

GLOBAL CAMP COORDINATION AND CAMP MANAGEMENT CLUSTER (CCCM) Training of Trainers

Summary Report



Date: 29 April – 3 May 2019

Location: Amman, Jordan

Project number: DP1972

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Background and workshop methodology

Following the two pilot Regional Training of Trainers using newly revised training materials in 2017¹ and building on further development of those materials incorporating valuable feedback received from the participants of those pilots, a global CCCM Training of Trainers was held from 29 April to 3 May 2019 in Amman, Jordan, under the auspices of the Global CCCM Cluster. The course consisted of self-study prior to the workshop, a five day face to face training and post training support for implementation of the action plans. The blended learning approach was aimed at enabling partners implementing CCCM programs to develop skills on how to deliver face to face trainings to improve camp management and integrate GBV risk reduction action plans into their settlement responses. The training utilized the updated CCCM global training materials and introduced participants to new tools and operational good practices. The face to face training was skill based with daily practicums centered on a case study. Working in groups, the participants adapted the training materials to localized operational response.

Furthermore, the workshop served as an opportunity to expand the catalogue of capacity building training tools on participation by including a dedicated session on Women's participation and inclusion. The training materials from the project were include as resources, which allowed groups to familiarize themselves with training materials and tools which aim at improving the participation of displaced women, girls and persons with disabilities.

As a follow up to the training, support will be provided to each participant to develop capacity building action plans that include GBV mainstreaming actions for roll out and implementation. These action plans will provide the basis for participants to receive capacity building mentoring and technical support from the Global CCCM Cluster Team after the ToT and enabling a more cohesive and farther-reaching approach to GBV mainstreaming for CCCM actors worldwide.

Invitation

The invitation was sent at the end of January to members of the Global CCCM Cluster inviting them to identify staff who had:

¹ Under the umbrella of the PRM project, two regional Training of Trainers (TOTs) took place in 2017. The first was held in Casablanca in May 2017 and gave the opportunity to pilot the training package. During and following the first TOT, consultations were held to identify ways in which the materials needed to be adjusted to reach the results expected. These changes were then put to the test in a second TOT in Dakar in August 2017.

- proven experience and expertise in CCCM/Site Management, and are currently involved in an operational response;
- availability to conduct capacity building activities and support the implementation of action plans following the ToT;
- successful completion of basic CCCM Training, completion of national-level ToT,
- current involvement in delivering trainings/capacity building activities.

Additionally, the invitation was open to national authorities and UN staff working in CCCM operations and/or coordination teams who had the skills and knowledge to lead capacity building activities, such as trainings, in operational settings (see Annex 1).

Selection of Participants and Profiles

Unlike the 2017 regional ToTs where participants' selection was made to teams formed from various organizations working in particular Cluster operations, this event was open to agencies to select which individuals had the potential to take on training responsibilities and could be expected to strengthen the CCCM capacity of their organizations. The invitations were sent in February to CCCM partner organizations and counterpart agencies.

The training was attended by 25 participants including CCCM practitioners working in Cox's Bazar, Bangladesh (3), Ethiopia (2), Greece (1), Indonesia (1), Iraq (5) Jordan (1), Mexico (1), Myanmar (4). As well as seven participants from Regional and Headquarters officers in Copenhagen, Denmark (1), Paris, France (1), Geneva, Switzerland (4) and Nepal (1). One independent participant working formerly with the CCCM working group in the Democratic Republic of Congo also attended. Two of the participants were from the Governments, namely Indonesia (Sub Directorate of Disaster Affected People Management) and Ethiopia (NDRMC) while the majority were from CCCM non-governmental agencies (NGOs) ACTED, Danish Refugee Council, Lutheran World Federation, Norwegian Refugee Council, Première Urgence Internationale, Terre des Hommes. The remaining participants were nominated from the UN agencies with UNHCR and IOM. There were fourteen men and eleven women among the participants. Please see the list included at the end of this report (Annex 3 for the full list of participants).

Training team profile

The training team included CCCM staff from both IOM and UNHCR in Geneva, the current chair of the Global CCCM Cluster's Strategic Advisory Group (and trainer) from the Norwegian Refugee Council and the PSEA-CBCM Project Coordinator. Information about the trainers and support staff are included at the end of this report. IOM Jordan provided

administrative support throughout all stages of the event. (Contact list, Annex 4; trainer and administration profiles, Annex 5).

Pre-training tasks

The pre-course consisted of self study tasks including completing the CCCM online training and the UNFPA GBV in Emergencies online course. An online learning needs assessment was given, which also contained a pre-course quiz on GBV mainstreaming. Participants had groups skype calls with the trainers and participants from the same region. This combination of requirements allowed the backgrounds and interest of the participants to be well known to the trainers, before the workshop began. These events took place in April.

Face to face workshop aim and objectives

During the five-day course, the training aimed to deepen the participants understanding of the new training materials, tools and methods. To ensure this, participants practiced designing, preparing, adapting, delivering and evaluating skills. CCCM capacity building materials are structured on improving operational response and based on participants' learning needs and expectations, under the principles of adult learning, using a participatory approach.

The specific objectives during the training were:

- Conducting a learning needs assessment,
- Navigating the new training package and choosing appropriate activities,
- Considering ways of adapting materials to needs and different working environments.
- Bearing in mind how to mainstream GBV prevention and mitigation actions.
- Delivering a 1-hour training session.
- Developing an action plan to implement capacity building activities.

The training venue was the Amman Marriott Hotel.

Training agenda

The face to face training lasted five days including one day dedicated to participant led practice presentations. The agenda balanced technical content related to CCCM with daily practical exercises applying the training cycle to the startup of CCCM operations in a theoretical case study. Focusing on the roles that a new CCCM team would likely be asked to perform when assuming the management responsibilities of a new site, the practicums were discussion-based with presentations in plenary to receive feedback from trainers on the approach to designing a learning needs assessment, training agenda, and adjusting programming following an inject related to allegations of sexual abuse. A copy of the agenda is included at the end of this report (Annex 5).

The agenda was divided into sessions as follows:

- Session 1: Official Welcome and Introduction to the Course
- Session 2: Global Displacement and Participant Presentations on their context
- Session 3: Adult Learning and Market Place of Training Materials
- Session 4: Designing a Training Event
- Session 5: Practicum: Learning Needs Assessment
- Session 6: GBV Prevention and Response in CCCM
- Session 7: Coordination
- Session 8: Information Management
- Session 9: Practicum: Designing a Training Event
- Session 10: Participation and Complaint and Feedback Measures
- Session 11: Meaningful Participation and Women's Participation Tools
- Session 12: What does CCCM need to know about PSEA?
- Session 13: Practicum: Adjustments to Training based on PSEA allegations
- Session 14 Technical Review and Reinforcement
- Session 15: Other Kinds of Capacity Building
- Session 16: Action Planning and IPS package
- Session 17: Training Closure

For the Practicum (applied) part of the training, participants were divided into 5 working groups chosen to form complementary profiles and backgrounds.

Training session details

In this segment, each session presented is summarized. You can find a hyperlink to its affiliated power point and additional resources in a “OneDrive” folder.

Session 1: Welcome and introduction

The training opened with a welcome from Dr. Nevin Wilson OIC for the International Organization for Migration (IOM) and Ms. Christine Matthews Representative a.i. UNHCR. Their presentations included facts about Jordan and encouraged participants to consider the prevention of sexual abuse by humanitarian workers in camp settings. A short briefing from the IOM security Officer Mr. Harald Resinger informed participants about the safety precautions to be taken while in Amman.

Jennifer then welcomed the participants and spoke about the role of the CCCM Cluster in organizing the event. She also outlined the agenda, group norms, and facilitated a brief introduction of the participants to each other. [\(Link to the PowerPoint Presentation\).](#)

Session 2: Introduction to CCCM and Global Displacement

This session introduced the participants to global displacement trends and their complexity and diversity around the world by allowing them to present an overview of their jobs in CCCM. It also provided a baseline presentation for the trainers to evaluate how each participant was able to organize ideas and speak in front of people. Following this, Wan Sophonpanich presented the short-and long-term solutions to displacement highlighting different types of temporary settlements (typologies) where people can seek assistance. As camps are designed as a last accommodation option when no other appropriate solutions exist, the session elaborated that camps do not provide a permanent sustainable solution but can provide a temporary location for the provision of protection and assistance to meet the basic human rights of displaced populations. The importance of the role of the camp management agency to facilitate the access of displaced populations to assistance and protection then set the scene to elaborate on current trends in CCCM from the global perspective. [\(Link to the PowerPoint Presentation\).](#)

Session 3: Adult learning

This session aimed to describe adult learning principles and the impact that adult learning has on training design. The session also provided an opportunity to reflect on different aspects of the role of the trainer. Since most of the participants had been exposed to training and training of trainers, the session was design as a refresher on adult learning principles, starting the reflection from recent participant's experience in training. The comparison between andragogy and pedagogy and the Kolb's learning cycle were presented to reinforce the specific approach of a training for adults. Participants were asked to self-reflect on their own presentation in Session 2, identifying areas for improvements and consolidation in relation to adult learning principles. Participants were then asked to reflect on the different aspects of the role of the trainer: instructor, facilitator and learner. A group exercise was used to encourage participants to consider how this can impact the way we design and facilitate training. The session concluded with a presentation of the four learning styles from Kolb's learning theory. ([Link to the PowerPoint Presentation](#)).

CCCM training materials market place

This session was designed to allow the participants to familiarize themselves with the new training package. The session used an interactive question and answer format and included both the CCCM as well as Women's Participation and Inclusion Tools. At the end of the session, each participant was provided with a copy of the Camp Management Toolkit, Sphere Handbook and other references useful for mainstreaming GBV mitigation into operational settings.



Figure 1 Marjolein showcases the new CCCM Training package during the market place.

Session 4: Designing a Training Event

The session presented the steps in the training cycle, including summarizing the key issues related to planning a training event. Participants realized -the importance of conducting a Learning Needs Assessment (LNA), writing SMART objectives as a way for preparing each session. The session provided the framework to discuss and develop tips for designing or adapting a training event, which was applied throughout the week. ([Link to the PowerPoint Presentation](#)).

Session 5: Practicum: Learning Needs Assessment

The practicum for the first day focused on small groups familiarizing themselves with the case study and conducting a learning needs assessment (LNA). The teams were assigned the role of a newly appointed camp management team assigned to manage the site in the

case study and improve the performance of the settlement. The day ended with groups performing a team building exercise which proved to be an entertaining method to build rapport and show off the groups many [hidden talents](#). ([Link to the PowerPoint Presentation](#)).



Figure 2 Niklas and Hanalia during the practicum group sessions.

Session 6: GBV Prevention and Response in CCCM

The second day started with a theoretical session on Gender Based Violence (GBV). Building a common understanding of who are persons and/or groups that are at risk in camp and camp-like settings was necessary in order to support participants who might be responsible for delivering a similar session when training in the future. Building understanding of the topic using mini-case studies the participants looked into what GBV risks camp residents and /or persons of concern were exposed to whilst in displacement and then analyzed both the personal and collective consequence of GBV for those who are affected. Finally, the session allowed participants to, within their specific context, examine what appropriate actions would be required before, during and after a GBV incident for camp management practitioners (CMA or CM). The lively discussion, showed that the concept of gender among the group, was much broader than what is usually experienced in humanitarian settings and sparked a lively debate about how far a facilitator would need to extend their knowledge to be able to appropriately reply to the

new concerns relating to the role of camp management in different settings. ([Link to the PowerPoint Presentation](#)).

Session 7: Coordination

The session explained the different contexts in which coordination is happening in humanitarian operations, distinguishing between coordination as a mechanism at the sectorial or cluster level and operational coordination of interventions in camps and camp-like settings to achieve mutual and agreed goals. Focusing on the latter, the participants were challenged to discuss in smaller groups the main aims of coordination, namely to ensure efficiency and accountability in the provision of assistance and protection to the camp population, maintain standards of living as well as full and equal access to basic human rights for the residents. The session then moved on to the topic of sectorial interventions, the expression of human rights through the minimum standards and the indicators to measure the quality of the coordinated services. The participants also acquainted themselves with the Sphere Handbook revision process and the Global CCCM Cluster's working group initiative to define CCCM-specific standards and the field consultations about these standards. Based on the request from the participants, area-based coordination and mobile approaches and their articulation by the CCCM cluster as new and emerging issues were also mentioned without going into details. (not available).

Session 8: Information Management

Information Management in the context of CCCM, relates to the different types of data needed to plan and deliver effective camp responses. The session described the different data-collection methodologies and opened up an exchange in plenary on participants' experiences from the field. Finally, the session discusses briefly the importance of data protection, especially in relation to GBV. ([Link to the PowerPoint Presentation](#)).



Figure 3 The benefits of virtual coordination brainstormed by Ellen and Yasmine.

Session 9: Practicum: Day 2 Designing a Training Event

The second practicum session challenged participants to develop a two-and-a-half-day training plan. This group work built upon the “results” of the Learning Needs Assessment developed in the first practical session of day one and applied the learning cycle. Participants choose both topics and activities based on the case study where operational needs in coordination, information management and gender-based violence prevention would need to be enhanced in an operational setting. ([Link to the PowerPoint Presentation](#)).

Session 10: Participation and Complaint and Feedback Measures

Participation of the camp community is a fundamental aspect of CCCM and one of the main roles of a camp manager. Day three was dedicated to this theme and have four main objectives: define community participation in relationship to governance, community engagement and decision-making, describe community participation modalities (degrees of participation), analyse the steps to assess and support community participation structures and governance systems set-up, describe purpose and features of feedback mechanism. The session engaged the participants in revising the definition of participation within Camp Management and the responsibilities of a Camp Management team to promote and operationalise participation. The degrees of participation were

introduced to critically self-reflect on current practices of engaging the community within different type of CCCM responses. A group work was proposed to analyse how to assess and support community governance structure. The second part of the session focused on the purpose of feedback mechanism, using concrete examples of formal and informal feedback mechanism from country operations. Considerations of feedback mechanism in relation of collection of GBV cases were discussed. ([Link to the PowerPoint Presentation](#)).



Figure 4 Giovanna discusses with the group about different degrees of participation.

Session 11: Meaningful participation and women’s participation tools

Building on the session on Participation and Complaint and Feedback Mechanisms, this module aimed to identify on-going gaps in promoting women and girls’ participation, reveal and reflect on implicit and explicit bias and discrimination in programs and among staff attitudes and behaviors relating to inclusion and marginalization; and to introduce the participants to various participatory tools for purposeful inclusion of marginalized women and girls, focusing on engaging with adolescent girls and women with disabilities. A first exercise encouraged the group of participants to reflect on how their attitudes and beliefs influence their work, including how they do outreach, how they design programs, which populations they include. Through a second exercise, the participants, this time divided in groups, were asked to share their outreach activities, their program activities, and their coordination activities. Key concepts such as marginalization, diversity and

inclusion were introduced, and participants shared examples of barriers and enablers to inclusion and participation of women and girls in their respective contexts. ([Link to the PowerPoint Presentation](#)).





Figure 5,6,7 Do you agree or disagree? It is not so easy in displacement settings to understand what the barriers for participation are. Participants discussed through an interactive exercise their views and personal experiences.

Session 12: What does CCCM need to know about PSEA?

The last session of the day was designed to clarify the overlap between GBV and PSEA by building understand about the definitions and differences in sexual abuse and exploitation compared to other forms of GBV. Key messages about what appropriate behaviors are expected from humanitarian worker, underlined which behaviors are unacceptable for humanitarian workers and the disciplinary actions their organization are bound to follow. The session also touched on how CCCM actors can take proactive steps to mitigate risk of SEA in everyday work, and by working with PSEA stakeholders in an international response.

Session 13: Practicum day 3: Participation and cross cutting issues

The presentation was followed by a Practicum exercise to reflect about Participation and the topic of PSEA. Tasked with the discovery that their fictional camp population was being abused by humanitarian workers, participants adjusted their training plans to include new training topics to address the situation. The case study was based on a real-life situation that a camp manager found himself in following the regional TOTs in 2017. [\(Link to the PowerPoint Presentation\).](#)

Figure 8 In the evening on Wednesday, participants made ready their own presentations. Participants worked late into the night preparing.



Participants led sessions

On the fourth day of the training, participants advanced through the training cycle into delivering their own session. For the purpose, this session was done together with a training partner for 60 minutes. Each participant led session was followed by constructive feedback from peers and expert facilitators. The day ended with a group dinner providing a time to celebrate after a day of hard work. Local cuisine was enjoyed, as well as travel on an IOM bus.

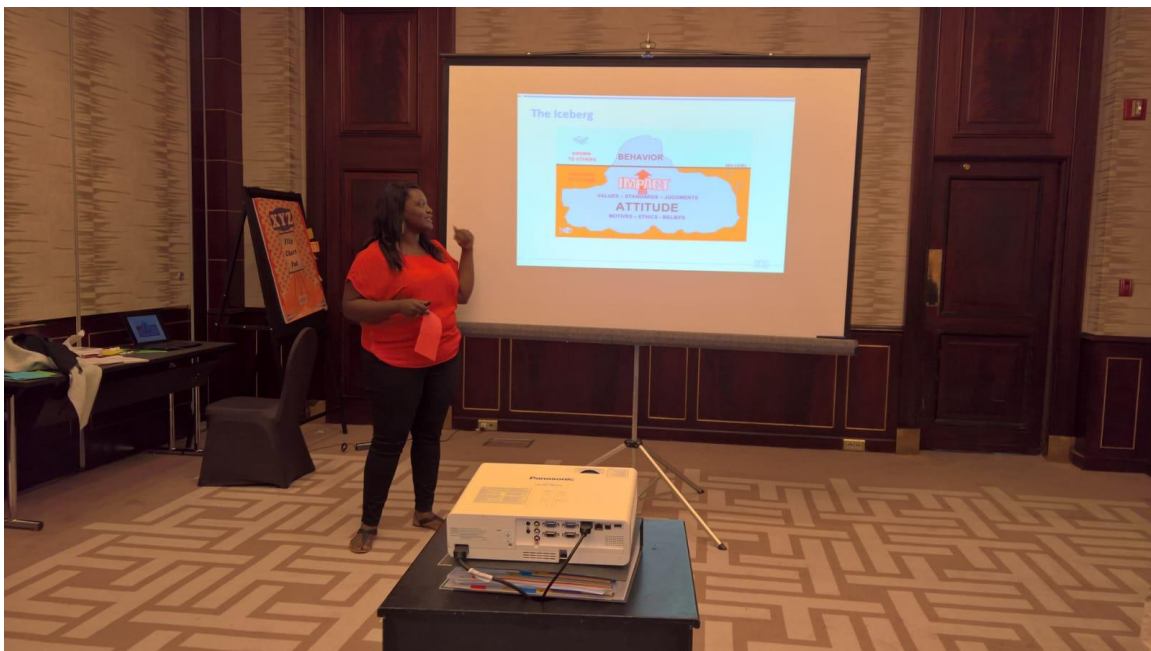


Figure 9 Cynthia demonstrates the hidden messages that must be uncovered in a presentation on Inter-personal Communication during the participant led sessions.



Figure 10 In the next room, Alex helps one group corrected a collective center as part of his participant led session focusing on Site Improvements.



Figure 11 Tabasum and Idha pass out handouts during their participant led session.

Session 14: Technical review and reinforcement

Reflecting on the various topics having emerged throughout the week, the morning of the last day of the training asked participants to take a step back and reviews their learning during their session the previous day. It allowed them to reflect on the different roles of a trainer and their different learning styles, before giving room to participants' reflections in pairs and groups on their recent training experiences as trainers. Part two of the session gave room for discussion on durable solutions and a final post-training quiz.

Session 15: Other kinds of capacity building

In this session, participants were introduced to an activity to understand what coaching is and what it is not. The activity was a good springboard to look into the topic and to dichotomize the difference between coaching and mentoring which, in CCCM, are often used interchangeably by mistake. In this session, the purpose of coaching and mentoring were well laid out highlighting the fact that both may employ same methodologies but differ in the elements of time and commitment, the role of the supervisor, in the contractual or informal arrangement and above all, having the need to have mutual respect and trust. The discussions also touched upon the different necessary skillsets for being a coach and a mentor which were reinforced by the three pre-identified resource persons coming from the participants themselves who shared their personal and professional experience in line with coaching, mentoring and on-the-job training. The individual presentations of the resource speakers generated interesting responses and questions from the plenary. At the end of the session, participants were encouraged to think about coaching and mentoring in relation to their upcoming session on action planning which they ought to pursue once they return to their duty stations.

Session 16: Action planning and IPS package

To ensure that their learning continued and that the new trainers would receive support following the training, each participant was asked to develop an action plan. After identifying what gaps had been identified in CCCM and GBV prevention and mitigation measures, each was asked to identify three objectives and activities that they would be able to contribute to addressing these gaps. An online form was provided and regular checking in will be provided by skype or as needed.

Session 17: Training closure

The training closed with a final evaluation by the participants. Overall the feedback in the evaluation was extremely positive, with an average of 8.89% on participants overall satisfaction of the course based on a 0-10 point scale.

Regarding the training schedule and format, participants felt that the duration of the training was:

“Intense but thorough. I would have appreciated a couple of longer practical exercise however.”

One participant found the learning methods used during the training to be:

“Very interactive, I learned a lot on adult learning by observing how ‘you’ did it.”

“Engaging use of activities and use of participant experience/critical thinking.”

Feedback on the materials, handouts and venue participant commented saying:

The venue *“was very fancy”* While another stated, that the *“updated materials are excellent and linked to each other”*

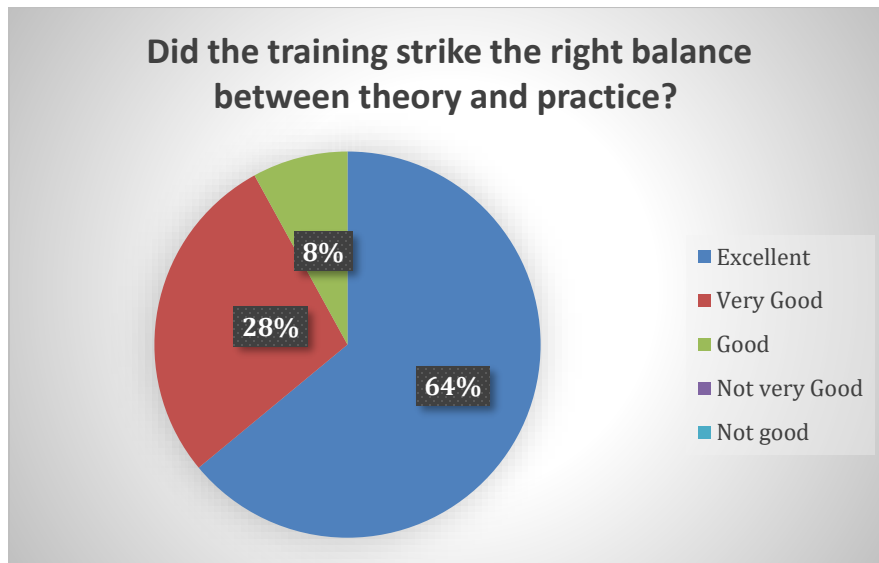
In reflecting on how will the training help you in your actual work? Other participants commented:

“It will help me implement capacity development activities within my organization and in coordination with others for improved CCCM programs.”

“I have developed as a trainer and will comfortable (sic) conducting a CCCM training, LNA and adult learning was great.”

When asked how the training will help in their regular work, another replied:

“By providing capacity building for camp staff and conducting regular safety audits and mapping.”



Although all participants had a strong background in CCCM, one participant elaborated that his/her knowledge of Camp management had increased:

“On women’s participation, GVB mainstreaming, PSEA and the whole first day of training.”

“Being managing a camp you sometimes do not take time to get the global picture and forgot some basics. Plus, new knowledge on GBV and women’s participation.”

Equally another participant elaborated that his/her knowledge of GBV (mainstreaming) had also increased stating.

“I was aware of GBV of course and we refer cases however, I wasn’t sure how to strengthen it.”

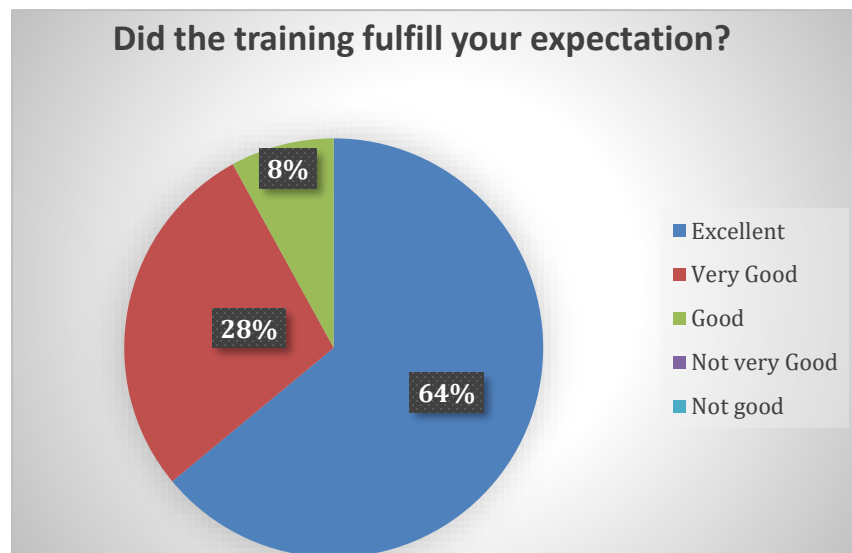
When asked on the evaluation if there were any subjects that should be added to the training program many (7) answered that area-based approaches or UDOC should be included. Also, some commented:

“Interactions and negotiations of CM agency with CA/national authorities.”

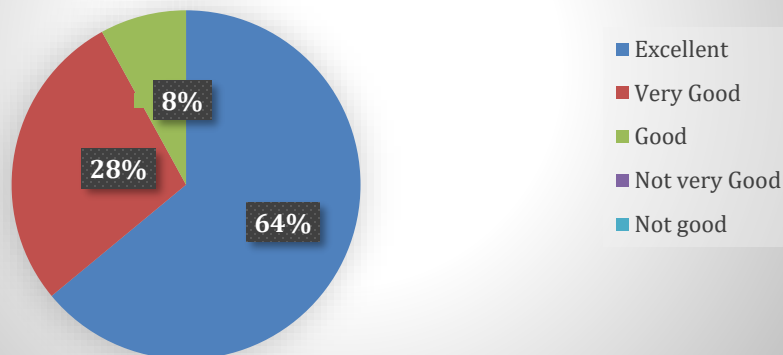
“It would be great to see how we can include more on IM especially when there is no IMO.”

“Maybe more sensitivity about patriarchal structures and the role we play in the system as humans (men vs. women” and some information about LGBTI populations.”

“I was not satisfied with the way Women’s Participation was addressed, it needed to be discussed more.”



Training materials: handouts and venue. How would you rate the quality of the workbook and training materials?



What was your most positive experience during the training? Participants commented:

“The experience sharing between the participants really helped me to compare the context that I am working in.”

“The design/delivery/feedback. (I.E. the participant led sessions). They were generally fun and practical.”

“We are drowning in our day to day activities in the field and many times we lose motivation. It was great to meet my peers and CCCM legends to motivated me again to keep going.”

What was your most negative experience during the training? What were the weak points?

“I felt a little disheartened at time by the approach that “there is no right/wrong answer” and everything everybody made was excellent contributions.”

One participant reflected that the training fulfilled his/her expectations elaborating:

“I was hoping to feel confident facilitating a CCCM training and now I am”

How would you rate the quality of the information provided before the training?

“It was an excellent idea to access the levels of the participants”

Overall most participants rated the training very high and commented:

“One of the best trainings I have attended.”

“Thank you! Great selection of representatives. Great trainers! Admiring experiences. Made me feel as part of the CCCM community. Enjoyed the diverse contexts, countries and organization. Great to have government officials willing to learn in the room.”

The training ended with the CCCM certificate tradition unique to Training of Trainer events. Participants will be assisted throughout their action plans through skype calls, in person meetings and deployments.

The pre-post test results will be shared for donor reporting purposes only. Online versions of the training materials will be available on the new CCCM website to be released in July. The CCCM Cluster is currently seeking funding for translation of the materials.

Annex 1: Nomination

Dear Cluster Partner,

Hope you're keeping well!

We are pleased to inform you that your organization has nominated you to participate in the Global CCCM Training of Trainers (TOT) which will be held on 29 April to 3 May 2019 in Amman, Jordan.

This course will utilize the updated CCCM global training materials as well as new tools to operationalize good practices. Building on learnings from the previous TOT's, more efforts will be directed towards enabling participants to adapt materials to localized operational response and further reinforce capacities to deliver trainings or provide on-the-job learning. Furthermore, the training will expand the catalogue of capacity building training tools on participation - including tools dedicated to improving the participation of displaced women, girls and persons with disabilities. Building on lessons learned from the two CCCM Regional Training of Trainers & Follow-up actions to prevent and mitigate GBV risks in camp and camp-like settings held in 2017, this event will enable partners implementing CCCM programs to develop skills on how to deliver CCCM Trainings and integrate GBV risk reduction actions plans into their CCCM responses.

IOM is hosting this Global TOT on behalf of the global CCCM cluster, and the global CCCM support team is working to finalize the agenda which will be shared with you shortly.

Participants are expected to attend the training from beginning to the end and should plan to arrive by the afternoon of 28th April and leave the training venue no earlier than 5pm on the 3rd of May.

Annex 2: Letter of Invitation- CCCM Global Training of Trainers (ToT)

To: NAME and SURNAME, JOB TITLE- ORGANIZATION

Location: DUTY STATION

You are invited to attend the Global Camp Coordination and Camp Management (CCCM) Training of Trainers (ToT) 2019 organized in **Amman, Jordan**, from **Monday 29th April until Friday 3rd May included**.

The objective of the ToT is to ensure that participants acquire essential knowledge, resources and tools to develop capacity building strategies and deliver CCCM trainings in their operations. Participants will be trained on updated CCCM global training materials and tools, including on the development of strategies to address Gender-Based Violence in CCCM response. Specific efforts will be also directed towards enabling participants to better adapt and contextualized training materials, and use various capacity building methodologies, including on-the-job training/mentoring.

IOM will cover/pay you the following cost/allowances:

Return flight from duty station to and from Amman, Jordan	Provided/paid directly by IOM
Accommodation for 6 days (breakfast included) and lunch for 5 days	Paid directly by IOM
Daily subsistence allowance (DSA)	645 USD for 6 days - indicative amount, subject to variation according to exact arrival/departure date applicable rate

The above-mentioned cost and allowances will be granted provided that the participant obtains a visa to Jordan. IOM will provide a logistic note that will provide further information on travel arrangements for the ToT. IOM will provide insurance coverage with respect to occupational accident and illness that may occur during the period specified above, including related travel time. IOM shall not be responsible for your insurance coverage against non-occupational accident or illness.

IOM accepts no other responsibility in relation to your attendance beyond that stated in this document. This letter and its acceptance do not establish or imply any employment

relationship between you and IOM. Any dispute arising out of or in relation to this letter will be settled by negotiation. If you accept this offer, kindly sign the acceptance of offer attached and return to IOM.

.....

Mohammed Abdiker

Director, Department of
Operations and Emergencies

Date:

Acceptance of invitation

I accept the invitation and agree to the terms and conditions stated above in this Letter.

Name _____

Signature _____

Date and location _____

Annex 3: Participant List

NAME	SURNAME	ORGANIZATION	POSITION	DUTY STATION	CONTACT
Bhoj Raj	Khanal	LWF	Regional Emergency Coord	Kathmandu (Nepal)	Bhoj.khanal@lutheranworld.org
Nan Hlaing	Oo	LWF	CCCM Coordinator	Sittwe (Myanmar)	Nanoo.hlaing@lutheranworld.org
Hanalia	Ferhan	ACTED	Emergency Coordinator	Amman (Jordan)	hanalia.ferhan@acted.org
Szilvia	Heszler	NRC	CM Project Manager	Sittwe (Myanmar)	Szilvia.Heszler@nrc.no
Yasmine	Colijn	NRC	CM Specialist	Erbil (Iraq)	Yasmine.colijn@nrc.no
Nicolas	Andrade	NRC	UDOC Project Manager	Kirkuk (Iraq)	Nicolas.andrade@nrc.no
Manon	Gallego	PUI	Coordinator- DIORU	Paris (France)	mgallego@premiere-urgence.org
Audrey	Riviere	PUI	SMS Project Manager	Cox's Bazar (Bangladesh)	Bgd.cox.sm2@premiere-urgence.org
Shabbir	Mortuja	DRC	SMS Manager	Cox's Bazar (Bangladesh)	Shabbir.mortuja@drc.ngo
Niklas	Agerup Støerup	DRC	Global Emergency Adviser	Copenhagen (Denmark)	Niklas.agerup@drc.ngo
Travis Wesley	Lyon	DRC	Camp Management Team Leader	Sittwe (Myanmar)	travis.lyon@drcmm.org
Marianna	Pateraki	IOM	Facility Coordinator	Athens (Greece)	MPATERAKI@iom.int
Simon	Cowie	IOM	CCCM Global Support Consultant	Geneva (Switzerland)	scowie@iom.int
Maria Elena	Olegario	IOM	SMS Officer	Cox's Bazar (Bangladesh)	molegario@iom.int
Ibrahim	Saeed	IOM	Sr. Program Assistant Shelter & Settlement	Erbil (Iraq)	ISAEED@iom.int
Alex	Rigol	IOM	Promotor Local	Tapachula (Mexico)	ARIGOL@iom.int
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Annex 4: Trainer and administration contact list

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Annex 5: Trainer and Administration Profiles



Figure 12 and 13 Astrid, Greta, Marjolein, Giovanna, Jennifer, Rafael and Wan.



Figure 14 Alexandra.

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Annex 6: Agenda

Time	Monday, 29 April	Tuesday, 30 April	Wednesday, 1 May	Thursday, 2 May	Friday, 3 May
08:30	Registration	Recap	Recap	Constructive Feedback	Group Photo
09:00 – 10:30	Session 1: Workshop Welcome and Introductions	Session 6: (Model Session) Roles and Responsibilities Facilitator: TBC	Session 10: (Model Session) Participation Facilitator: Giovanna Federici	Participant led sessions	Session 14: Module Technical Review and Reinforcement Facilitator: TBC
10:30 – 11:00	Morning Tea Break				
11:00 – 12:30	Session 2: Introduction to CCCM and Global Displacement Facilitator: Jennifer Kvernmo with Participant contributions	Session 7: (Model Session) Coordination Facilitator: Daniela Raiman	Session 11: Meaningful Participation and Women's Participation Tools Facilitator: Marjolein Roelandt	Participant led sessions	Session 15: Other kinds of Capacity Building Facilitator: Rafael Abis
12:30 – 13:30	Lunch Break/ Home office check in				
13:30 – 15:00	Session 3: Adult Learning Facilitator: Astrid Arne Market Place Materials	Session 8: (Model session): Information Management Facilitator: TBC	Session 12: What does CCCM need to know about PSEA? Facilitator: Alexandra Hileman	Participant led sessions	Session 16: Action Planning ISP Package Facilitator: TBC
15:00 – 15:15	Afternoon Tea Break				
15:15 – 16:30	Session 4: Model Session Gender Based Violence Prevention and Response in CCCM Facilitator: Rafael Abis	Session 9: Practicum on Case Study	Session 13: Practicum on Case Study	Participant led sessions	Session 17: Evaluations and Workshop Closure