TRAINING REPORT

Accountability to Affected People

And

Community Feedback and Response Mechanism Training

Kunduz, 16-17 February 2025

Photo Caption: A group photo of AAP Training's participants organized by ACBAR in Kunduz. Photo by: ACBAR

Table of Contents:

Introduction and Background

The **Supporting Humanitarian Assistance and Protection Response in Afghanistan - Twinning Program Plus"** (SHAPE - TPP), is a two-and-a-half-year program funded by FCDO, commenced on October 1, 2023, and will conclude on March 31, 2026. The program's goal is to enhance humanitarian assistance and protection response in Afghanistan by promoting the localization agenda with National NGOs, including women-led organizations. It aims to improve coordination, advocacy, and capacity building for humanitarian organizations to deliver essential aid and services effectively.

As part of Output 1.2 of SHAPE TPP, ACBAR is committed to building the capacity of NNGOs/CSOs in understanding Accountability to Affected People (AAP). The program includes training on AAP, developing organizational AAP policies, and Community Feedback and Response Mechanism (CFRM) frameworks. A total of 250 staff members from I/NNGOs/CSOs will be trained in AAP and CFRM, including information sharing, community engagement, feedback, communication, and designing effective feedback mechanisms.

AAP and CFRM training in Kunduz:

The two-day hybrid (in-person and online) AAP and CFRM training workshop was held from 16 to 17 February in Kunduz, in which 37 NGO staff members (4 female and 33 male) from various organizations participated. Out of 37 participants, 33 attended an in-person session in Kunduz while 4 (women) participated virtually through Zoom. The sessions were facilitated by ACBAR's AAP WG Coordinator Hamayoon Amini and Training Coordinator Rohullah Rohany, Additionally, the ACBAR Senior MEAL Officer was present to assess the effectiveness of the training. The North East Regional Manager, Mr. Mohammad Ismail Rahmani, along with his team, provided logistical and administrative support. the ACBAR North East regional manager based in Kunduz. Pre and post-training indicated 100% increase/improvement in the knowledge of the participants after the training.

Training Objectives and Methodology

I.   Overall Training Objectives

The primary objective of this training program is to strengthen the organizational capacity of target NNGOs/CSOs on integrating Gender, CFRM, AAP and PSEA into their programs for the betterment of the affected population.

The participants shared their plans through the accountability to affected people (AAP) implementation plan as below:

- 93% indicated that they will Share knowledge within the organization (through 1-2 hours) orientation session.
- 56% of the participants said they will Cascade training with other colleagues within organization

- 81% of the trainees showcased that they will advocate for the integration of AAP principles into projects/program.
- 56% shared that they will discuss with senior management for establishing holistic CFRM.
- 59% participants have shown their interest in reviewing current organizational IEC materials, to make sure they are more diversified.
- 63% will develop various information sharing modalities to ensure people affected by crises are well informed of all activities of project/program cycle.
- 81% of participants indicated that they will work to make sure people and communities affected by crises are involved in decision making process and their needs and priorities are well considered.
- 93% organizations who participated in the training mentioned that they will increase awareness raising regarding PSEAH within communities and staff and ensuring all concerns of PSEA is reported, processed and responded in a confidential manner.

Following is some of the quotes from the participants written in the accountability to affected people (AAP) implementation plan.

1. "*I will share the information gained in the two days AAP& CFRM training with the rest of the colleagues in our organization, next will cascade the information to the Community based rehabilitation workers (CBRW)*" (**Wali Mohammad- NAC**)
2. "*Considering the AAP in the all-project stages will increase awareness about the PESA for organization staff and project beneficiaries*" (**Qader Zahiri-ACDO**)
3. "we have received all the key points of the mentioned topics we will cascade all these topics and share the received knowledge with our relevant staff as soon as possible" (**Shir Mohammad- ACTED**)
4. "*The training was useful for knowing and understanding the crucial of AAP & CFRM within humanitarian organization and I will apply that and conduct a training for our staff*" (**Naweed Nizrabi- AKF**)

The following learning objectives for two-day session were set:

- Understand the foundational concept, and key country-level and global commitments and standards regarding AAP in humanitarian context.
- Understand basics of collective AAP.
- Learn from practical examples of collective approaches to AAP from peers in Afghanistan and in other countries.
- Strengthen and advance collective efforts on community engagement and accountability to affected people throughout Afghanistan.
- Effectiveness of information sharing in humanitarian response
- Learn essentials of CFRM systems
- Understand the basic PSEAH concepts, principles

Methodology:

Various training methodologies were used during the training. The training was conducted in participatory manner and all participants actively engaged in discussions and group works during the sessions. Various training methods were employed, including short lectures, discussions, brainstorming, Q&A sessions, group work, pair work, real life examples, experience sharing and storytelling.

Training Modules/Session

The training materials developed and designed in 6 following modules:

Module 1:

- Introduction to AAP
- Principles and importance of AAP
- Collective AAP framework and Collective Accountability

Module 2:

- Information Provision
- Benefits of information sharing
- Effective communications with communities
- Communication Channels
- Advantages and disadvantages of information sharing mechanisms/ Communication Channels

Module 3:

- Enhancing Participation and Localization
- The participation spectrum
- Benefits of participation
- participatory methods and tools
- Importance of participatory assessments
- AAP Working Group role

Module 4:

- Seeking feedback and complaints
- Benefits of Community feedback for humanitarian organisations
- Types of feedback
- Channels for receiving feedback
- Feedback and complaint mechanism
- Minimum Requirements

Module 5:

- Understanding Protection from Sexual Exploitation, Abuse And Harassment (PSEAH)
- PSEA Principles
- PSEA Challenges and Gaps
- SEA and its relevance

Module 6:

- Minimum Standards for Quality Programming in Afghanistan, AAP, PSEA, Gender, and Disability Inclusion
- Monitoring AAP and PSEA Indicators, for, Afghanistan HNRP 2024, AHF partners

DAY 1		
08:30-09:00	30 min	Registration
09:00-09:20	20 min	Welcome and Introductions
09:20-09:35	15 min	Ground Roles, Training Expectations
09:35-09:50	20 min	Pre-test
09:50-10:00	10 min	Learning objectives
10:00-10:30	30 min	1-Introduction to AAP, Key principles, History of AAP
10:30-10:45	15 min	Introduction to AAP… Challenges & opportunities in integrating AAP, Challenges & opportunities in integrating AAP
10:45-11:00	**15 min**	**Tea & Coffee Break**
11:00-11:30	30 min	Importance of Communication and Community Engagement, IASC Commitments on AAP & PSEA, CHS commitments, relation of CE & AAP)
11:30-12:10	40 min	2-Information Sharing (Benefits, why info. Sharing? Com. as aid video) Effective communications with communities
12:10-12:30	20 min	Group Work 1 (5W of information sharing in Afghanistan context)
12:30-01:30	**60 min**	**Lunch and Prayer Break**
01:30-01:50	20 min	Group Work 2 -Presentation
01:50-02:10	20 min	Info. Sharing key points & Communication channels
02:10-02:30	20 min	Pair Work 1 (advantages and disadvantages of info. Comm channels.)
02:30-02:40	**10 min**	**Tea & Coffee Break**
02:40-03:20	50 min	3- Participation: What is participation? The participation *spectrum* *Where do we stand? Plenary discussion*
03:20-03:30	10 min	Recap of the day & closing
DAY 2		
08:30-09:00	30 min	Registration
09:00-09:50	50 min	Benefits & Importance of participation, Participatory methods and tools and Consideration before engaging in participation
09:50-10:45	55 min	4-Seeking feedback and complaints. What is a CFRM? type of feedback, feedback lo Channels for receiving feedback

|		
10:45-11:00	**15 min**	**Tea & Coffee Break**
11:00-11:40	40 min	Group Work 3 (minimum requirements a good CFRM)
11:40-12:30	50 min	5- Prevention of Sexual Exploitation, Abuse, and Harassment (PSEAH) and PSEAH co principles
12:30-01:30	**60 min**	**Lunch and Prayer Break**
01:30-02:00	30 min	**Quiz**
02:00-02:30	30 min	Group Work 3 (Minimum Standards for Quality Programming in Afghanistan, AAP, PSEA, Gender, and Disability Inclusion)
02:30-02:40	**10 min**	**Tea & Coffee Break**
02:40-03:00	20 min	Way forward (Action plan Recap of Day 1 & 2
03:00-03:20	20 min	Post Test & Evaluation
03:20-03:30	10 min	Certificate and closing

A. Participants Profiles Summary

In total 37 staff members (4 female, 33 male) from various NGOs. The majority were field and program staff. Out of 37 participants, 33 attended in-person session in Kunduz while 4 women participated virtually through Zoom.

B. Training Evaluation

To ensure knowledge gain on the part of participants of each day, pre- and post- training assessments were conducted. Furthermore, the training participants were provided an opportunity to evaluate/assess the training and the trainers and share their feedback at the end of each session. The feedback was used to modify/ strengthen the following day and upcoming sessions.

Participants learning/performance (pre versus posttests results, and participation in activities, etc.)

Pre-and post-test results indicate a 100% of the participants reported increase in their knowledge as per the information of table below total 29 participants who have taken both pre and posttest, out of the 29 participants who took both the pre-test and post-test, one participant showed a decrease in knowledge, while another participant maintained the same score in both tests, indicating no improvement.

Average marks of Pre & Post Test for AAP Training
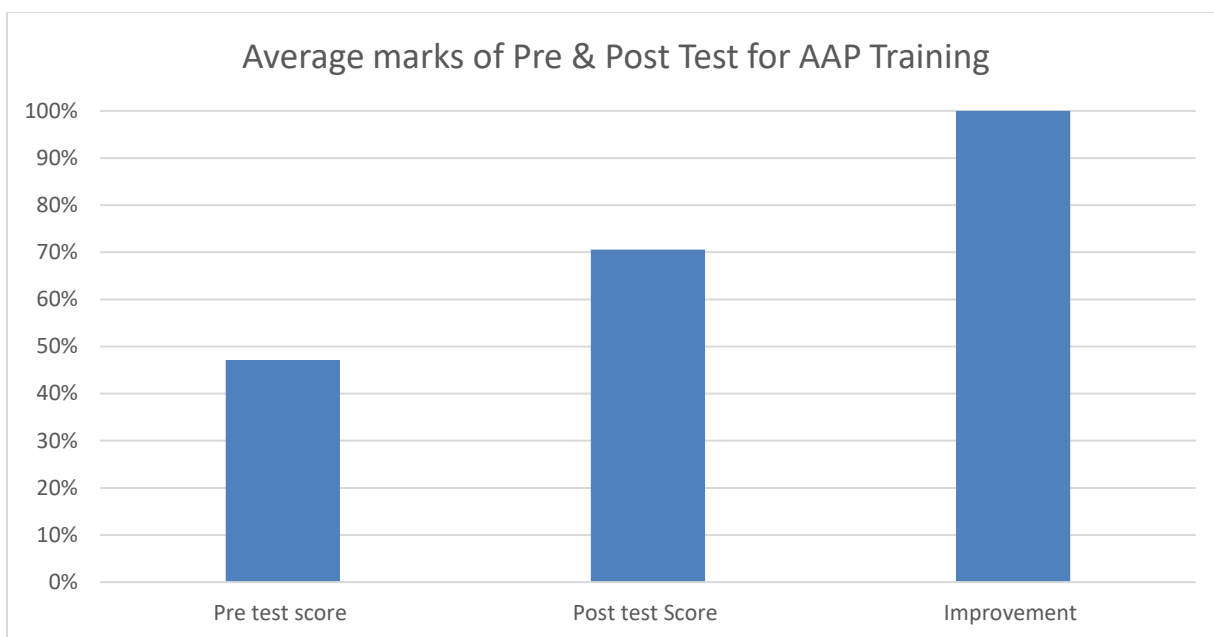
The table below indicates the pre-post test marks for every participant:

No	Org.	Name	Pre -Test Marks	Post - Test Marks	Change in Marks	Ç=È Count
1	NAC	Wali Mohammad	47.5	70	22.5	▲
2	DACAAR	Waheedullah Ahmadi	77.5	80	2.5	▲
3	MCA	Jamshid	17.5	80	62.5	▲
4	ORCDG	Abdul Salam Musazai	27.5	67.5	40	▲
5	ADEO	Abdul Hamid Yawar	27.5	75	47.5	▲
6	HIHAO	Mohammad Khalid Afzali	80	70	-10	↓
7	ASIO	Noor Agha Serat	52.5	80	27.5	▲
8	SFL	M.Sabir Naweed	27.5	62.5	35	▲
9	GC	Hamidullah Durani	42.5	85	42.5	▲
10	ACDO	Qader Zahiri	65	80	15	▲
11	ARSO	Zia Zaki	35	72.5	37.5	▲
12	IRC	Noor Akabar Sedeq	70	80	10	▲
13	JACK	Habibullah Sharifi	72.5	80	7.5	▲
14	ASWDEO	Mohibrahman	47.5	55	7.5	▲
15	AWSDC	Sayed Jawid Pikar	47.5	55	7.5	▲
16	ACTED	Shir Mohammad	57.5	85	27.5	▲
17	HI	Khaista Rahman Hilal	60	100	40	▲
18	HAS	Saifurahman	37.5	90	52.5	▲
19	BWDSO	Shamsuddin Barna	37.5	82.5	45	▲
20	OWE	M.Nasim Sahim	37.5	97.5	60	▲
21	EWWSO	Ehsanullah	47.5	55	7.5	▲
22	OCCD	A. Halim Mushtaq	37.5	62.5	25	▲

23	AKF	Naweed Nizrabi	67.5	72.5	5	▲
24	EPDO	Sayed Sardar	40	40	0	=
25	WDIO	Ghulam Ali Karimi	30	62.5	32.5	▲
26	MSI	Abdul Shukoor Mangal	27.5	57.5	30	▲
27	IRC	M.Daud Azhar	0	0	0	=
28	AWRSA	Shafiqullah Serat	0	62.5	62.5	▲
29	ACDO	Fatima Qasimi	77.5	82.5	5	▲
30	NRC	Monesa Salih	57.5	65	7.5	▲
31	ASIO	Hajira Ansari	0	0	0	=
32	OHW	Nabila Nazari	0	0	0	=
33	ACBAR	Yadullah Tahiri	52.5	80	27.5	▲
35	ACBAR	S.Jawadurahman	57.5	0	-57.5	↓
36	ACBAR	Mohammad Ismail Rahmani	0	0	0	=
37	ACBAR	Rohullah Azizi	0	0	0	=

i. Training Modules and materials usefulness

The training modules and materials were relevant and useful to the participants. Participants were satisfied with the content, as it was well-organized and easy to follow.

II. Administrative matters

A. Venue suitability

Based on participant feedback, they expressed satisfaction with the venue and training pace, stating that both were appropriate and suitable for the attendees.

B. Quality of food served

The majority of participants expressed satisfaction with the food quality. However, two participants indicated that they were not satisfied. Their concerns have been noted for further review and potential improvements in future arrangements.

C. Accommodation for out-of-town participants

N/A

D. Other logistical matters raised by participants

During the training, no logistical concerns were raised by the participants. All necessary logistical materials, including stationery, notebooks, pens, presentation slides, Chairs, and tables were delivered on time and in an organized manner. Overall, the logistical arrangements were well received, ensuring that participants could fully engage in the sessions without any disruptions.

E. Trainers' facilitation quality

The trainer delivered a well-structured and engaging session, demonstrating strong facilitation skills. They effectively addressed questions, enhancing participant understanding. Overall, feedback indicated high satisfaction with the trainer's performance.

A. Budget (planned vs. Actual)

NA

B. Challenges

Online participants experienced challenges due to connectivity issues and poor sound system

A. Lessons learned and Recommendations
  i. Lessons learned

A hybrid (combination of in-person and online) training session did not go well particularly due to technical issues i.e. connectivity issues and poor sound system

  ii. Recommendations

Ensure and check the internet connection stability and sound system before starting any training for the online participants.

A separate virtual session will be organized for the current online participants and interested online participants shortly

C. Annexes
  i. A final list of participants with organizations, posts and e-mail addresses
  ii. A copy of the agenda
  iii. Participants scores evaluations average table
  iv. Participants evaluations summary
  v. Copies of any amended materials

D. photos (if available) from the training

Photo caption: A plenary session, during AAP training organized by ACBAR NGOs staff in Kunduz, 16-17 Feb 2025.

 Photo caption: A training participant is receiving his participation certificate for AAP & CFRM training organized by ACBAR for NGOs staff in Kunduz, 16-17 Feb 2025.

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