Key actions
A learning provider will:

6.1 use and maintain appropriate and accessible communication channels
6.2 use clear and accessible language for all communications
6.3 ensure information about learning services is relevant, accurate and available when needed
6.4 listen and respond appropriately to communications

7.1 provide effective administrative and logistical support before, during and after learning programmes
7.2 implement systems to enrol target learners onto appropriate learning programmes
7.3 store personal information using secure and appropriate data-management procedures
7.4 share personal and confidential information only as agreed

8.1 systematically monitor and evaluate learning services
8.2 use transparent and accessible methods to receive honest feedback
8.3 record and deal with concerns and complaints
8.4 use lessons learnt to improve and update learning programmes through periodic review
8.5 make information about the quality of your learning services available and transparent
8.6 treat learners, staff and other stakeholders in a way that promotes inclusivity, anti-discrimination and well-being
Key actions
A learning provider will:
1. periodically identify humanitarian learning needs using evidence
1.1 analyse which learning needs to address
1.2 identify competencies that need to be developed using relevant competency frameworks when available
1.3 analyse target learners’ characteristics, learning preferences and requirements

Learning programmes are designed and prepared according to identified needs

Key actions
A learning provider will:
2.1 develop learning objectives to cover gaps in competencies
2.2 choose appropriate modalities to deliver learning programmes
2.3 make sure content, materials and activities are suitable and up-to-date using existing resources when available
2.4 take into account target learners’ existing knowledge, skills and experiences
2.5 make sure learning programmes are appropriate for the target learners’ characteristics, cultures and contexts
2.6 incorporate methods and tools to assess learning
2.7 validate learning programmes and materials

Supporting quality learning provision for humanitarians

Key actions
A learning provider will:
3.1 deliver learning programmes as agreed
3.2 make support available to learners throughout the programme to help them meet the learning objectives
3.3 draw on learners’ knowledge and experience during the learning programme
3.4 implement learning programmes that are responsive to learners’ progress
3.5 have in place reasonable measures to mitigate safety and security risks to learners

Learning programmes are delivered effectively

Key actions
A learning provider will:
4.1 make sure assessments are fair, consistent and appropriate
4.2 promptly share results of assessments with learners
4.3 provide recognition of learning achievement
4.4 record evidence-based results

Learning is assessed against the learning objectives

Key actions
A learning provider will:
5.1 identify the resources needed to implement learning programmes effectively
5.2 follow procedures for procuring, maintaining and managing the resources needed
5.3 have in place reasonable measures to mitigate safety and security risks to staff and other resources

Resources for learning programmes are appropriate, sufficient and well managed