

Quarterly Progress Report

Project Name: Mission Ready: Innovation in Humanitarian Security Training.

Project Duration: 01 October 2014- 30 September 2017

Recipient: Redr UK (Org ID: 12504)

USAID Award Number: AID-OFDA-G-14-00215

Reporting Period: Year 2, Quarter 2, 01 January 2016 –31st March 2016

Summary of Quarterly Activities:

- Continuing on from the launch in the last quarter of the 6 modules in Arabic, French and English on Field Security Management (www.missionready.org.uk). We have continued to promote the tool to ensure we meet the two stated project objectives:
 - i) Humanitarian actors globally will increase their capacity to deliver safe and effective programs through access to high quality e-learning.
 - ii) Increased access to effective, interactive security training for Humanitarians.

Promotional meetings and potential opportunities

- In January RedR and DTS attended a meeting with UNDP in New York in January 2016, to explore opportunities for developing UNDP surge staff training on the Mission Ready platform. The meeting took the form of a presentation with 32 attendees mainly from UNDP, UNICEF, UNW and UNDSS. Following the meeting RedR are in communication with UNDP and UNDSS training departments. They are currently trialing the platform and course to assess how best to tailor the development of another course for specifically for their staff. UNDSS are particularly interested in the offline app of the course for their staff in more remote locations. The presentation is online and available here <https://prezi.com/oxehueioocm1/mission-ready-field-security-management/>
- A proposal was placed with ECHO and DFID to expand Mission Ready's scope/create new training courses, unfortunately the proposal was unsuccessful but RedR will continue to seek opportunities for further expansion of the platform.
- Free licenses have been supplied to 7 organizations as they plan on testing the platform before purchasing a bulk by. Organisations include: Handicap International (incl. Federation Handicap), Action Contre La Faim (incl. Accion Contra La Hambre), World Vision Kenya, Metrography, CARE Canada, UNDSS, Oxfam Horn, East and Central Africa

Licenses and experience of Mission Ready, Field Security Management

- By the end of the reporting period, the system had 137 users, of which 76 were in this reporting period of January – March. The following figures represent the cumulative total of users since the launch on October 16th 2015 until March 31st 2016. Out of 383 licenses issued, 137 have activated their licenses¹. Of the active users, 46% represent women, and 54% men, no one identified as transgender. Together they represent 25 different nationalities, which include 5 from Middle East, 44 from Europe, 7 from Asia, 24 from America and 47 from Africa. Active users are also currently working in a cumulative total of 20 different countries, of 44 are working in Europe, 35 in Africa, 5 in the Middle East, 24 in America. Of the participants who have completed the course, 97.4% rated it relevant or highly relevant to their work, 93.5% deemed the course of good or excellent quality.

¹ Note: some organizations, including Save the Children and War Child UK purchased bulk licenses for staff, but have either not yet distributed them to their staff, or the staff receiving the license have not yet activated them and started the training.

Second Mission Ready course development

- During the reporting period, USD 1694.29 was received from training license sales which is being used to fund part of the development of a new course (see previous quarter 1 report).
- After the review of the budget for years 2-3 in the previous quarter RedR to create a new training course of 4 modules with the available donor funds and the income from the license sales. RedR has progressed with the content development of the course.
- Following the previous needs assessment in quarter 1, the analysis indicated the Remote Security Management (RSM) was the area which was in most demand and where people felt had the largest gap in capacity building. It was also indicated the setting for the next course should be in the Middle East and North Africa as remote security management in the area is becoming increasingly common. RedR selected this topic for the 4 new modules and sent out a new survey to assess which specific areas within RSM did operational humanitarians currently identify as needing further support. This was distributed through key contacts and received 22 responses.
- The results of the second survey determined the topics of the RSM module are as follows:
 - o Module 1- Remote Security management in Project Design
 - o Module 2- RSM in Implementation of project
 - o Module 3- Escalation of Security situation during Implementation phase
 - o Module 4- Remote security management and closure
- **A steering committee** for the new course was formed and one meeting took place on February 23rd to help steer the direction of the course and create the key learning objectives for each module. The active steering committee formed of 6 people from 6 organizations have been feedback to into the development through email and skype as it was decided that face to face meetings were less convenient for most members. The purpose of the meeting was to determine main topics that each of the four modules of the next course would focus on and to identify/define the (approx.) 6 key learning objectives within each module. These key learning objectives form the basis of the decisions users will need to make when undertaking the interactive scenarios. The outcome of the meeting was that we agreed that the most logical structure would be to base the modules around each of the four stages of the project cycle, and to consider how Remote Security Management ties in to each of these.

RedR and DTS meeting

- As a result of the steering committees meetings and surveys a further meeting between RedR and DTS was held in Manchester to finalize the storyboard for the interactive game scenarios. The purpose of this meeting was to decide how the learning objectives will be visualized through the filmatic 'real life' scenes and the story linkages. Along with the main characters identified, the organization, which will remain the same, and the fictional countries and locations agreed. This led to the development of a game diagram which outlines the decision gate choices the player would select from. Feedback was received from the steering committee and RedR which DTS incorporated in order to write the film script.

Filming

- After review of the film script by the RedR team, including RedR's Security Manager, and a security consultant all feedback was returned to DTS to finalize script to ensure the learning objectives were met, the locations were fictional, key messages were reinforced and representations of people retained dignity and respect for the culture.
- Film locations confirmed in Norfolk, Lincoln and Manchester.
- Actors and props were identified by DTS with input from RedR

Written content development

- In March 2016 a ToR was circulated among RedR associate trainers with expertise in security and development, this was also advertised more widely on Relief Web. After consideration of all applicants, John Tipper was selected as a consultant for the written content of the course. The selection was based on three main criteria, expertise in remote security management, understanding and experience of the Middle East to ensure the context for the course is appropriate and understanding of learning and development concepts within the humanitarian sector. John met all these criteria and was contracted £3960 for the work which will be complete in May 2016. This is a staged process and includes:
 - o Contract agreement and discussion
 - o Review game narrative and script
 - o Develop a course overview based on the existing learning points
 - o Develop draft materials and pre and post tests
 - o Finalize all module materials, including knowledge test and introduction to case study

Translation

- Two Terms of Reference for translation of the Field Security Management course into Spanish was circulated, one for the translation and one for proof reading amongst RedR translation pool whom have all been quality

assured by RedR. Contract for £2611 (GBP) for translation of 50,937 words and 51mins 8 seconds video footage was awarded for translation and the proof reading contract was awarded for £1069 (GBP) for all translated work.

App development

- DTS have begun the development work to create the first course, Field Security Management, into an application which can be downloaded and played offline. This was detailed in the budget from quarter 1 and will increase access to the course for people working in areas of intermittent internet coverage or low bandwidth.
- App development and actual coding of the app commenced at the end of March. The build will carry on for 12 weeks after which a test version will be released for robust testing. It is anticipated that testing and bug fixing will take approximately 3 weeks to complete with the app set to go live in mid-Q4.

Platform bug fixes and payment

In early Q2, a handful of users contacted the support team because they were not receiving their activation links after having paid for their licenses online. They had received payment confirmation from PayPal but the Mission Ready system was recording them as payment pending.

On further investigation, it transpired that the issue was actually caused by a change in the PayPal account information made by RedR. The change in settings had not been updated on the Mission Ready platform. The support team worked closely with RedR to identify and resolve the issue. Once corrected, the system automatically sent the activation links to the affected users. Unfortunately, this issue took longer than 48hrs to resolve.

Q2 also saw an increase in requests for Client Admin assistance. In particular, many requested help in assigning licenses and monitoring performance. A Client Admin user guide was created to help facilitate these queries and assist Client Admins. Apart from the online payment issue which affected a handful of users, all support requests were responded to and resolved within 24 hours.

Q2 In order for RedR to track the income more accurately and easily we changed the automated email set out to users who pay via bank transfers, now:

- 1) Mission.Ready@redr.org.uk is cc'd in
- 2) The user is prompted to quote their invoice number as their payment reference

This appears to be working well but will be monitored for further improvements

RedR is looking into the 3 month evaluations for users and line managers to check for improvements and investigate if the system is working

RedR has received numerous emails from people who have not received the automated email containing the link to activate their licenses. This is mostly due to the emails permissions/firewalls or the emails automatically directed to junk mail. This has caused a delay in receiving activation codes and as RedR tries to resend the activation. To address this issue RedR have requested that 'mission.ready@redr.org.uk' email is copied into all activation emails. This will mean that if a user contacts us for their activation code we will always have a record of the email and be able to quickly forward the activation. Ensuring the user receives the activation as quickly as possible.

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Monitoring and Evaluation:

We have collected data against the following project indicators:

Table 1: Achievement of indicators

Sector Level Objective: Humanitarian actors globally will increase their capacity to deliver safe and effective programs through access to high quality e-learning

We have very little information to report against the following indicators (table 1), this is partly due to the fact that few users have had 3 months elapse post completion and therefore not yet received or completing the impact measurement surveys (distributed at 3 and 12 months following training completion). The RedR project team has also not yet organized

interviews with beneficiary organizations to assess the longer term, impact of training on individual staff and organizational performance. This will commence in Y2. Q3.

Indictor	Target	Sources of Verification	Quarter 2 achievements	Cumulative achievements
Number of organizations that can demonstrate evidence of changes in organizational security practice as a result of the use of Mission Ready.	50	Evaluation of organizations using Mission Ready supported by evidence of changes to the policies, practices, operating procedures, contingency plans or other working documents of those organizations.	Not available	
Percentage of individuals questioned that can demonstrate evidence in changes in behavior as a result of knowledge gained from use of Mission Ready.	75%	Feedback questions built into Mission Ready software for returning participants. Surveys sent to all participants 3 months after engagement. Interviews with individuals during organization evaluation.	100% ²	100%

² To date only 1 user has completed the 3 month evaluations survey. This will be investigated to check that the system is working in the next quarter

Table 2: Achievement of indicators

Outcome 1: Increased security knowledge of humanitarians as a result of use of the Mission Ready tool

Indicators	Target	MoV	Quarter 2 achievements	Cumulative achievements
Percentage of Mission Ready users who demonstrate increased knowledge in Field Security Management topics, following training completion.	80%	Reports generated by the Mission Ready Learning Management System (LMS), indicating the difference a user's pre and post training test scores.	Average users that gain knowledge: 95%	Average users that gain knowledge: 90.5%
Percentage of Mission Ready users who indicate that the learning modules are "relevant" or "highly relevant" to their work as a humanitarian.	80%	Feedback is gathered from Mission Ready users via post-training surveys which are built into the LMS. The scores are captured and stored in the system's back end, for analysis by the project team.	95%	97.5%
Percentage of Mission Ready users who indicate that the learning materials made available on Mission Ready are of "good" or "excellent" quality.	80%	Feedback is gathered from Mission Ready users via post-training surveys which are built into the LMS. The scores are captured and stored in the system's back end, for analysis by the project team.	95%	93.50%
Percentage of Mission Ready users who indicate that the learning materials made available on Mission Ready are "useful" or "very useful".	80%	Feedback is gathered from Mission Ready users via post-training surveys which are built into the LMS. The scores are captured and stored in the system's back end, for analysis by the project team.		
New Indicator: Percentage of users that identify as 'female'	45%	Demographic data collected on users when they sign up for and activate their licenses	46%	41%

As we have developed our monitoring and evaluation systems, we request one small removal of the following indicators:

- **Indicator:** Percentage of Mission Ready users who indicate that the learning materials made available on Mission Ready are "useful" or "very useful".
Original source of verification: Feedback is gathered from Mission Ready users via post-training surveys which are built into the LMS. The scores are captured and stored in the system's back end, for analysis by the project team.
Rationale for removal: This indicator is a repeat of the the indicator asking if the course was relevant to the user: *"The percentage of Mission Ready users who indicate that the learning modules are "relevant" or "highly relevant"*

to their work as a humanitarian.” There is not a separate question on the M&E survey which is sent to the user post completion referring to how useful the course was for them. It has been determined that if the course was relevant to the persons work it is inherently useful and therefore these indicators should be merged. We can report on this as the 3 month impact survey if required.

Table 3: Achievement of indicators

Outcome 2: Increased access to effective, interactive security training for humanitarian

Indicators	Target	MoV	Quarter 2 achievements	Cumulative achievements
Number of humanitarian staff that use Mission Ready tool	2000	Number of licenses distributed, and activated by users	Issued: 137 Activated:136	Issued: 383 Activated: 137
Geographical diversity of participants- number of countries in which Mission Ready users are operating as humanitarians	30	Data collected on participants when they sign up for and access the learning modules	20	20
Number of online interactive scenarios made available to the humanitarian sector	6	Dates that scenarios go live and are available to humanitarian workers	No additions	Online resources remain active: 6- all scenarios went live on 16 th October 2015
Number of additional online resources made available for humanitarian workers -documentaries -Interviews with sector specialists Resource materials	25	Dates that resources are published on Mission Ready	No additions	Online resources remain active: 18- 11 expert interviews, 1 course introduction documentary, 4 downloadable pdf resources, and 2 audio lessons in incident reporting.

Other feedback from users has been captured through communications with the project steering group committee, as well as from user's contacting either our partner's (DTS) technical e-mailbox (support@misionready.org.uk) or our general queries e-mailbox (missionready@redr.org.uk). During the reporting period, we had 9 users contact us with IT technical problems (they could not activate their licenses or they had paid for their license and had not received a link to activate their license). All queries were resolved. The main queries to our general mailbox included questions on costs and requests for demo versions of the training. In response to this, we made the price of the licenses clearer in marketing materials and changed the way user's selected their category (individual, organization, size of organization etc.) and corresponding price of license, so that the payment system is easier to understand/navigate. We are looking into the possibility of creating demo versions of the training, as a marketing and promotional tool.

In addition to these issues with license activation emails, we received 3 queries from individuals who are confused as they think they have completed the training because they have done all interactive scenarios, but they have not received their certificate of completion. The reason for this is they do not know they must click on every page/view every document to have technically completed the course as the course does not just involves the scenarios. RedR will investigate how to communicate this to users to save staff time on responding to these

Project Management and Reporting:

Project management by RedR includes financial tracking and management to ensure accountable use of funds, and the achievement of stated project objectives. RedR requests that DTS submit quarterly financial reports with invoices and appropriate financial documentation and evidence of use of funds, in accordance with USAID regulations and RedR financial policy.

Next Steps

Year 2, Q3

- Complete translation and upload into Spanish for the 6 modules, launch in Q3.
- RedR and DTS to attend side events at the World Humanitarian Summit to raise awareness of Mission Ready as an option for humanitarian organizations to increase knowledge and procedures on security.
- Marketing and Communication officer to begin part time at RedR in Q3, they will be solely working on increasing Mission Ready visibility in the sector and increase user uptake of the current course
- Filming of the second course to be complete in Q3
- Written content of the second course to be complete in Q3
- Creation of pre and posttest surveys to monitor knowledge gain and course satisfaction and impact surveys for second course to complete in Q3
- Content build upload and build of the second course will begin in Q3
- Testing of the new course will be begin in Q3
- Testing and fixing of app bugs will begin in Q3

Year 2 Q4

- Downloadable App launch in Q4
- Launch of the second course in Remote Security Management set for Q4

Project Beneficiaries

Planned beneficiaries: 2,000 individuals and 50 INGOs/NGOs

Achieved in Q1 and Q2: 137 individuals (based on active users) and 17 INGOs/NGOs