



# Quality and Accountability applied to the Syria Response

*A Collective Effort*



# Humanitarian Standards for Quality and Accountability (Q&A)

through the Humanitarian Programme Cycle (HPC)  
and the Project Cycle Management (PCM)



# Humanitarian Standards for Quality and Accountability

- Core Humanitarian Standards (CHS)
- Humanitarian Standards Partnership (HSP):
  1. Sphere Handbook
  2. Child Protection Minimum Standards (CPMS)
  3. Livestock Emergency Guidelines and Standards (LEGS)
  4. Minimum Economic Recovery Standards (MERS)
  5. International Network on Education in Emergencies (INEE) Minimum standards
  6. Minimum Standard for Market Analysis (MISMA)
  7. Inclusion Standards for Older People and People with Disabilities
- IASC Guidelines on GBV & IASC Rules on Sexual Conduct
- Good Enough Guide (GEG)
- Red Cross/Red Crescent and NGOs Code of Conduct

# Approach

## Contextualisation

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A 'Down - Top' approach:  
It first focuses on local needs and will be later on further refined into a global generic approach for other contexts

## Localisation

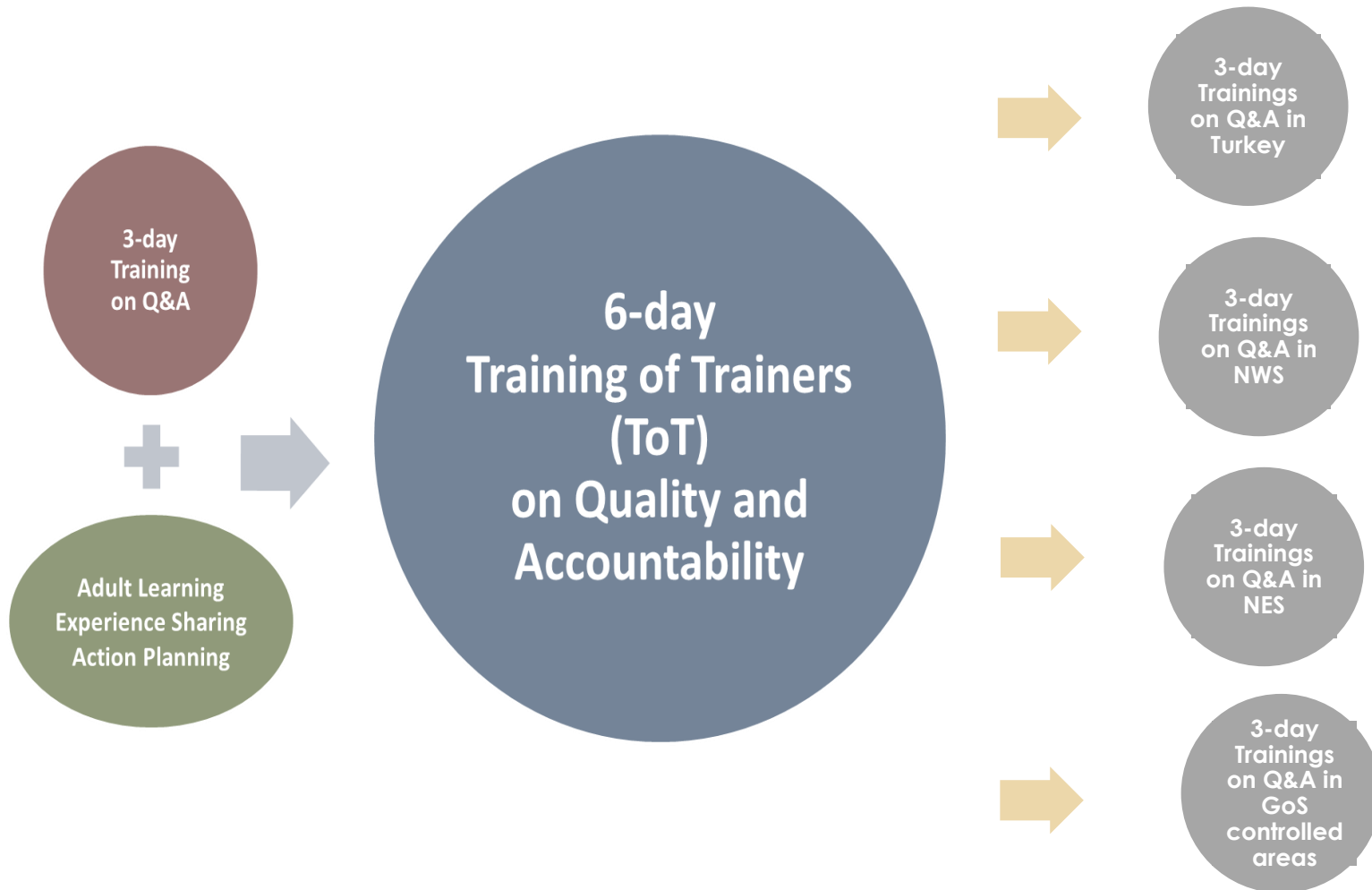
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It is embedded into an endorsed local accountability framework and the Project Cycle phases for Syria response

# A Training of Trainers on Q&A

- **Aim:** To develop a pool of Q&A specialists that can train Syrian humanitarian workers, enhancing Q&A capacity within the Syrian national response.
- **Participants: 26 Syrian trainers/implementers**
  - Covering all regions in Syria
  - Working for INGOs, LNGOs, UN agencies, ICRC and the IFRC movement (including SARC)
  - Gender balanced and inclusive of people with special needs

# A Cascading Approach Quality & Accountability in the Context of Syria



# Action Plans

- **Replication of 11 Trainings in Syria and Turkey:**
  - 3 trainings in Turkey
  - 8 trainings in Syria (NWS, NES and GoS areas)
- **Implementation of Q&A:**
  - Continuous awareness raising on Q&A through various fora and mechanisms
  - Q&A Focus Groups with NGOs

# Recommendations from the ToT Participants

- Have a global Accountability Framework for Syria, contextualized per region
- Build awareness raising messages on Q&A
- Establish/ adapt collective and organizational Q&A feedback and complaints mechanisms
- Increase the training opportunities in various areas, incl. Adult Learning