MASISI, DEMOCRATIC REPUBLIC OF THE CONGO
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This AAP Newsletter is a consolidation of updates and initiatives that support the implementation of the IOM AAP Framework. The Newsletter is published biannually.

HIGHLIGHTS

The first Newsletter highlights the key priorities and accomplishments throughout the last year and the first half of 2021.

- The revised AAP Framework is finalized and published, *page 1.*

- Rollout of the online course and comprehensive blended training to strengthen institutional capacity, *page 1-2.*

- Growing AAP good practices and community of practice across missions, *page 3.*

- Increased sensitization on AAP commitments and synergies with other cross-cutting themes through the collaborative webinar series and robust knowledge management platform, *page 4.*

POLICY AND FRAMEWORK

The AAP Framework establishes IOM's common approach for implementing and mainstreaming AAP throughout its crisis-related work.

The AAP Framework available in the IOM Online Bookstore helps ensure quality and responsive programming in line with the evolving needs of beneficiaries, affected populations and communities and enforce the Organization's zero tolerance against sexual exploitation and abuse and other misconduct.

The Framework has been translated into Spanish and will soon be available in the IOM bookstore in French and Arabic.

IOM AAP FRAMEWORK
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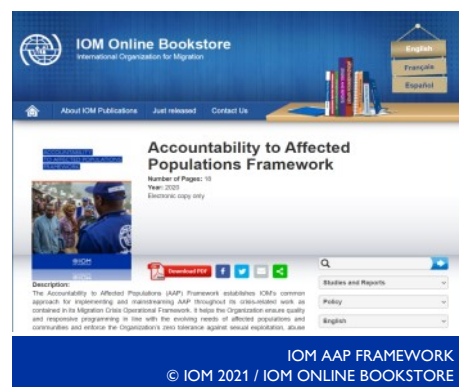
STRENGTHENING CAPACITY ON AAP

The AAP self-paced basic online training was launched as a certificated course hosted in the ILearn platform. Since its launch in March 2021, 854 staff members have completed the training. An additional 535 have commenced but not yet completed the training.

Take the Basic Online AAP Training now.

For Interns and consultants the training is also available on the E-Campus platform using the enrollment code IOM-AAP-2021.

Basic AAP virtual training tailored for rapid response teams were also provided to staff members in IOM Lebanon, Libya, and Kosovo in 2020 and in Ethiopia in May 2021.

RESPONSE FOR VENEZEULANS
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MORE CAPACITY STRENGTHENING HIGHLIGHTS

The comprehensive AAP blended training was developed and then adjusted to a remote format during the pandemic. The blended training is a certificated course hosted in the ILearn platform. It is composed of self-paced online modules, virtual sessions, peer exchange, and a final assignment. The training was successfully piloted in October 2020 to March 2021 in coordination with the regional offices of Cairo and Dakar and the Resettlement and Movement Management (RMM) division; a total of 43 staff from 32 countries including staff in L3 responses in Yemen and Turkey (for the whole of Syria) were trained. The blended training has now been launched and so far trained 24 staff in the Latin America and the Caribbean region.

AAP TRAINING MODALITIES

TYPE OF TRAINING	TARGET AUDIENCE	DESCRIPTION	COORDINATE
AAP Basic Online Training (self-paced)	All IOM staff	Composed of six modules which should take the trainee no more than one hour and a half in total. No facilitation or peer exchange and no project to be submitted.	Available in ILearn & E-Campus (enrollment code: IOM-AAP-2021)
AAP Blended Training	Intended for AAP focal points and practitioners	A comprehensive training composed of self-paced e-learning modules followed by a one week virtual or face-to-face facilitated sessions, participatory activities, peer exchange and a quick self-paced project to be presented after two weeks.	Coordinated with re-gional support
Rapid Response Training	Dependent on mission request	Provided through virtual facilitated sessions to give an overview on basic AAP in practice. Some parts of the training can be tailored to the needs of the requesting mission. Participants are required to take the AAP online course prior to this training.	On request

ONLINE TRAINING FEEDBACK ★★★★⯪ 68

★★★★☆

ASHWANI KUMAR,
Senior Project Assistant

It was good learning on AAP I have learnt so many new things which I was not aware before.

★★★★★

TELMA TICAS,
Assistant to USRAP GPC

Although this training I believed, is designed to be use in the field; I think is useful in all offices and departments, every employees should follow these principles, to make sure no one is left behind.

★★★★★

SAI AUNG LYNN,
Chief Migration Health Officer, Malaysia

The training is really engaging and well structured. In addition, it provides a clear understanding about AAP in such a short time and equips staff with strong knowledge for what s/he can do her/his part. Thank you very much for your effort. It is very worthwhile and productive to complete this course. In fact, I believe this training should be made mandatory for all IOM staff, like for PSEA.

GOOD PRACTICES IN IOM PROGRAMMES ACROSS MISSIONS

Throughout IOM, country missions and regional offices are developing best practices and sharing their experiences through the AAP community of practice. Combining effective sensitization on AAP throughout IOM and the growing interest from donors requiring AAP mainstreamed in programming and demonstrated in reporting, more missions have reached out to collaborate and for technical support than ever before. To date, technical guidance has been provided to 22 country missions including L3 responses in Yemen and Turkey (response for the Whole of Syria) and Ethiopia for the Tigray region response.

MAINSTREAMING OF AAP AND PROTECTION PROJECT OF RMM

The primary objectives of the MAAP project, are to strengthen capacity on AAP and Protection in RMM programming, create a methodology for institutionalizing policy, and harness technical expertise and best practice. The AAP team has been working closely with RMM throughout the MAAP project as AAP experts, providing trainings, reviewing tools and supporting the next phase of MAAP through a second round of MIRAC funding. The MAAP 1.5 will focus on AAP and Complaint and Feedback Mechanisms (CFMs). To learn more, you can access the MAAP tools via RMM portal.

CHAD
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Learn more about what's happening in some IOM missions and programmes to deliver quality, inclusive, and accountable assistance:

Turkey: Maintaining Community Participation during COVID-19 Pandemic.

Bangladesh: COVID Info Line: Enhancing Information Flows through Interactive Voice Response Technology in Bangladesh.

South Sudan: Communications and Community Engagement through Rumour tracking around COVID-19 in Camp Coordination and Camp Management programming.

Nigeria: Partner Coordination - Communication Dashboard to help humanitarian organizations better plan their communication strategies and language support.

Response for Venezuelans: Integration of AAP in the Regional Refugee and Migrant Response Plan.

For more examples and tools, please visit the AAP Share-Point (internal) and the Accountability and Inclusion Resources Portal (external).

KNOWLEDGE MANAGEMENT HIGHLIGHTS

The AAP Community of Practice (CoP) was established in 2020 and currently consists of 188 members who share and whom we share with regular updates, best practices and lessons learned. The community of practice is tasked with raising awareness, building capacity, and promoting AAP knowledge management. For a full breakdown of CoP responsibilities see the CoP Terms of Reference.

IOM aspires to strengthen a regional approach to mainstreaming AAP. The regional offices of Dakar and Cairo, have piloted regional CoPs in the Middle East and North Africa and West Central Africa regions. The regional offices in San Jose and Buenos Aires are currently working on establishing a CoP in the Latin America and Caribbean region.

AAP WEBINAR SERIES 2020-2021

The AAP Webinar series is a sensitization initiative, providing an introduction for those in IOM who are unfamiliar with institutional commitments on AAP, and how they relate to other cross-cutting themes, IOM policies and the Internal Governance of the Organization.

The AAP Webinar series of 2020 consisted of 8 webinar sessions on humanitarian programming and cross-cutting themes and with resource speakers from 12 missions. There were a total of 970 participants from missions in all IOM regions. The webinars each strengthened collaboration and synergies on AAP with other cross-cutting themes and programming, including on: risk communication and community engagement (RCCE) for COVID-19 response, disability inclusion, CCCM women participation, gender-based violence and PSEA, complaints mechanisms on staff misconduct, cash-based intervention, and AAP mainstreaming in resettlement and movement operations. The first webinar of 2021 was in collaboration with Migration Health Division (MHD) for an update on RCCE.

Missions reached by AAP webinar series

Total
1   198

BANGLADESH
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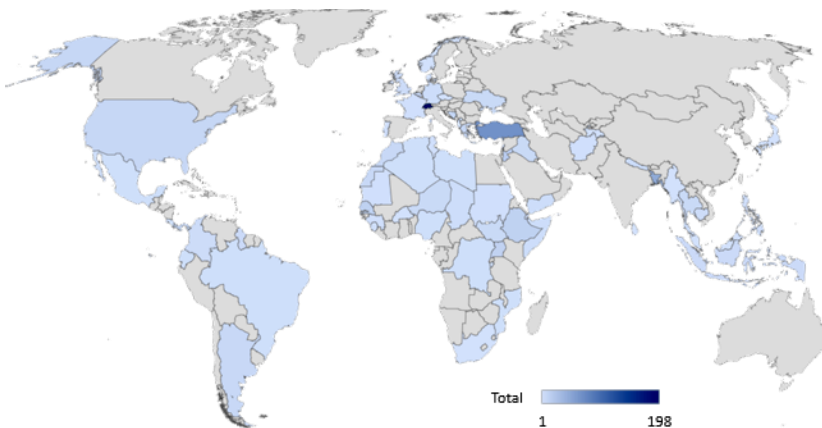
PARTNER COORDINATION

To deliver on AAP principles and commitments in a coordinated and coherent way, IOM collaborates with peers and partners towards collective responsibility on AAP in inter-agency contexts.

IOM is engaged in the Inter-Agency Standing Committee (IASC) Results Group on Accountability and Inclusion at the global level which is committed to operationalizing system-wide responsibility for collective approach to AAP and Inclusion. IOM continues to provide technical support in the finalization of the Collective AAP Framework and country-level Action Plan template. In practical terms, the collective framework guides Humanitarian Country Teams (HCTs) on engaging with, ensuring feedback to and adjusting the response based on the views of affected people as a mandatory responsibility of the HCT's. The collective framework and action plan template will be rolled out this year.

In coordination with MHD, AAP team supports the efforts of risk communication and community engagement (RCCE) on Covid-19 including the review of the Covid-19 Global RCCE strategy.

MORE KNOWLEDGE MANAGEMENT HIGHLIGHTS

The AAP SharePoint was developed in early 2020 and launched as the primary mission-wide knowledge management platform. Stored in the SharePoint are the AAP framework and related internal policies, tools and guidance materials, communication products including the AAP introductory video with subtitles in 7 languages, best practices from missions and updates on trainings and events via the connected Yammer forum. The site (as of March 2021) has been viewed 15,998 times by 681 unique visitors.

AAP materials are also available in the IOM Intranet pages, Emergency Manual and external webpages.

The AAP special project is managed with a detailed task tracker.

MEET THE AAP TEAM

Christie Bacal-Mayencourt, AAP Officer

"Putting people at the centre of our work, ensuring that they are respected, and that some groups are not and do not feel excluded in the process have been a personal advocacy since I started working in IOM as local camp manager almost 10 years ago. From field to HQ, I remain steadfast in championing AAP: that listening to the people we assist and taking their voices to guide our actions and behavior are key to staying relevant, effective and trusted as an Organization providing aid and services to those in need. So, who wants to join us?"

✉ cbacal@iom.int

Lily Waldock, AAP Associate

"I've been working on AAP since 2019, before joining IOM I spent eight months working in Bangladesh with VSO. AAP means a lot to me because during that time I lived in the community and I spoke everyday with the people who benefitted from the project I worked on. Every person I spoke with had a better understanding of their own needs and capabilities than I ever could. A people-centred approach which prioritizes two-way communication, builds trust and improves our programming, it is the minimum that we—as an Organization—need to be doing."

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The global support for the implementation of the IOM AAP Framework is made possible through the Migration Resource Allocation Committee (MIRAC) funding.

CONTACTS