

# Core Humanitarian STANDARD

**CHS IASC Briefing :**

Update + How to Participate in Testing

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# Agenda

## Core Humanitarian STANDARD

Background- Process to Date - What's Ahead- 2014

Introduction to V2

Options for Testing

Support + Events

# CHS: Background Joint Standards Initiative

## Core Humanitarian STANDARD

### JSI: December 2012 – March 2013

- An initiative of HAP, People In Aid and Sphere
- 2,010 people participated in 114 countries
- Users wanted harmonisation, more action on awareness, structure/framework to link standards together in future

Agreement in May 2013 to **work towards a common standard**

# CHS: Background Geneva Standards Forum

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**June 2013**

Participants said the Standard should:

- Be shared quickly for broad consultation
- Be complete, clear and concise
- Build on and be better than what exists
- Have the capacity to be operationalised with verifiable indicators and appropriate means of verification
- Be uniformly applicable and promote inclusion
- Help organisations put core principles into practice in their organisations and networks

# CHS Consultation Process: Process to Date

## Core Humanitarian STANDARD

- **9 Dec – 31 Mar 2014:** V1 Draft Consultation on Terminology, Language, Content and Structure of the Standard
- **29-30 Apr 2014:** CHS Technical Advisory Group Met in Geneva to Discuss Feedback and Advise on Next Draft
- **17 Jun 2014:** V2 CHS Consultation Launched
- **28 Jul - 19 Sep 2014:** Testing of V2

# CHS Consultation Process: What's Ahead - 2014

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- **29 Sep – 24 Oct 2014:** V3 Final Consultation, Straw Poll
- **29 – 31 Oct 2014:** TAG Meeting in London Integrating Comments/Validating
- **Nov 2014:** Final Version of CHS
- **12 Dec 2014:** Launch in Copenhagen (+SCHR)  
Adoption of CHS- HAP/People in Aid/SPHERE

# Core Humanitarian STANDARD

Detour: Standard vs. Certification?

## CHS Frequent Question: Standard or Certification

## Core Humanitarian STANDARD

Is the CHS intended to become a tool for certification?

- No. It *outlines what good humanitarian action looks like for those communities and people affected by crisis and the staff and organisations involved in responding to this. It provides a practical, verifiable framework of Eight Commitments to Quality and Accountability.*



# CHS Frequent Question: Standard or Certification

## Core Humanitarian STANDARD

### Organizations can choose how they use the CHS:

- To **improve the quality** of services and bring **greater accountability** to communities and people affected by crisis;
- To develop work plans for **progressive implementation and continuous improvement**;
- As an **overall quality and accountability framework** supporting existing organisational and technical standards;
- To **self-assess and improve the quality** of programmes;
- To **self-assess conformity** with the CHS; and,
- As a **basis for verification/certification of conformity**, and to demonstrate this conformity to others.

[from CHS/iii.Scope]

# CHS Version 2

## Quick Overview

# Core Humanitarian STANDARD

- It provides a practical, verifiable framework of **Eight Commitments** to Quality and Accountability.
- Each Commitment is underpinned by the **humanitarian principles of humanity, impartiality and independence.**
- Although primarily intended for the humanitarian sector, it can also be used to bring better quality and greater accountability to **development and advocacy work.**

# CHS Version 2

## Quick Overview

# Core Humanitarian STANDARD

Draws on key existing humanitarian standards/commitments:

- The Code of Conduct for the International Red Cross/ Crescent Movement and NGOs in Disaster Relief
- HAP Standard and Principles
- People In Aid Code of Good Practice
- Sphere Core Standards
- The Humanitarian Charter
- The Quality Compass
- The OECD DAC Criteria for Evaluating Development Assistance

# CHS Version 2 Values and Principles

## Core Humanitarian STANDARD

People are at the heart of humanitarian action, which is guided by the principles of:

- Humanity
- Impartiality
- Independence

# CHS Version 2

## Commitment Structure

# Core Humanitarian STANDARD

### 4. Addressing grievance

Communities and people affected by crisis have access to a safe and responsive complaints mechanism.

Relevant staff:

- 4.1 Welcome and accept complaints, and ensure appropriate confidentiality as necessary;
- 4.2 Put in place a complaints handling process in consultation with communities and people affected by crisis, including mechanisms to effectively protect complainants;
- 4.3 Communicate proactively how the complaints mechanism can be accessed, what the organisation is responsible for, who can complain and how the complaints are handled;
- 4.4 Communicate what behaviour communities and other stakeholders can expect from staff;
- 4.5 Document, respond to and act on complaints in a timely, fair and appropriate way.

Organisational leadership ensures:

- 4.6 An organisational culture in which complaints are welcomed and seen as a learning opportunity;
- 4.7 Expectations of staff conduct are defined, including commitments to the prevention of sexual exploitation and abuse of people affected by crisis by the organisation's staff;

# CHS Version 2

## Commitments 1 + 2

# Core Humanitarian STANDARD

- 1. Effective, timely and appropriate humanitarian assistance:** Communities and people affected by crisis have access to the humanitarian assistance they need in order to live their lives with dignity.
- 2. Strengthening local capacities and avoiding negative effects:** Communities and people affected by crisis are more resilient, empowered and less vulnerable as a result of humanitarian action.

# CHS Version 2

## Commitments 3 + 4

# Core Humanitarian STANDARD

**3. Communication and participation:** Communities and people affected by crisis know their rights and entitlements, and are able to participate in all decisions that affect them.

**4. Addressing grievance:** Communities and people affected by crisis have access to a safe, accessible and responsive complaints mechanism.

# CHS Version 2

## Commitments 5 + 6

# Core Humanitarian STANDARD

### **5. Coordination, complementarity and partnerships:**

Communities and people affected by crisis receive coordinated, complementary assistance that meets their needs.

### **6. Monitoring, learning and continuous**

**improvement:** The organisation will examine and adjust its programmes and performance to improve outcomes for communities and people affected by crisis.



# CHS Version 2

## Commitments 7 + 8

# Core Humanitarian STANDARD

**7. Staff capacity and support:** The organisation has leadership and management practices that are equitable, legally compliant and ensure staff have the support, skills and attitudes to achieve agreed standards of programme delivery.

**8. Good use and management of resources:** The organisation uses resources efficiently and effectively for their intended purpose.

# Core Humanitarian STANDARD

**How to Get Involved:  
Commenting + Testing of CHS V2**

CHS: Testing  
28 Jul - 19 Sep 2014

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## How to get involved?

- Commenting V2 CHS
- Scenario Testing
- Self-Assessment
- Guided Testing

<http://www.corehumanitarianstandard.org/get-involved>

CHS: Commenting  
28 Jul - 12 Sep 2014

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- Have your say on the terminology, structure and content of the second version of the CHS
- Download the PDF form here:  
<http://www.corehumanitarianstandard.org/the-standard>

# CHS: Testing Objective

## Core Humanitarian STANDARD

- The purpose of testing the CHS is to provide a real indication of how useful, relevant and appropriate it is as a tool for staff and communities in the field and HQ to help humanitarian organisations improve the quality and accountability of its programmes
- Facilitate the generation of concrete ideas on how to improve the Standard by exploring the critical assumptions underlying the model

# CHS: Testing

28 Jul - 19 Sep 2014

## Core Humanitarian STANDARD

### 1. Guided testing

Testing at project or programme level at the field (direct implementation practices) for a duration of 8 weeks through a tailored approach to the testing methodology.

### 2. Self-assessment testing

Testing at organisational level at the field or headquarters (policies, procedures, systems, frameworks) for a duration of 4 weeks through the testing methodology.

### 3. Scenario testing

Provide feedback through scenarios relating to the CHS available via an online platform. Engagement lasts only a couple of minutes.

# CHS: Scenario Testing

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## Series of scenarios for feedback and comment:

- Translating the Commitments into Practice
- Accountability vs. Ownership
- CHS as a Means to Drive Org Development
- Implementing the CHS vs. Staff Capacity
- Collective Implementation/Respect for CHS
- Evaluation and Review
- Future-Proofing the CHS

# CHS: Scenario Testing

28 Jul - 12 Sep 2014

## Core Humanitarian STANDARD

### Core Humanitarian Standard (CHS) – Scenario Testing of Version 2

TEST V2 OF THE CHS THROUGH DIFFERENT SCENARIOS



## How does it work?

It is very simple. Click on the red button to the right menu button to the right of this text. The 7 different scenarios will appear on the red menu bar above. To provide input click through the different scenarios and comment in the field marked 'leave a reply'. You decide how much time you spend on each scenario, so feel free to comment on one or all of them! Your comments will form part of the testing phase of the V2 of the CHS. We encourage you to come back often and engage with others by following the discussions.



# CHS: Scenario Testing

28 Jul - 12 Sep 2014

## Core Humanitarian STANDARD

HOME

SCENARIO 1

SCENARIO 2

SCENARIO 3

SCENARIO 4

SCENARIO 5

SCENARIO 6

SCENARIO 7

### Core Humanitarian Standard (CHS) – Scenario Testing of Version 2

TEST V2 OF THE CHS THROUGH DIFFERENT SCENARIOS





## Scenario 4

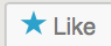
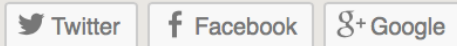
### Implementing the CHS vs. Staff Capacity

The commitments and requirements of staff are detailed and demanding.

*Imagine the following scenario:*

A newly hired humanitarian worker is looking for guidance: **do you think the language and guidance of the CHS sufficiently simple? Are these ways of making the Standard more accessible and operational for relevant staff?**

Share this:



Be the first to like this.

### Leave a Reply

Enter your comment here...

Fill in your details below or click an icon to log in:



Email (required)

(Address never made public)

Name (required)

Website

Notify me of follow-up comments via email.

POST COMMENT

# Core Humanitarian STANDARD

# CHS: Self-Assessment

28 Jul - 12 Sep 2014

## Core Humanitarian STANDARD

### WHAT

Testing of the CHS at organizational level in the field or headquarters.

### WHEN

For 4 weeks anytime from the 28<sup>th</sup> of July to the 12<sup>th</sup> of September

### WHO

Designed for humanitarian actors who operate directly or through partners in the field

### WHY

Opportunity to gain first hand knowledge of the CHS and influence the process

# CHS: Self-Assessment

28 Jul - 12 Sep 2014

## Core Humanitarian STANDARD

### **HOW**

- (1) Select a staff member to facilitate the testing process
- (2) Ensure the staff member reads through the training materials and testing methodology online and downloads all relevant tools
- (3) Brief your programme colleagues and other relevant stakeholders about the testing process
- (4) Start testing by following this **work plan**:

<b>Week</b>	<b>Activities and outputs</b>	<b>During the testing period please remember to collect and send <u>communications materials</u></b>
1	Do the baseline survey and submit it; review, complete and submit the 1st worksheet	
2	Review, complete and submit the 2nd worksheet	
3	Review, complete and submit the 3rd worksheet	
4	Do the end line survey and submit it; review, complete and submit the 4th worksheet; and complete the CHS feedback form	

# CHS: Guided Testing

28 Jul - 19 Sep 2014

## Core Humanitarian STANDARD

### WHAT

Testing of the CHS at programme or project level in the field.

### WHEN

For 8 weeks from the 28<sup>th</sup> of July to the 19<sup>th</sup> of September

### WHO

Designed for humanitarian actors who are directly operational in the field

### WHY

Opportunity to gain first hand knowledge of applying the CHS and influence the process



# CHS: Guided Testing

28 Jul - 19 Sep 2014

## Core Humanitarian STANDARD

### HOW

- (1) Select a programme to test and a staff member to facilitate it
- (2) Ensure the staff member attends a 1-day training, reads through the testing methodology and download all relevant tools
- (3) Brief your programme colleagues and other important stakeholders about the testing process
- (4) Start testing by following this work plan:

Week	Activities and outputs	<b>During the testing period please remember to collect and send <u>communications materials</u></b>
1 - 2	Do the baseline survey and submit it; review, complete and submit the 1st worksheet	
3 - 4	Review, complete and submit the 2nd worksheet	
5 - 6	Review, complete and submit the 3rd worksheet	
7 - 8	Do the end line survey and submit it; review, complete and submit the 4th worksheet; and complete the CHS feedback form	

CHS: Testing Tools  
28 Jul - 19 Sep 2014

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## Tools for Guided Testing/Self-Assessment

- Baseline Survey
- 4 worksheets (2 Commitments each)
- Endline Survey

# CHS: Testing Tools Baseline/Endline

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Project manager

Organisation

Email

Date:

Type of testing

- Guided
  - Self assessment
-



# CHS: Testing Tools Baseline/Endline

## Core Humanitarian STANDARD

### Commitment 1: Effective, timely and appropriate humanitarian assistance

Communities and people affected by crisis have access to the humanitarian assistance they need in order to live their lives with dignity.

	Compliant	Somewhat compliant	Not compliant	Not applicable
1.1 Relevant staff conduct a systematic, objective and regular analysis of the context, including a stakeholder mapping;	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.2 Relevant staff design and implement programmes based on an assessment of needs, an understanding of vulnerabilities and priorities of different groups, and using accepted technical standards;	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.3 Relevant staff disaggregate programme data to reflect the different groups throughout all phases of the programme cycle;	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# CHS: Testing Tools Baseline/Endline

## Core Humanitarian STANDARD

**COMPLIANT:** If you can fully identify the presence of all the elements of the requirement in your project or current organisation policies and practices.

**SOMEWHAT COMPLIANT:** If you can only identify the presence of some of the elements of the requirement in your programme, project or current organisation policies and practices

**NOT COMPLIANT:** If you can not identify the presence of any of the elements of the requirement in your programme, project or current organisation policies and practices please mark 'not compliant'.

**NOT APPLICABLE:** Where you think that requirement is not relevant to your programme project or current organisation policies and practices

# CHS: Testing Tools Baseline/Endline

## Core Humanitarian STANDARD

2.8 Organisational leadership ensures staff have guidance to understand the risk and potential negative effects of humanitarian action and the support to manage them;



2.9 Organisational leadership ensures there is a system to safeguard personal information that could put people at risk.



**Means of verification used:**

**Comments:**

# CHS: Testing Tools

## Endline

# Core Humanitarian STANDARD

8.9 Policies and procedures are in place governing the use and management of funds;	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.10 Policies and procedures establish how the organisation: a) Accepts and allocates funds ethically and legally; b) Prevents and addresses corruption, conflict of interests and misuse of resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.11 Regular audits are conducted to verify compliance;	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.12 Programme design and procurement processes optimise value for money - balancing quality, cost and timeliness at each phase of the response.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Changes observed during the testing period / Impact of testing:

# CHS: Testing Tools Baseline/Endline

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**Means of verification used:**

Comments:

**Thank you!**

Submit

# CHS: Testing Tools Worksheets

## Core Humanitarian STANDARD

### Self Assessment Testing Work Sheet 1

Organisation:  Testing facilitator's Email:  Date (dd/mm/yy):

Section	Week	Requirement analysis	Output
1	1	<p>Group A</p> <p><b>1. Effective, timely and appropriate humanitarian assistance</b> Communities and people affected by crisis have access to the humanitarian assistance they need in order to live their lives with dignity.</p> <p><b>6. Monitoring, learning and continuous improvement</b> The organisation will examine and adjust its programmes and performance to improve outcomes for communities and people affected by crisis.</p>	<p>- Baseline survey</p> <p>- Worksheet 1</p>

# CHS: Testing Tools Worksheets

## Core Humanitarian STANDARD

### Requirement analysis

		<b>Commitment 1:</b>  <b>Effective, timely and appropriate humanitarian assistance</b> Communities and people affected by crisis have access to the humanitarian assistance they need in order to live their lives with dignity.	<b>Commitment 6:</b>  <b>Monitoring, learning and continuous improvement</b> The organisation will examine and adjust its programmes and performance to improve outcomes for communities and people affected by crisis.
<b>Usability</b>	Is the Standard easy to use?		
	Is the Standard easy to learn and share with others?		
<b>Relevance</b>	Does the Standard satisfy your needs as a humanitarian actor?		
	Is the Standard relevant to your context?		
	Is the Standard relevant to your organisation's area of work and mandate?		

# CHS: Testing Tools Worksheets

## Core Humanitarian STANDARD

### Identified issues and actions taken

	Gaps	Actions to improve	Successes	Actions to replicate
<b>Commitment 1:</b>  <b>Effective, timely and appropriate humanitarian assistance</b>  Communities and people affected by crisis have access to the humanitarian assistance they need in order to live their lives with dignity.				
<b>Commitment 6:</b>  <b>Monitoring, learning and continuous improvement</b>  The organisation will examine and adjust its programmes and performance to improve outcomes for communities and people affected by crisis.				



Successes	Actions to replicate

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Submit

# Core Humanitarian STANDARD

**What Support is Available?**

# CHS: Testing Support July - September

## Core Humanitarian STANDARD

- Training Events
- Online Resources
- Skype Drop-In Sessions (07 + 21.08, 04.09)  
for Guided Testers
- Monthly WebEx/TelCon (07 + 21.08, 04.09)  
for TAG members/Testers
- Email Support ([paula@theWolfGroup.org](mailto:paula@theWolfGroup.org))

# Core Humanitarian STANDARD

Questions?

# Core Humanitarian STANDARD

**Thank you!**

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[paula@theWolfGroup.org](mailto:paula@theWolfGroup.org)

<http://www.corehumanitarianstandard.org>