Accountability to Affected Populations and
Community Engagement
Working Group, Myanmar
ဘေးဒဏ်ခံလူထုအား တာဝန်ခံယူခြင်းနှင့်
ရပ်ရွာလူထုနှင့်လက်တွဲလုပ်ဆောင်ရေး လုပ်ငန်းအဖွဲ့

PLAN
INTERNATIONAL
Until we are all equal

Inter-agency Accountability to affected Populations/Community Engagement (AAP/CE) Training - Batch (3)

COMPLETION REPORT

PREPARED BY

Training Organizers

Plan International Myanmar

February 19, 2025

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 part of a collaborative initiative aimed at enhancing the interagency project, Plan International Myanmar (PIM) is leading efforts to boost the capabilities of national NGOs and community-based organizations (CBOs) in Northwest and Southeast Myanmar through Workstream 1: Strengthened AAP Coordination and Capacity. This second batch of training is tailored for organizations that applied small grants under Workstream 2: Direct Sub-Granting of Community Based Organizations by IOM.

"An AAP/CE Working Group Co-chair delivering the opening speech."

"Engaging in a thoughtful discussion on effective information provision."

It aims to equip them with essential skills to enhance community participatory approaches, facilitate effective communication with affected communities, establish robust feedback mechanisms, and engage meaningfully with displaced populations. The outcomes of this training will also support the implementation of collective accountability under Workstream 4: Establishment and Operation of a Community Voices Platform (CVP) led by WFP. The four-day AAP/CE training will be delivered by facilitators from IOM, WFP, Plan International Myanmar, and respected experts from various clusters and Working Groups.

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 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	38 humanitarian workers who are selected through the open call announcement
Project Duration	1 August 2024 to 28 February 2025
Project Location	Nation-wide
Batch Number	Batch (3)
Training Date	21-24 January 2025 (4-days)
Training Location	Wyndham Grand Hotel, Yangon

Training Participants

- A total of 38 participants from UN, INGOs, Red Cross movement, Community-Based Organizations (CBOs), and Civil Society Organizations (CSOs) were accommodated.
- Those who had not previously taken part in AAP/CE Training by the Working Group were eligible.
- Participants who demonstrated a strong interest in their application received priority for the training.
- An individual who could dedicate themselves to the four-day training without distractions, such as using laptops or phones during the sessions, was preferred.
- 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 and Safeguarding Briefing, was compulsory and was explained during briefing sessions by PIM.
- The selection of participants was carried out by committees from various organizations based on Gender and Diversity Inclusion, the weights assigned, and the candidates' interest as expressed in the application form.

Analysis of Participants

Type of Organization	Female	Male	Grand Total
CBO/CSO	7	7	14
INGO	8	4	12
NNGO	3	8	11
Red Cross Movement		1	1
Grand Total	18	20	38

"Participants brainstorming on the Complaint and Feedback Dataflow until closure."

"Participants engaging in the pairing game, matching definitions with their explanations!"

"Participants engaging in the pairing game, matching definitions with their explanations!"

Training Methodology

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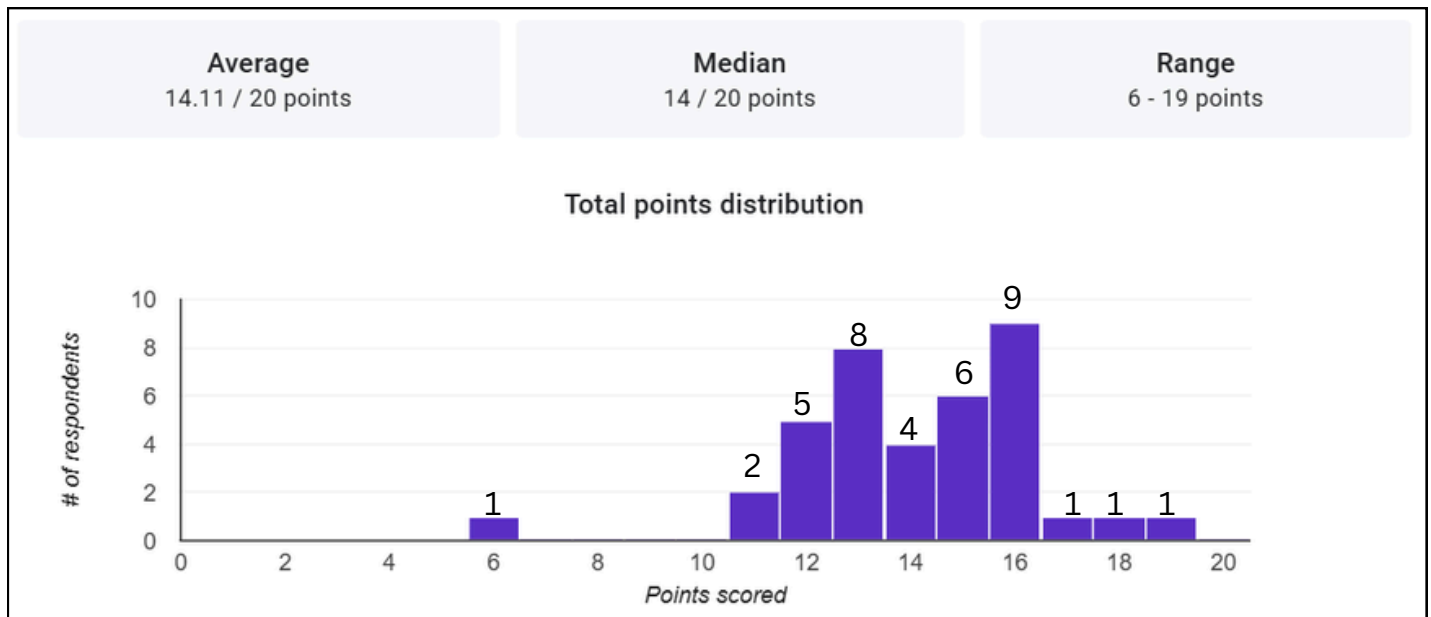- Peer feedback and review
- Planning
- Case Studies

"Participants working together to sort the steps for establishing effective child-friendly feedback mechanisms."
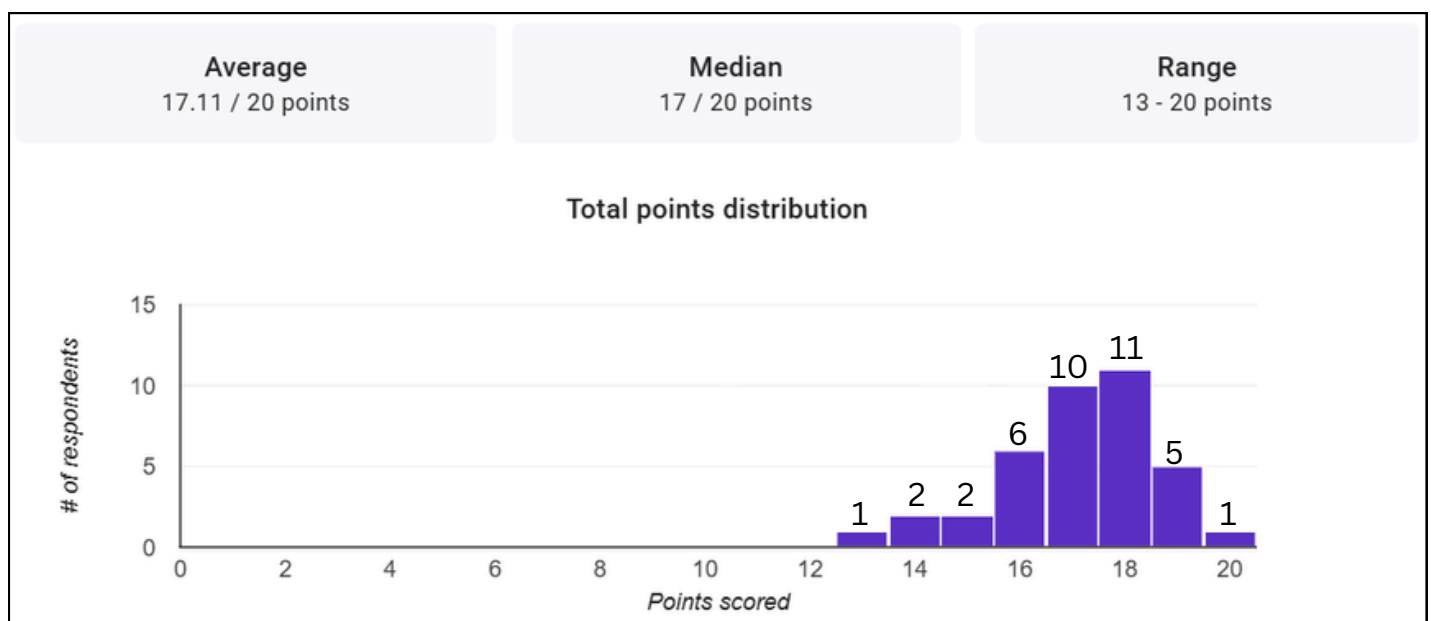
Training Agenda

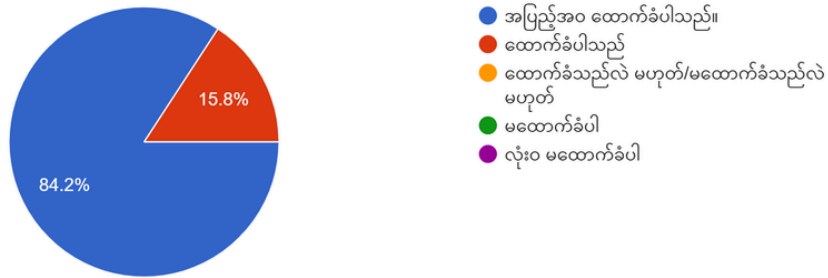| Day	Time (Hour:Minute)		Topic or Activity Name	Responsible Facilitator	
	From	**To**		**Name**	**Organization**
1/21/2025	8:30	9:00	Breakfast		
	9:00	9:20	Opening Speech	Cho Myint Naing	AAP WG Co-Chair
	9:20	10:30	Introduction to the Training and its Objectives/Pre-test/Setting Ground Rules	Zon Hsai	Plan International Myanmar
	10:30	12:00	Introduction to AAP	Zon Hsai	Plan International Myanmar
	12:00	1:00	Lunch Break		
	1:00	3:00	CFM	Si Thu Aung	IOM
	3:00	3:20	Tea Break		
	3:20	4:30	CFM	Si Thu Aung	IOM
	4:30	4:45	Recap Day 1		
1/22/2025	8:30	9:00	Breakfast		
	9:00	9:30	Recall -Day 1		
	9:30	12:00	CFM	Si Thu Aung	IOM
	12:00	1:00	Lunch Break		
	1:00	3:00	CFM	Zon Hsai	Plan International Myanmar
	3:00	3:20	Tea Break		
	3:20	4:30	CFM	Zon Hsai	Plan International Myanmar
	4:30	4:45	Recap Day 2		
1/23/2025	8:30	9:00	Breakfast		
	9:00	9:30	Recall -Day 2		
	9:30	12:00	Information Provision	Lei Yee Nwe	UNICEF
	12:00	1:00	Lunch Break		
	1:00	3:00	Child-friendly Feedback Mechanism	Olonchimeg Dorjpurev	Plan International Myanmar
	3:00	3:20	Tea Break		
	3:20	4:30	Child-friendly Feedback Mechanism	Olonchimeg Dorjpurev	Plan International Myanmar
	4:30	4:45	Recap Day 3		
1/24/2025	8:30	9:00	Breakfast		
	9:00	9:30	Recall -Day 3		
	9:30	11:00	Presentation of Community Voices Platform (CVP)	Soe Moe Naing	IOM
	11:00	12:00	Enhancing Participation	Zon Hsai	Plan International Myanmar
	12:00	1:00	Lunch Break		
	1:00	2:00	Enhancing Participation	Zon Hsai	Plan International Myanmar
	2:00	3:00	PSEA and AAP	Victoria Larroche	PSEA IA Coordinator
	3:00	3:20	Tea Break		
	3:20	3:40	Recap the training/Post test/Training Evaluation/Q&A	Zon Hsai	Plan International Myanmar

Pretest Result by 38 Responses

Average	Median	Range
14.11 / 20 points	14 / 20 points	6 - 19 points

Total points distribution

Post-test Result by 38 Responses

Average	Median	Range
17.11 / 20 points	17 / 20 points	13 - 20 points

Total points distribution

Feedback to Trainer

ကျွေလေးရက်တာ သင်တန်းသည် ကျွန်ုပ်၏ အချိန်ကို အကျိုးရှိရှိ ကုန်ဆုံးစေခဲ့ပါတယ်။
38 responses

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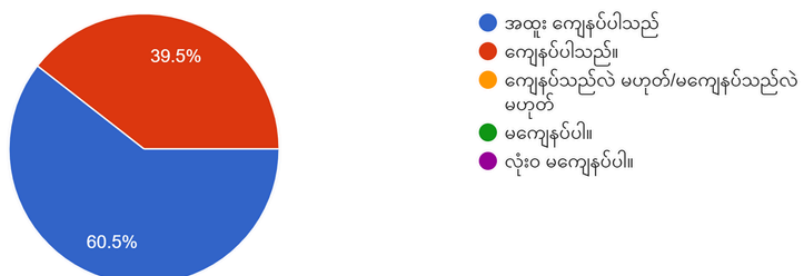- ထောက်ခံသည်လဲ မဟုတ်/မထောက်ခံသည်လဲ မဟုတ်
- မထောက်ခံပါ
- လုံးဝ မထောက်ခံပါ

15.8%
84.2%

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

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

18.4%
81.6%

သင်တန်း ဆရာများသည် သင်တန်း၏ ရည်မှန်းချက်သို့ ရောက်အောင် ပေးနိုင်ခဲ့ပါတယ်။
38 responses

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

36.8%
63.2%
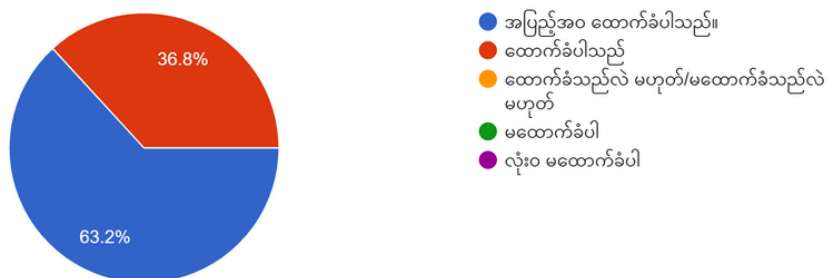
သင်တန်းဆရာများ၏ သင်တန်းအပေါ် ပံ့ပိုးကူညီမှု စွမ်းရည် (Facilitating Skill) ကို
38 responses

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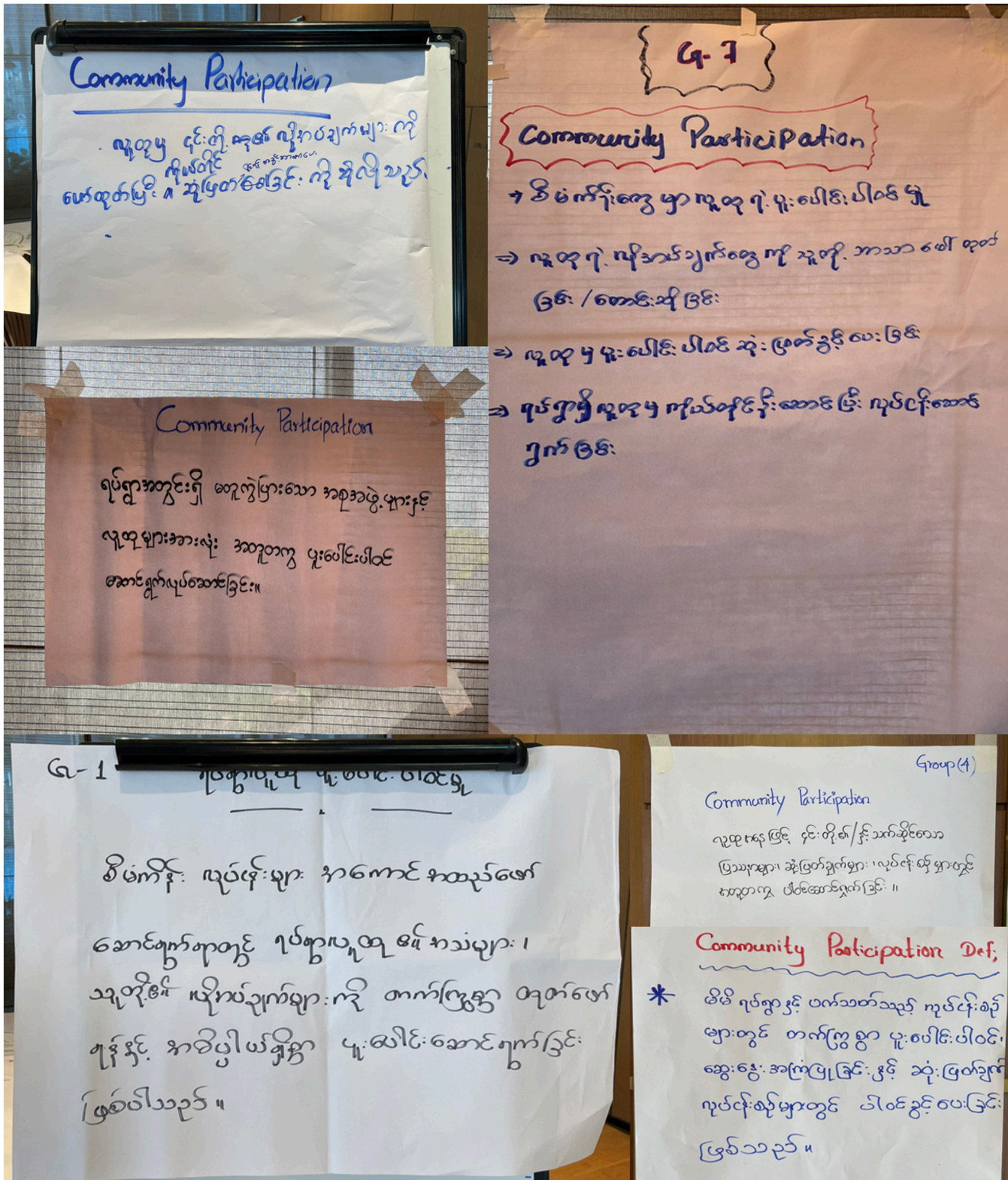- လုံးဝ မကျေနပ်ပါ။

39.5%
60.5%

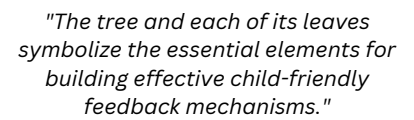# The most memorable key takeaways from the training

3 Core Pillers of AAP, To share Key message, CFM set up
About CFM Steps, AAP, About Accountability
3 pillars of AAP, Child friendly feedback Mechanism. CFM data base. Data flow
Participation 5, information provision ထည့်သွင်းစဉ်းစားရမည့် အကြောင်းအရာတွေ
Information is Aid.
AAP main three peller
Three Core Pillars.
Only those who have taken the course will understand.
CFM, CFM channels, child-friendly feedback mechanism, 5 parts of enhancing participation, information provision, Case study X
Humanitarian staff power, Three core pillars, Key massage, information provision, Enhanced Participation.
Knowing that humanitarian staff have power and using that power in an accountable manner is AAP. I learned that there are 5 participation steps.
AAP's 3pillars connection The staff has power. Data flow, Children's dignity and empowerment must be promoted
Core of three Pillers,AAP
Communication channel /Cfm
CFM is responsible for every project staff.
three piller. AAP concept. Child friendly FM.
Accountability means Power to decide / Apply the power effectively and efficiently
CFM, PSEA, Childfrindly, Safegaurding, Child protection,
Information Provision
(3) Cores sof AAP.
Child friendly Mechanics, AAP, Humanitarian staff has power
CFM mechanism, 3 pillars of AAP, Data Flow, Data Frame, Child friendly mechanism establishment
Information Provision, Child Friendly Feedback Mechanism, Community Participation, Accountability to Affected Population, Sexual Exploitation and Abuse, H Assestment
Humanitarian staff have power. AAP on the effective use of Power
AAP means responsible use of authority. Communication is Aid. Humanitarian workers have a responsibility to promote AAP and should work to strengthen it
The responsively use of power is AAP. CFM is concerned with all employees. In any emergency, affected people will be informed and their participation will be initiated.
How does the AAP relate to the IASC? Information provision, participation and feedback mechanisms in AAP. 6 of the 9 levels of CFN systems have been achieved
Remembering AAP defination of CHS, 3 corse piller,Child Friendly participation concern with AAP
Taking account, giving account and being held to account
Three Core Pillars of AAP, CFM, CVP platform, Defining SE,SA, & SH
The three pillars of AAP are Information provision, CFM and enhancing participation
Three core pillars of AAP. 9 steps of CFM. 9 of the Humanitarian Standard's commitment Information and communication How to link public participation and PSEA AAP
Information and Provision/Humanitarian power/CFM(Community feedback mechanisms)/PSEA(SA/SE/SH differences)
Getting to know AAP, CFM, CFFM, Child Protection & Safeguarding differently
Three core pillar of AAP
AAP /CE ,Three Core Pillars of AAP,1.Information Provision.n Provision.2.Enhancing Partition.3.Seeking Feedback and Complaints.Responsibility for children, Accountability principle and child-friendly feedback mechanism.
About the child
AAP CFM

Feedback to Trainers and Organizers by Training Participants

Doing more group work with a small amount of lecturing like this will help us get more cross learning and remember more
Nothing
Some people don't have an NGO background, so it's better not to use abbreviations.
Nil
Adequate time should be given to training
The times given by the trainers are too fast and inconvenient
Slides/ Training Documents Sharing should be conducted before the presentation or training.
Information Provision topic provider is too fast.
No
If you participate in the online session, it is recommended that you work full time and effectively
Thank you
It's good to deliver it in person
No
Nothing to recommend.
If the place of stay and the place of training are the same. It will save more time for the trainees. Food and drink should be planned with dishes that most Burmese people like.
I've done enough for now, I'd like to recommend to continue like this.
Nothing special
I want to request to explain AAP History thoroughly.
Training time. To add more support. To add practical activities.
I think it would be more convenient to make the training 5 days or 4 and a half days.
No
N/A
I suggest to share books or ppts at the end of the course so that I don't forget the lessons.
No
No
There is a lack of understanding of some of the English terms used. Therefore, I would like to recommend to be careful using them.
Nothing special, This is enough of good presentation for all participants
I would like to request to give the handouts in advance
Excellent
It is better if you give a certificate.
Sound power is still needed.
To do more group activities
To take more time
Excellent
Training is relevant
Would like to attend this kind of training in the future.
Looking forward to more courses like this
Nothing
Nothing
Nothing
I would like more organizations like this to come together and have more knowledge sharing or discussions.
Online session can't do deep concentration so don't get a lot of information
Thank you
In the future, employees who have not yet attended such training should be given
No
No
Should share the handouts
No
I didn't learn some lessons well because the course days were short and time was limited.
No
N/A
To make CFM accessible to all classes
In selecting the participants in the AAP training, we want to select the staff who are working on the CFM/Meal side as well as the staff who are doing Field Implementation. If the connection between AAP and CFM is well known by choosing the personnel involved in the field implementation, the outcomes that can make AAP as an organization as effective as possible can be produced.
No
Very good presentation and it's will be useful on the job and community
It would be great if you add more activity related games
Nothing Special
When doing group work discussions, we want to give enough time for discussion.
The course is very good. There are some online sessions, but it would be better if all the trainers could come in person in the next courses. It would be better if the training day was extended by one day. Not enough time for discussion.
CFM applies to all humanitarian staff
No
Both the trainer who gave the training and Sayar Zin Ko were very good

Activity Photos

"Exploring the essence of Community Participation, as defined by our participants in collaborative brainstorming sessions."

Activity Photos

"The tree and each of its leaves symbolize the essential elements for building effective child-friendly feedback mechanisms."

"Collaborative creativity in action: Participants brainstorming innovative ideas together!"

"Active brainstorming in action! The Above Feedback Data flowchart highlights participants' engagement during discussions, while also emphasizing the need for careful considerations to align ideas with organizational structure."

Observation by Training Organizers

The training was thoughtfully organized, showcasing well-prepared trainers and content participants. The venue offered breathtaking views and a friendly atmosphere for breaks and meals.

It was noted that the majority of participants had a foundational understanding of AAP and actively engaged in discussions and interactive sessions. With increased participatory activities throughout the training, both facilitators and participants created a highly engaging environment. Furthermore, the flexible training duration allowed for a more convenient and comfortable schedule for facilitators, accommodating extended interactive activities.

"Participants engaging in the pairing game, matching definitions with their explanations!"

Reflection to the Training

"Participants energizing the room with a lively group rap, showcasing their creativity through the lyrics of the Child-friendly CFM Topic Discussion!"

Participants gained a comprehensive understanding of Accountability to Affected Populations (AAP), focusing on its three core pillars: Information Provision, Enhanced Participation, and Complaint and Feedback Mechanisms (CFM). A key takeaway was the recognition of humanitarian staff's inherent power and the importance of using it responsibly and accountably within the AAP framework.

Participants learned about the CFM process, including data flow, its connection to child protection and safeguarding, and the five steps to enhance participation. The training emphasized the importance of child-friendly approaches, the principle of "Information is Aid," and the links between AAP and related concepts like PSEA (Protection from Sexual Exploitation and Abuse) and the IASC (Inter-Agency Standing Committee) commitments. Participants also explored the concept of accountability as taking account, giving account, and being held to account.

Logistical Arrangement

In line with the practices established in Batches (1) and (2), the project team organized a briefing session for the chosen participants. This session included safety and security briefings, safeguarding protocols, and financial regulations related to accommodation and transportation arrangements. Once the participants submitted their detailed calculation forms, the project team confirmed their attendance for the training.

For this training batch, accommodations were set up with one participant per room to guarantee privacy and comfort. The training took place in a ballroom, which offered ample space for a variety of game activities. The reimbursement process for participants' travel expenses was finalized during the last two days of the training.

Conclusion

In conclusion, the training session proved to be a valuable experience for participants, who demonstrated a high level of engagement and enthusiasm throughout. The positive feedback highlights the dedication of the organizers and trainers to fostering an environment of continuous improvement and excellence in AAP/CE training. As we look to the future, the insights gathered from participant recommendations will play a crucial role in shaping upcoming sessions.

Addressing the requests for extended training duration, advance distribution of materials, simplified terminology, and increased practical activities will be prioritized to enhance the overall effectiveness of the training. Additionally, incorporating the perspectives of staff involved in CFM and field implementation will ensure that the training is relevant and applicable. We remain committed to delivering high-quality training experiences and appreciate the constructive feedback that will guide our efforts moving forward.

Training Resource Link
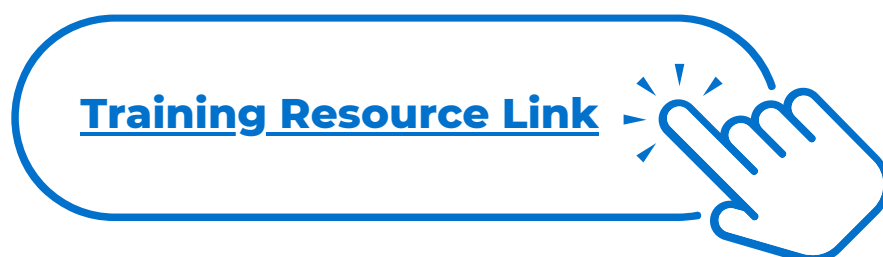
Thank You

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