more lessons on Enhancing Participation
No suggestion
To organize the time precisely
Some technical parts should be discussed more time.
More days
Not recommend to include virtual session
Batch 1 trainees need to be updated again
Regarding the child and Gender mainstreaming session should take time.
Good
Would like request to make at least 4 Days.
We would like to encourage you to carefully add content that matches the situation
I would like to receive the AAP training for next time.
Want to suggest to add more games..interactive and learning games
some topic are very important such as enhancing participation thus should provide in person
All trainers are preferably in-person
Doing pairing sessions or group work will help us remember the lessons more, so you should do more exercises.
The contents should be in order according to the relevant topics.
More activities/ group work/ case study
To use more group work exercises.
To be limited the time for Q&A session.
no
no
May you give more training
It will be better if you link to each other. There are too many topics and I can't concentrate. I would like to suggest to extend the course date or reduce the agenda
To provide training In-person by all trainers to be more effective
It is nice. No comments.
You need to plan according to the course topics.
A bit far from the hotel
It's better if you give it in-person instead of using a Zoom meeting. To put all the slides back in Burmese. Participation includes children, but other minority groups should be included, such as PWD, LGBT
Use tools that are better, easy to remember, and interactive...
I would like to suggest to give long courses. I think that only then will it be more complete and better.
to go calmly to some topics by extending the training dates
Even though the trainers who provide the training have sufficient capacity, it is found that there is not enough time.
I think it would be better if facilitators could share face to face rather than virtual. I found that it would be more effective by preparing less text in the power point slides. I think it would be more effective to do the activities after lunch.
Nil
Nothing
All in person is better if possible. Even if it becomes virtual due to various circumstances, I think that if the facilitator can turn on the camera or the translator is in person, the attention of the participants will be more concentrated.
(1) I would like to suggest to spend more time on Protection Mainstreaming and AAP Section next time. (2) Tips to do and avoid when collecting feedback from children; I want to know more about the tools that can be used. (3) SoPs related to AAP Mainstreaming and AAP, PSEA etc. in CBOs/Local NGOs. We would like to hold workshops on whether or not the SoPs are complete enough to make a referral, and if they are not yet complete, workshops can be provided to provide immediate assistance. (4) If the person who will translate in the course is familiar with the technical terms used, I think that the trainees will be able to understand better. I would like to suggest to discuss the usage with the translator before the training.

Activity Photos
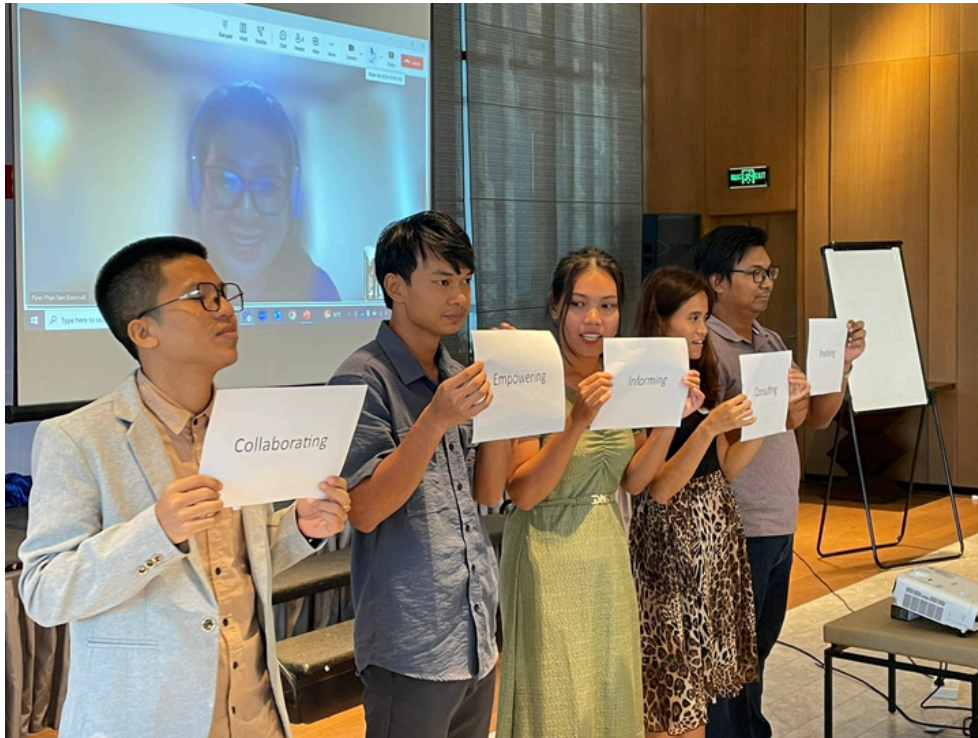
"Five volunteers stepped up to help sort the participation spectrum in a right order by the instructions of other participants under the guidance of the remote facilitator, showcasing teamwork and collaboration."

"Participants collaborating to outline the steps for establishing the CFM."

"Participants engaged in a dynamic communication game, forming five distinct groups: Speakers, Encoders, Annoyers, Decoders, and Receivers."

Observation by Training Organizers

The training was well-organized, with prepared trainers and satisfied participants. The venue offered great views and a pleasant environment for breaks and meals.

The training content was well-prepared, including activities that fostered participant engagement and allowed for the sharing of opinions relevant to AAP. The training material was informative and easy to comprehend. Trainers demonstrated strong technical knowledge and facilitation skills, contributing significantly to the training's success. The training venue was conducive to learning.

"Training participant shares insights on MDMH during the Day 3 morning recap session."

Reflection to the Training
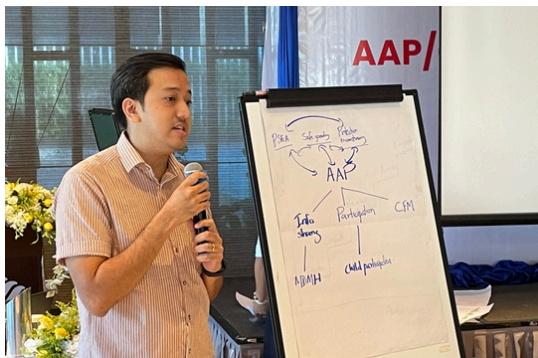
"Facilitator discussing the relationship between AAP and its three core pillars."

In terms of actual outcomes, the training provided foundational knowledge and critical steps for implementing information sharing, participation, and CFM. Additionally, the training successfully brought together individuals interested in AAP from various backgrounds, fostering networking and collaboration among CBOs, NGOs, INGOs, and UN agencies.

Recommendation to Organizers and Trainers

To enhance the effectiveness of training sessions, trainers and organizers are encouraged to implement several key recommendations. First, it is essential to collaborate with presenters to rearrange the content delivery, ensuring that the sequence of topics promotes a better understanding of core AAP concepts for trainees. Time management is another critical aspect; training sessions should start and end punctually to respect the participants' schedules and maintain a structured flow throughout. Additionally, minimizing the use of virtual presenters will help create a more engaging learning environment, as in-person interactions have been shown to facilitate better engagement among trainees.

Incorporating energizers into the training can also play a significant role in maintaining participants' focus and energy levels, making the learning experience more dynamic. It is crucial to encourage questions from trainees, fostering an atmosphere where they feel comfortable seeking clarification.

Establishing a "parking lot" for any unresolved questions can help ensure that all inquiries are addressed at a later time. Allocating time for collective reflection on the training session, alongside personal evaluations, allows for the consolidation of learning and the gathering of valuable feedback.

Finally, facilitating self-introductions on the first day can clarify participants' roles and responsibilities related to AAP, ultimately enhancing collaboration and engagement within the group. By implementing these strategies, trainers can significantly improve the quality and effectiveness of their training sessions.

Conclusion

In the overall assessment, it was observed that the majority of participants interacted with all training topics and took an active role in discussions and activities. Another key takeaway from this training is the need to hold a retrospective meeting between the trainers and organizers, utilizing the insights gathered from the training to identify improved solutions.

In summary, the successful results of this training session underscore the organizers and trainers' commitment to continuous improvement and excellence in providing AAP/CE Training. With optimism, the training organizers anticipate that future sessions will be even more impactful and advantageous for all participants.

"Participants playing the pairing game"

Training Resource Link
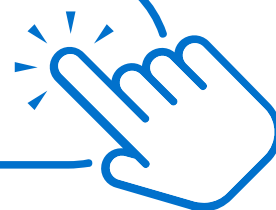
Thank You

Contact :

📞 +95 9 4489 60 118

✉ zon.hsai@plan-international.org