**Quality and Accountability Capacity Building Program**

The aim of Quality and Accountability Capacity Building Program is to develop a pool of Q&A specialists that can train Syrian humanitarian workers, enhancing Q&A capacity within the Syrian national response.

The program was initiated in 2019 in liaison with AAP initiatives at Turkey-hub level (i.e. “Accountability Framework for NWS”) and at WoS level (i.e. WoS consultancy and report “A suggested Collective Approach to Community Engagement in the Syrian Arab Republic”).

It is implemented through an inter-agency approach (OCHA Turkey, IOM Turkey, CHS Alliance, SPHERE Project) and with financial contribution from SIDA, IOM Turkey, SPHERE and OCHA Turkey.

The Quality and Accountability Capacity Building Program is composed of 3 phases:

1. **Design of the training modules (May to July 2019):** using a pilot methodology designed to be scalable and adaptable to other global contexts, the training modules provide Syrian humanitarian workers with tools to mainstream humanitarian standards and principles through the Project Cycle Management and the Humanitarian Programme Cycle – adopting a bottom-up approach focusing on local needs, embedded into local accountability frameworks and other contextualized humanitarian guidelines developed for the Syria response.
2. **Training of Trainers (October 2019):** the ToT took place in Gaziantep and was attended by 26 Syrian participants based in Turkey, NWS, NES and GoS controlled areas and working for LNGOs, INGOs, the ICRC and the IFRC movement (including SARC). *ToT report attached.*
3. **Roll-out phase (November 2019 to January 2020):** ToT participants delivered roll-out trainings in their areas of coverage targeting more than 225 Syrian humanitarian workers until now:
   * Turkey: IOM led on the implementation of 3 roll-out trainings in Gaziantep during November and December 2019
   * NES: OCHA Turkey led on the implementation of 3 roll-out trainings in NES (Raqqa city and Hassakeh city) in close coordination with the NES Forum (which provided substantive logistical and in-kind support) during December 2019.
   * NWS: OCHA Turkey led on the implementation of 3 roll-out trainings during January 2020 in NWS (Bab As Salama and Bab Al Hawa) with IOM and CHS Alliance support and through 2 local partners.
   * GoS controlled areas: roll-out modalities have not been defined yet since support from Damascus-based organizations have not been secured yet (see additional details below).

*The trainers based in GoS controlled areas and working with ICRC, SARC and UNICEF have developed a generic description of the training and have all reached out to their management. They have received initial expression of interest but no concrete commitment to support the roll-out.*

*Support needed is essentially provision of a training venue and refreshments, printing of training materials and provision of stationary. In some instances, travel/ accommodation allowances might be needed even though these costs could also be covered by the participants’ organizations.*

*Suggested locations for the roll-out are Damascus and Aleppo city but there is flexibility in this regard. The current objective is to roll-out 2 trainings, but more could be done depending on available support.*

During the roll-out trainings, a Quality and Accountability SWOT analysis is carried out by trainers with the contribution of the participants. The aim is to extract recommendations on ways forward to improve Quality and Accountability in the Syrian response and to identify next steps both at organizational and at inter-agency level.