Supporting and Strengthening Humanitarians Everywhere

"At HPass, we are working towards a world where humanitarians benefit from greater access to quality learning and professional recognition."

Visit **www.hpass.org** to find out more, including information about associated Standards for the Assessment of Humanitarian Competencies

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6 Standard 6
Communication

Communication effectively supports learning services

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

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7 Standard 7
Administration

Administration systems effectively support learning services

Key actions

A learning provider will:

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

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8 Standard 8
Evaluation and Accountability

Evaluation and accountability mechanisms effectively support learning services

Key actions

A learning provider will:

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

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Humanitarian Learning Standards

These standards aim to ensure that people involved in humanitarian action have access to high-quality learning programmes that will allow them to work more effectively

2019 Edition

1 Standard 1 — Analysis

Relevant learning needs are identified and prioritised

Key actions

A learning provider will:

1.1	periodically identify humanitarian learning needs using evidence
1.2	prioritise which learning needs to address
1.3	identify competencies that need to be developed using relevant competency frameworks when available
1.4	analyse target learners' existing competencies to identify gaps
1.5	analyse target learners' characteristics, learning preferences and requirements

2 Standard 2 — Design
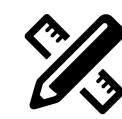
Learning programmes are designed and prepared according to identified needs

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 experience
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

3 Standard 3 — Delivery

Learning programmes are delivered effectively

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 to 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

4 Standard 4 — Assessment

Learning is assessed against the learning objectives

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

5 Standard 5 — Resources

Resources for learning programmes are appropriate, sufficient and well managed

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

Supporting quality learning provision for humanitarians