

**TRAINER'S  
GUIDE**



TECHNICAL COMPETENCY UNIT



# ADM.TEC 020.1

Identify Information Management  
Tools and Services



## ASCEND

ASEAN Standards and Certification  
for Experts in Disaster Management

## ASEAN Standards and Certification for Experts in Disaster Management

# IDENTIFY INFORMATION MANAGEMENT TOOLS AND SERVICES

ADM.TEC.020.1

### Trainer's Guide



ONE ASEAN  
ONE RESPONSE



#### Project Sponsors:



The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand, and Viet Nam. The ASEAN Secretariat is based in Jakarta, Indonesia.

The “ASEAN Standards and Certification for Experts in Disaster Management (ASCEND)” is under Priority Programme 5: Global Leadership of the ASEAN Agreement on Disaster Management and Emergency Response (AADMER) Work Programme 2021-2025 that envisions ASEAN as a global leader in disaster management.

The ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (AHA Centre) implements the ASCEND project in collaboration with the Korean National Fire Agency (KNFA) and support from the ASEAN Secretariat and the Republic of Korea.

The publication of this document is part of the “ASEAN Standards and Certification for Experts in Disaster Management (ASCEND) Toolboxes Development for Five (5) Professions” project.

General information on ASEAN appears online at the ASEAN Website: [www.asean.org](http://www.asean.org)  
 Copyright of the Association of Southeast Asian Nations (ASEAN) 2021. All rights reserved.

For inquiries, please contact:

#### The AHA Centre

Graha BNPB, 13th floor Jl. Raya Pramuka Kav. 38 East Jakarta 13120 Indonesia  
 Phone: +62 21 21012278 Fax: +62 21 21012287 Email: [info@ahacentre.org](mailto:info@ahacentre.org)

The information provided in this publication is for informational purposes only. The publisher and authors of this document do not guarantee any results from using its contents. You should assess your individual needs, conduct your research, and seek professional advice before relying on the content contained in this document. The publishers and authors are not responsible for any injury, damage, or loss resulting from the use of this publication.

Images appearing in this resource are the property of the AHA Centre and used under their permission or sourced from CC Search and Flickr under the Creative Commons license:

<http://creativecommons.org/licenses/by/2.0/deed.en>

# Table of Contents

THE ASCEND PROGRAMME AND TOOLBOX DEVELOPMENT: OVERVIEW	1
1.1 The ASCEND Programme	2
1.2 The objectives of ASCEND	2
1.3 Advantages and benefits of an ASCEND certification	3
1.4 The ASCEND Toolbox	4
COMPETENCY-BASED TRAINING (CBT): INTRODUCTION FOR TRAINERS	6
ASCEND COMPETENCY STANDARDS	10
PREPARING FOR TRAINING SESSIONS: EQUIPMENT, MATERIAL, AND TOOLS	19
POWER POINT SLIDES AND PRESENTER NOTES	23



The ASCEND Programme and  
Toolbox Development:

# Overview



**ASCEND**

## 1.1

# The ASCEND Programme

Southeast Asian governments, through the ASEAN Committee on Disaster Management (ACDM), continue to invest in strengthening disaster management systems for a more secure and resilient region. However, the compounding of risks and increasing uncertainty of disasters in our new climate reality threaten to set back the socioeconomic development gains of ASEAN societies. Widespread and recurring disaster damages and losses can overwhelm national capacities and worsen regional transboundary effects.

The Declaration on One ASEAN One Response (OAOR) at the 2016 ASEAN Summit in Vientiane, Lao PDR, reaffirms ASEAN's vision to move towards faster and more integrated collective responses to disasters inside and outside the region. However, ASEAN's past experiences of responding to large-scale disasters showed that realising the OAOR can be challenging. Various responders from different countries, institutions, organisations, and companies seek to contribute to the overall response. Their goodwill is appreciated, and several provide much-needed assistance. But ASEAN and affected Member States sometimes found it challenging to determine what knowledge and skills responders have and how they can effectively contribute to national and regional efforts.

Learnings from past experiences and shared commitment to realising the OAOR vision increased the need to develop regionally recognised Competency Standards and a certification process for disaster management professionals. The increased support led to initiatives that eventually created the ASEAN Standards and Certification for Experts in Disaster Management (ASCEND) Programme. ASCEND is now part of Priority 5: Global Leadership of the ASEAN Agreement on Disaster Management and Emergency Response (AADMER) Work Programme 2021-2025, a programme that envisions ASEAN as a global leader in disaster management.

## 1.2

# The objectives of ASCEND

- To enhance the capacity of the ASEAN countries in the implementation of ASCEND.
- To establish regionally recognised Competency Standards and assessment processes covering five professions in disaster management.

- To improve the capacity of the AHA Centre to serve as the ASCEND Secretariat.
- To promote understanding of the ASCEND Framework among the ASEAN Member States (AMS) and other ASEAN sectors in preparation for the inclusion of ASCEND into the ASEAN Mutual Recognition Arrangement (MRA).

## 1.3

# Advantages and benefits of an ASCEND certification

### For ASEAN

The ASCEND certification can assist Member States in ensuring that competent disaster management professionals handle emergency assistance and disaster relief across the region. It also supports mutual recognition of disaster management competencies to facilitate acceptance of external aid and faster response.

### For AHA Centre

ASEAN, a rapidly developing and hazard-prone region, will need more competent disaster management professionals. The ASCEND certification can narrow current knowledge and skills gaps. It can also enable stronger cooperation and interoperability between disaster managers in their home countries and across regions.

### For disaster management professionals

Disaster management professionals can use their ASCEND certification to promote themselves professionally and serve as evidence of their experience and qualifications. It can also make it easier for organisations to determine the ability of certificate holders to perform critical work functions of specific occupations in the disaster management sector.

These ASCEND toolbox documents support the ASEAN Member States in identifying, building the capacity of, and mobilising competent disaster managers across Southeast Asia that are highly capable of contributing to reducing disaster risks and disaster losses in the region through timely and effective response.

**1.4**

## The ASCEND Toolbox

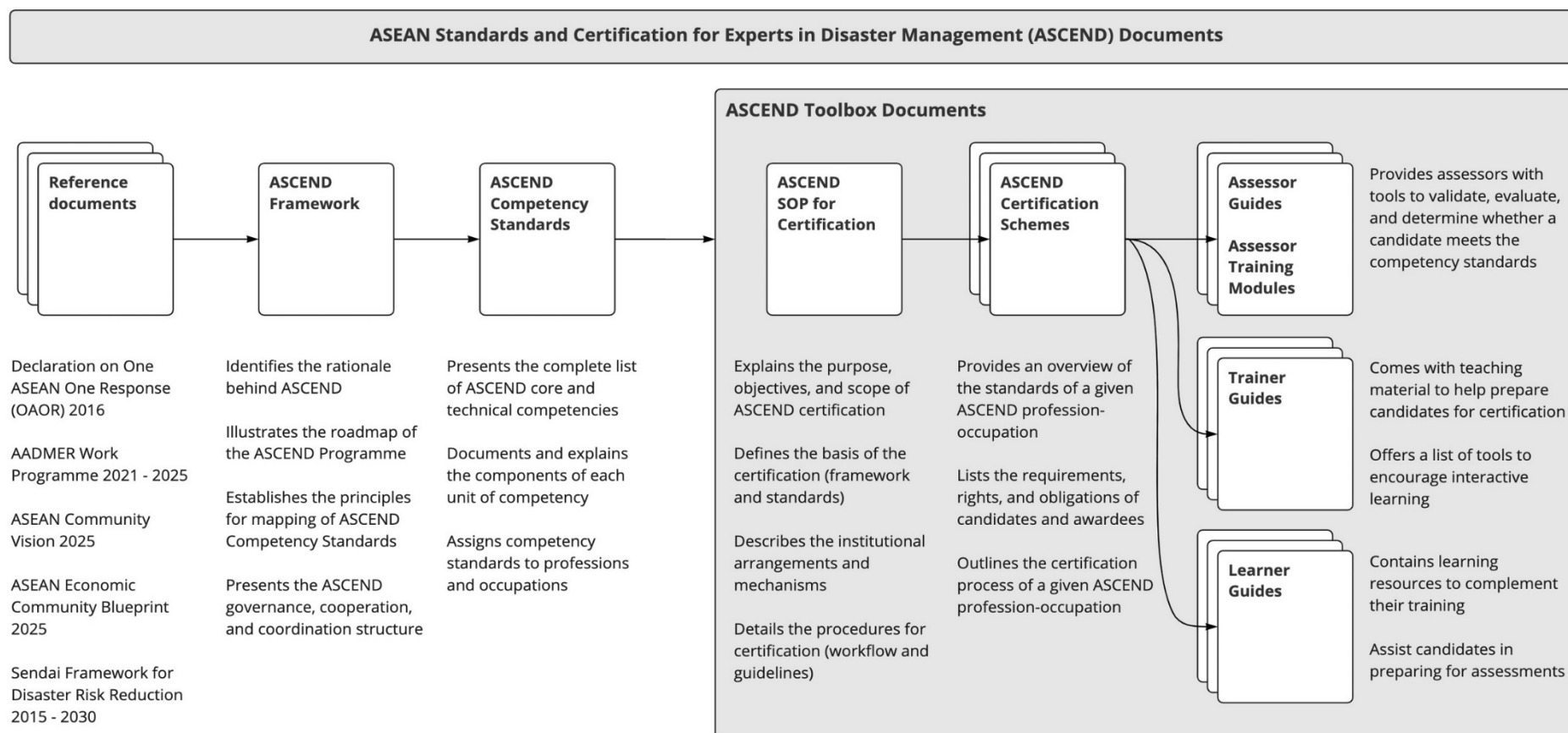
A set of technical requirements must exist before it is possible to implement the ASCEND programme in participating ASEAN Member States. The first requirement is the ASCEND Competency Standards that contains forty-three (43) regionally recognised core and technical competencies in selected disaster management professions. The Competency Standards outline the work elements and performance criteria that guide for certification of disaster management professionals across the region.

Another requirement is the development of an ASCEND Toolbox for five professions. These professions are Rapid Assessment, Humanitarian Logistics, Information Management, Water, Sanitation and Hygiene (WASH), and Shelter Management. The ASCEND Toolbox consists of an SOP, Certification Schemes, Assessor Guides, Trainer Guides, and Learner Guides. The ASCEND Competency Standards, approved by the ASEAN Committee on Disaster Management, is the primary basis of the Toolbox documents.

The SOP defines the basis of ASCEND, describes the institutional arrangements and mechanisms, and details the certification procedures. Certification Schemes presents an overview of the standards of each profession-occupation and certification requirements, the rights and obligations of candidates and certificate holders, and general guidelines on the certification process. Assessor Guides provides assessors with tools to validate, evaluate, and determine whether a candidate meets the Competency Standards. Trainer Guides come with PowerPoint slides and presenter notes to help trainers prepare candidates for certification. It also offers a list of tools that trainers may use to encourage interactive learning. Learner Guides assist candidates preparing for ASCEND certification in their chosen disaster management profession and occupation. It contains learning resources and complementary readings that can help prepare them to undergo the required assessment.

The ASCEND Toolbox documents can assist the ASEAN Member States to identify, build the capacity of, and mobilise competent disaster managers across Southeast Asia to help reduce disaster risks and disaster losses in the region through timely and effective response.

*Figure 1: Overview of ASCEND Toolbox Documents*







# Competency-based Training (CBT): Introduction for Trainers



## ASCEND

**Important:** Training is not a mandatory activity of the ASCEND certification process. Applicants or prospective candidates are expected to prepare themselves before the assessment by self-studying the Learner Guides provided to them when accepted for ASCEND certification.

In case Authorised/Licensed National Certification Institutions decide to conduct training on material related to ASCEND, their trainers can use the contents of this guide to develop their courses or programmes. Candidates seeking certification may also use the “PowerPoint slides and presenter notes” section of this guide for self-study.

## Competency-based learning and assessment

**Competency** is the characteristic and ability to use or apply knowledge and skills-sets to perform critical job functions in a defined work setting.

**Table 1:** Competency areas and descriptions

Competency area	Description
<b>Experience</b>	Refers to the qualifications of the candidate that make them eligible to pursue certification. It includes the candidate’s formal education, work experience, professional training, and job-relevant life experiences.
<b>Knowledge</b>	Refers to what the candidate needs to know to make informed decisions on how to perform the work effectively.
<b>Skills</b>	Refers to the ability of the candidate to apply knowledge to complete occupational tasks and produce work outcomes or results at the standard required.
<b>Attitudes</b>	Refers to associated beliefs, feelings, motivations, and values that influence a candidate to make decisions and act according to occupational standards and the professional work setting.

**Competency-based methods** help ensure that the ASCEND certification process is relevant, valid, acceptable, flexible, and traceable – in alignment with the ASEAN Guiding Principles.

The relevance principle confirms that the ASCEND certification reflects the current professional needs in the disaster management sector. The validity principle relates to the consistency and equitability of the assessment process. The acceptability principle is about aligning the ASCEND certification to other disaster management professional standards and good practices. The flexibility principle refers to the responsiveness of the ASCEND certification to changes or differences in disaster management work settings and job requirements. The traceability principle ensures that evidence is sufficient to grant the ASCEND certification.

**Competency-based training (CBT)** is a teaching strategy that aims to develop the candidate's knowledge, skills, and attitudes to become qualified and competent to perform in a particular occupation. CBT builds on the candidate's experience and uses different modes of instruction to assist them in meeting the standards and performance criteria defined in a unit of competency.

## What do trainers do?

A trainer is someone who structures and facilitates the training of candidates to develop or increase their ability to communicate or demonstrate that they are competent in a specific unit of competency.

The role of trainers is to:

- interpret the scope and adapt the ASCEND competency standards to fit the context of where the training is taking place,
- adjust the training method and delivery of material to cater to learner diversity and needs, and
- assist candidates in preparing for competency-based assessments with the learning resources available.

## Using the trainer's guide

The material in this trainer guide is designed to assist trainers in conducting learner-centric activities that recognise prior experience, maximise engagement, teach for understanding, and build on learner strengths. The guide provides suggestions on how to prepare training sessions that enhance candidate participation and minimise disruptions during the session. It also offers a list of equipment and tools that trainers may use to encourage interactive learning and supplement traditional methods like lectures, case discussions, demonstrations, group exercises, simulation games, role-playing, and independent research. Finally, it includes a copy of PowerPoint presentation slides and presenter notes to guide trainers on what key messages to highlight during sessions.

**Remarks:** *Trainers also need to consider the diverse backgrounds (e.g., cultural, linguistic, social) and needs of candidates when planning and delivering the training. Trainers may have to adapt their training style to suit student preferences, use alternative activities for different levels of ability, and provide opportunities for various forms of participation.*



# ASCEND Competency Standards



**ASCEND**

## 3.1

## Competency standards

Competency standards are a set of industry-accepted benchmarks that defines the experience, knowledge, skills, and attitudes professionals need to perform well in an occupation. It also reflects the requirements of work settings and considers the developments in the disaster management profession.

## 3.2

## ASCEND Competency Standards

The ASCEND Competency Standards identifies the key features of work in selected disaster management professions, and performance standards professionals need to meet to be deemed competent. It also provides the list of the forty-three (43) core and technical competencies that serve as the basis for defining the regionally recognised disaster management qualifications across the ASEAN Member States. The five (5) professions covered by the ASCEND Competency Standards include Rapid Assessment, Humanitarian Logistics, Information Management, WASH, and Shelter Management. Under these professions are five (5) categories of occupations: Manager, Coordinator, Officer, Promoter, and Engineer. Overall, there are fifteen (15) profession-occupation combinations (e.g., humanitarian logistics manager, information management coordinator, WASH promoter).

Each ASCEND Competency Standard has its dedicated Toolbox documents: an SOP, Certification Scheme, Assessor Guide, Trainer Guide, and Learner Guide. One SOP applies to all profession-occupation combinations covered by the ASCEND certification. The Certification Schemes, one for each of the profession-occupation combinations. Both these documents align with the AQRF Level Descriptors, Section 4: Guiding Principles and Protocols for Quality Assurance of the AGP, and ASEAN Disaster Management Occupations Map. The Certification Schemes also outline the ASCEND competencies under selected professions and occupations, eligibility criteria, basic requirements and rights of candidates, and obligations of certification holders. Assessor Guides describe the components of particular competency standards and offer tools to determine the candidate's qualifications. Trainer and Learner Guides expound on a given competency standard's elements and performance criteria for learning and assessment preparation purposes.

The ASCEND Competency Standards and its derivative Toolbox documents will be reviewed and updated every five (5) years to ensure it reflects changes

in the disaster management profession and remains relevant. The Toolbox documents may also serve as a reference for ASEAN Member States' seeking to develop and implement national-level competency-based certification processes based on their respective capacities and needs. Table 2 describes its main components.

**Table 2:** *Components of the ASCEND Competency Standards*

Component	Description
<b>Unit title</b>	Describes the critical work function to be performed in an occupation.
<b>Unit number</b>	<p>A coding system to organise the units of competency. It also indicates the types of competency standards.</p> <ul style="list-style-type: none"> <li>• ADM.COR.000.0 are core competencies. These are general professional knowledge and skills related to international humanitarian principles and disaster management standards, including ASEAN mechanisms and procedures.</li> <li>• ADM.TEC.000.0 are technical competencies. These are specific knowledge and skills needed to perform effectively in work areas under their chosen disaster management profession and occupation.</li> </ul>
<b>Unit description</b>	Provides information about the critical work function covered by the unit.
<b>Elements</b>	Presents the occupational tasks required to perform the critical work function in the unit.
<b>Performance criteria</b>	Lists the expected outcomes or results from the occupational tasks to perform and the standard required.
<b>Unit variables</b>	Advises on how to interpret the scope and context of this unit of competence.
<b>Assessment guide</b>	Outlines the evidence to gather and evaluate to determine whether the candidate is competent in the unit.
<b>Linkages to other units</b>	Explains the connection of the competency standard to other units of competency.

<b>Critical aspects of assessment</b>	Lists the types of evidence or demonstrated abilities assessors need to observe to determine the candidate's competency.
<b>Context of assessment</b>	Notes the settings or situations in which candidates need to demonstrate their ability during ASCEND assessments.
<b>Resource implications</b>	Identifies the resources needed to conduct the assessment.
<b>Assessment methods</b>	Describes the different assessment methods to assess the competency of candidates in the specific unit.
<b>Key competencies</b>	Presents the specific knowledge, skills, and attitudes related to the unit of competency that assessors need to evaluate to confirm whether the candidate for certification is qualified and competent.



### 3.3

## Unit of Competency

**Unit title** : **Identify Information Management Tools and Services**

**Unit number** : ADM.TEC.020.1

**Unit description** : This unit deals with the skills and knowledge required to identify information management tools and services.

ELEMENT AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
<p><b>Element 1.</b> <b>Identify information management tools</b></p> <ol style="list-style-type: none"> <li>1.1 Identify information management.</li> <li>1.2 Identified common information management tools in humanitarian response operations.</li> <li>1.3 Aware of Information Management requirements</li> </ol>	<p><b>Unit Variables</b></p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence. Help to identify and classify credible and accurate sources of information to be used for coordination and preparedness work</p> <p>The source of information may include:</p> <ul style="list-style-type: none"> <li>• Humanitarian Data Exchange (HDX) Humanitarian data exchange (HDX) is a new data-sharing platform that encompasses the best standards in data collection, offering access to useful and accurate data.</li> <li>• Humanitarianresponse.info A specialised digital service of the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) provided to the community as part of OCHA's responsibility under the Inter-Agency Standing Committee's Operational Guidance on Responsibilities of Cluster/Sectors &amp; OCHA in Information Management.</li> </ul>
<p><b>Element 2.</b> <b>Identify information management services</b></p> <ol style="list-style-type: none"> <li>2.1 Identify technical services.</li> <li>2.2 Services to help the coordination among stakeholders.</li> <li>2.3 Other services based on the needs and requirements</li> </ol>	<ul style="list-style-type: none"> <li>• Relief web Relief Web is the leading humanitarian information source on global crises and disasters. It is a specialised digital service of the UN Office for the Coordination of Humanitarian Affairs (OCHA).</li> <li>• Index for Risk Management (INFORM) INFORM is a global, open-source risk assessment for humanitarian crises and disasters. It can support</li> </ul>

decisions about prevention, preparedness and response.

- **Virtual Ossoc**  
The on-Site Operations Coordination Centre (OSOCC) concept was initially developed by OCHA and the International Search and Rescue Advisory Group network. It was designed to assist affected countries in coordinating international search-and-rescue efforts following an earthquake.
- **ACAPS**  
ACAPS is a non-profit, non-governmental project established in 2009 with the aim of supporting the humanitarian community with all aspects of humanitarian needs assessments.
- **DRMS**  
ASEAN Disaster Monitoring and Response System (DMRS). The system provides the emergency operations centre with streams of hazard data on events such as earthquakes, floods, tsunamis, forest fires, and other natural disasters from all over ASEAN, combining them into one interface, which will be used to enhance disaster monitoring and decision making.
- **WebEOC**  
Web-based Emergency Operations Centre (WebEOC) is one of our tools to communicate with 10 Member States during an emergency to create a clearer line of communications.
- **ERAT**  
ASEAN-Emergency Rapid Assessment Team (ASEAN-ERAT), The primary objective of the ASEAN-ERAT deployment is to support ASEAN Member States affected by disasters in the initial phase of disasters, to conduct rapid assessments, coordinate with local authorities for the deployment of regional disaster management assets and provide logistics support to the affected countries for receiving humanitarian goods and assistance to the disaster affected areas.
- **AHA Centre tools and services to support the coordination and response among the member states.**

## Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Ability to identify and classify credible and accurate sources of information on global, regional and country level

- Ability to use the available resources, data and information to make and maintain high-quality standards on data processing and data analysis
- Ability to identify the need(s) of others in terms of data and information collation
- Ability to identify potential information products from the data availability
- Ability to support other information management activities

## Linkages to other Units

This is a core unit that underpins effective performance in all other units. Combined training and assessment may be appropriate.

## Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to apply technical skills in information management works related issues
- Demonstrated ability to use effective data and information management skills to make products and communicate the results to others
- Demonstrated ability to communicate the results and the products with other stakeholders from diverse backgrounds
- Demonstrated ability to understand data and information needs during the preparedness and response

## Context of Assessment

This unit may be assessed on/off the job.

- Assessment should include practical demonstration of information management continuum focus on data collection and processing, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility and expertise/skills

## Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

## Assessment Methods

The following methods may be used to assess competency for this unit:

- Case studies
- Observing of practical performance by participant
- Oral and written questions
- Portfolio evidence
- Problem-solving
- Roleplays
- Third-party reports completed by a supervisor
- Project and assignment work

## Key Competencies in this Unit

**Level 0** = irrelevant, not to be assessed

**Level 1** = competence to undertake tasks effectively

**Level 2** = competence to manage tasks

**Level 3** = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising, and analysing information	2	Identifying information management
Communicating ideas and information	0	Services to help the coordination among stakeholders
Planning and organising activities	2	Identifying common IM tools in humanitarian response operations
Working with others and in teams	2	Collaborating with other services based on the needs and requirements

Using mathematical ideas and techniques	<b>0</b>	n/a
Solving problems	<b>0</b>	Identifying the most appropriate solutions
Using technology	<b>1</b>	Technical services



Preparing for Training Sessions:

# Equipment, Material, and Tools



ONE ASEAN  
ONE RESPONSE

## ASCEND

## 4.1

## Onsite training

Please refer to the checklist and table below when conducting onsite training.

<b>Checklist</b> Tick box (✓) when completed	<b>Training resource requirements</b> Equipment and material
<input type="checkbox"/>	Secure a computer (desktop or laptop) installed with the latest Windows Operating Systems and Microsoft Office Apps (Word, PowerPoint, Excel).
<input type="checkbox"/>	Gain access to a stable internet connection and printer, if needed.
<input type="checkbox"/>	Reserve a conducive training facility with a dedicated workspace (large desk and chair with back support), projector, and black/whiteboards.
<input type="checkbox"/>	Obtain a copy of the Trainee Guide, including PowerPoint (PPT) presentation and presenter notes. Test if the PPT presentation is working before sessions.
<input type="checkbox"/>	Request a list of confirmed attendees (candidates) and their contact details.
<input type="checkbox"/>	Send training invitations to all confirmed attendees through email. It includes a brief overview of the training, date, schedule, training venue, information about the trainer, email support, and a copy of the Trainee Manual (PDF version).
<input type="checkbox"/>	Print out copies of the Trainee Manual, if needed.

## 4.2

## Online training

Please refer to the checklist and table below when conducting online training (remote).

<b>Checklist</b> Tick box (✓) when completed	<b>Training resource requirements</b> Equipment and material
<input type="checkbox"/>	Secure a computer (desktop or laptop) installed with the latest Windows Operating Systems and Microsoft Office Apps (Word, PowerPoint, Excel).
<input type="checkbox"/>	Gain access to a stable internet connection.
<input type="checkbox"/>	Purchase a licensed video conferencing account, if needed (e.g., Zoom Meetings, Webex).
<input type="checkbox"/>	Reserve a dedicated workspace (large desk and chair with back support).
<input type="checkbox"/>	Obtain a copy of the Trainee Guide, including PowerPoint (PPT) presentation and presenter notes. Test if the PPT presentation is working before sessions.
<input type="checkbox"/>	Request a list of confirmed attendees (candidates) and their contact details.
<input type="checkbox"/>	Send training invitations to all confirmed attendees through email. It includes a brief overview of the training, date, schedule, Zoom log-in details, information about the trainer, email support, and a copy of the Trainee Manual (PDF version).

The list below recommends apps and tools that trainers may find helpful when planning and delivering the training. Trainers need to register and create their accounts before using the apps and tools.

<b>Apps and tools</b>	<b>Description</b>
<b>Zoom</b>	Zoom is a software program that provides a multi-user platform for video and audio conferencing. It has built-in collaboration and presenter tools





useful in planning and delivering online training sessions like calendar integration, group chat, screen sharing, breakout rooms, and whiteboard functions.

<https://zoom.us/>

### For collaboration, group exercises, lectures, and demonstrations.

#### Lucidspark

Lucidspark is a virtual whiteboard where training attendees can come together to create, develop, and present their ideas. It can be used for brainstorming, group presentations, and organising notes.

<https://lucidspark.com/>

#### Ziteboard

Ziteboard is a collaboration software ideal for discussing topics visually and online real-time tutoring. It works seamlessly on different devices (laptops, tablets, and mobile devices) and web browsers (Apple Safari and Google Chrome).

<https://ziteboard.com/>

### For activities that test student understanding (quizzes) and decision-making (simulation games)

#### Kahoot

Kahoot is a game-based learning platform that allows users to generate multiple-choice quizzes for distance education. Users can create a learning game on any topic in any language, and they can host a live game and share it with users.

<https://kahoot.com/>

#### Quiz It! Live

Quiz It! Live is an app similar to Kahoot that allows users to create and host live quizzes for groups. It also comes with automated timing, scoring, and marking.

<https://www.quizit.net/>

### For gathering feedback, ideas, or responses

#### Google Forms

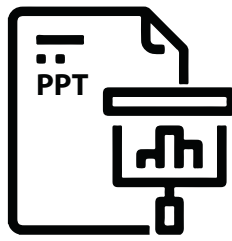
Google Forms is a survey administration software for collecting and organising different kinds of information. Responses are automatically gathered and neatly presented in charts, sheets, and more.

<https://www.google.com/forms/about/>

#### Survey Monkey

Survey Monkey is the world's most popular free online survey tool. Similar to Google Forms, users can create, send, and edit questionnaires.

<https://www.surveymonkey.com/>



# PowerPoint Slides and Presenter Notes



**ASCEND**

## 5.1

# Instructions for using PowerPoint presenter

The PowerPoint **Presenter View** allows you to view your presentation together with the presenter notes on your computer's monitor, while attendees view the note-free presentation on another monitor. It allows you to move the slides, control the pace of the presentation, see the elapsed time of your presentation, and use a tool to draw on point or highlight parts of the presentation.

Connect your computer (desktop or laptop) to a projector. Double click on the PowerPoint presentation to open the file. In PowerPoint, click on the **Slide Show** tab and select the **Use Presenter View** checkbox. Choose which monitor to display Presenter View **ON**. Finally, select **From Beginning** or press f5.

For more information, visit the Microsoft PowerPoint help & learning website:  
<https://support.microsoft.com/en-us/powerpoint>

A video tutorial is available here:  
<https://support.microsoft.com/en-us/office/use-presenter-view-in-powerpoint-fe7638e4-76fb-4349-8d81-5eb6679f49d7>

## 5.2

# PowerPoint slides and presenter notes

*Image 1: Slide 1*

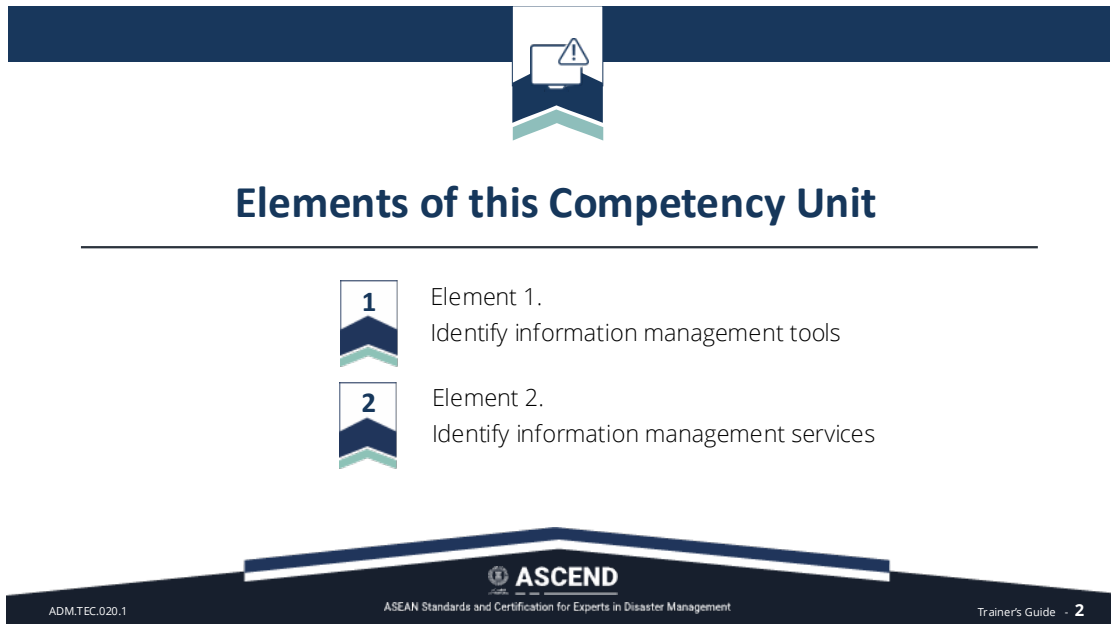


**Slide No.**

**1**

**Trainer Notes**

Trainer welcomes students to class.

*Image 2: Slide 2*

The slide features a dark blue header with a white icon of a computer monitor with a warning triangle. Below the header, the title "Elements of this Competency Unit" is centered in a bold, dark blue font. Underneath the title, there are two numbered elements, each with a blue and white chevron icon to its left. Element 1 is "Identify information management tools" and Element 2 is "Identify information management services". At the bottom of the slide, there is a dark blue footer with the ASCEND logo and text: "ASEAN Standards and Certification for Experts in Disaster Management". The footer also includes the code "ADM.TEC.020.1" on the left and "Trainer's Guide - 2" on the right.

## Elements of this Competency Unit

- 1 Element 1.  
Identify information management tools
- 2 Element 2.  
Identify information management services

ADM.TEC.020.1 **ASCEND** ASEAN Standards and Certification for Experts in Disaster Management Trainer's Guide - 2

**Slide No.** 2

**Trainer  
Notes**

Trainer explains to participant that this unit comprises of two elements, with detail as follow:

- Each Element comprises a number of Performance Criteria which will be identified throughout the class and explained in detail
- Participants can obtain more detail from their Learner's Guide
- At times the course presents advice and information about various protocols. Still, where their workplace requirements differ from what is presented, workplace practices, standards, policies, and procedures must be observed.

*Image 3: Slide 3***Element 1****Identify component of information management strategy****Performance Criteria**

- **1.1** Identify information management
- **1.2** Identify common information management tools in humanitarian response operations
- **1.3** Aware of Information Management requirements

**Slide No. 3****Trainer Notes**

Trainer identifies the Performance Criteria for this Element for participants, as listed on the slide.

Image 4: Slide 4



## Identify information management

1.1

### Introduction

The term **'information management'** covers:

**'the various stages of information processing from production to storage and to retrieve dissemination towards the better working of an organisation; information can be in any format from internal or external sources'**



ADM.TEC.020.1

ASEAN Standards and Certification for Experts in Disaster Management

Trainer's Guide - 4

**Slide No.      4**

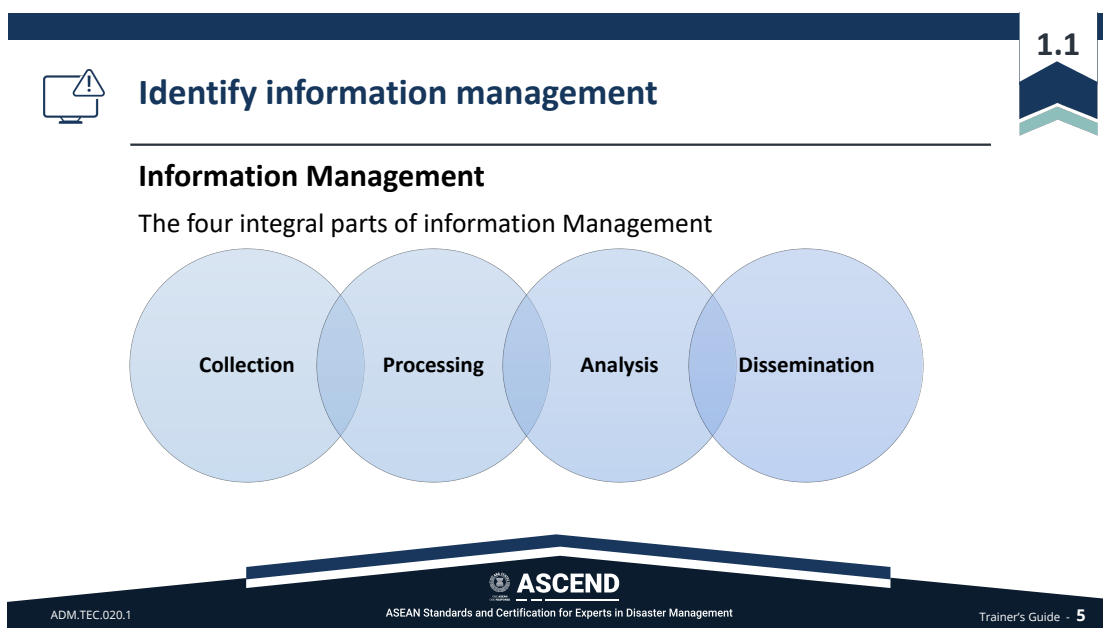
### Trainer Notes

Managing information during a humanitarian emergency is a crucial part of any operation. The humanitarian community recognises the importance of gathering reliable data on the locations of people in need, what they urgently need, who'd be the best placed to assist them, and the value of this information for effective and timely humanitarian assistance.

A robust information management network that supports emergency coordination requires processes to collect, analyse, and share information about the situation among the various organisations involved and ensure the coordination system runs efficiently.



Image 5: Slide 5



**Slide No. 5**

**Trainer Notes**

**Collection** refers to those technical and non-technical activities that lead to establishing a body of data or information. In the context of NDMO's mandate as a coordination body, this may include advocacy for inter-agencies and/or multi-agencies collect efforts and/or the coordination of partners in such a data collection or information-gathering exercise.

**Processing** consists of primarily technical processes that transform raw data (i.e. numbers) into a format that can be easily manipulated or combined with other data in preparation for further analysis. This includes data cleaning, data compilation (from various sources), and using established storage and archiving structures.

**Analysis** is the process by which data or information is aggregated and summarised for presentation. Analysis is carried out at two levels. The first level involves basic statistical or spatial analysis using graphs, charts or maps to display the basic information. Adding background, context or technical (subject) expertise is the second level of analysis.

**Dissemination** is the last step of the chain, putting information products into the hands of policy-makers and planners at various levels. Dissemination may be to a general audience or a targeted group of key decision-makers, in various formats and through a range of mechanisms.

Special Note:

**Data Responsibility** there is a growing recognition of the importance of data responsibility in humanitarian operations. Data responsibility in humanitarian



action is defined in the Inter-Agency Standing Committee (IASC) guidance as to the Safe, Ethical and Effective management of personal and non-personal data for the operational response. It is a critical issue for the humanitarian system to address, and the stakes are high.

**Feedback Mechanism** The need to have a feedback mechanism in information management, especially the collected data, is essential. In some large organisations, the feedback mechanism is carried out by a separate unit and focuses on efforts to obtain feedback through different methods according to the needs and context in the field. Information management personnel, in some cases, are tasked with helping process analyse the data and information generated to gain insight and knowledge that can be used for planning and implementing programs and work better and more efficiently.

*Image 6: Slide 6*

## Identify information management

**1.1**

### Summary

- Information management forms an important part of the information continuum.
- The four integral parts of Information Management include collection, processing, analysis and dissemination

**Slide No. 6****Trainer Notes**

Trainer provides a recap of the Element, asking questions to check participants understanding and responding to questions from participants, as required.



Image 7: Slide 7



## Identify common information management tools in humanitarian response operations

1.2

### Introduction

The tools and services are an essential part of every Information Management Officer's packing list - for all phases of humanitarian response and preparedness work.



**Slide No. 7**

### Trainer Notes

The tools and services are an essential part of every Information Management Officer's packing list - for all phases of humanitarian response and preparedness work.

It relates to the unit as a whole, facilitates holistic assessment, and may include:

- **Website or portal for sharing data and information products**
- **Geographic Information System**
- **Data Collection Tool**
- **Assessment registry**
- **ERAT**



Image 8: Slide 8



**Identify common information management tools in humanitarian response operations**

**Website or portal for sharing data and information products**  
 Website and portal can be used as a tool for

gathering

storing

disseminating

**Geographic Information System**  
 a system designed to capture, store, manipulate, analyse, manage, and present spatial or geographic data.

1.2

ADM.TEC.020.1


**ASCEND**  
ASEAN Standards and Certification for Experts in Disaster Management

Trainer's Guide - 8

**Slide No.      8**

**Trainer Notes**

**Website or portal for sharing data and information products**

Website and portal can gather, store, and disseminate data and information. A humanitarian information website or portal is an important tool for humanitarian response operations. While it is good to have your own tools for this, there are already recognised tools within the humanitarian community that you can use for your operation if needed.

**Geographic Information System**

A Geographic Information System is a system designed to capture, store, manipulate, analyse, manage, and present spatial or geographic data. It is an integrated collection of: (i) computer software; (ii) spatial data and related information. And (iii) infrastructure needed to support disaster responses.

Image 9: Slide 9



## Identify common information management tools in humanitarian response operations

1.2

### **Data Collection Tool**

There are several open-source technology or services provided by organisations or universities that you can use. This type of tool is suitable to support the assessment on the ground.

### **Assessment Registry**

It provides a way for organisations to share the details and results of humanitarian assessments, so agencies can discover assessments that have already been undertaken and avoid unnecessary survey fatigue.



ASEAN Standards and Certification for Experts in Disaster Management

ADM.TEC.020.1
Trainer's Guide - 9

**Slide No.**      **9**

### **Trainer Notes**


#### **Data Collection Tool**

There are several open-source technology or services provided by organisations or universities that you can use. Besides the online version, you can also build a simple one using excel (for data entry interface with a printed questionnaire). This type of tool is suitable to support the assessment on the ground.

#### **Assessment registry**


Assessment registry provides a way for organisations to share the details and results of humanitarian assessments. It can be done online or offline. The Assessment Registry provides this service so agencies can discover assessments that have already been undertaken and avoid unnecessary survey fatigue.

Image 10: Slide 10




### Identify common information management tools in humanitarian response operations

1.2



**ERAT**

- ASEAN-Emergency Response and Assessment Team (ASEAN-ERAT) is a **rapidly deployable response team** to support the affected ASEAN Member States during major sudden and slow-onset disasters.
- It is designed to support National Disaster Management Organisation (NDMO) of the affected country during the first phase of disaster emergency at very short notice



ADM.TEC.020.1      ASEAN Standards and Certification for Experts in Disaster Management      Trainer's Guide - 10

**Slide No.      10**

**Trainer Notes**

**ERAT**

ASEAN-Emergency Response and Assessment Team (ASEAN-ERAT) is a rapidly deployable response team to support the affected ASEAN Member States during major sudden and slow-onset disasters. The ASEAN-ERAT is designed to support National Disaster Management Organisation (NDMO) of the affected country during the first phase of disaster emergency at very short notice. The members of ASEAN-ERAT come from ten ASEAN Member States and are managed by the AHA Centre.

*Image 11: Slide 11*




## Identify common information management tools in humanitarian response operations

### Summary

- During an emergency response a set of tools and services with a minimum set of predictable standardized information products need to be produced.
- These tools require information to be managed by different stakeholders at different levels

**1.2**

  
ASEAN Standards and Certification for Experts in Disaster Management

ADM.TEC.020.1

Trainer's Guide - 11

**Slide No. 11****Trainer Notes**

Trainer provides a recap of the Element, asking questions to check participants understanding and responding to questions from participants, as required.

*Image 12: Slide 12*

## Aware of Information Management requirements

1.3

### Introduction

Recognising a **need to establish global standards to guide information management and exchange in humanitarian action** similar to those that govern humanitarian action as a whole, identified in **ten guiding principles that expanded** at the 2007 Global Symposium+5 to reflect the importance of information in humanitarian action, and become **13 guiding principles**



**Slide No.**      **12**


### Trainer Notes

The ten guiding principles were expanded at the 2007 Global Symposium+5 to reflect the importance of information in humanitarian action.






Image 13: Slide 13



## Aware of Information Management requirements

1.3




### 1. Accessibility

Humanitarian information and data **should be made accessible to all humanitarian actors** by applying easy-to-use formats and by **translating information into common or local languages**.

### 2. Inclusiveness

Information management and exchange **should be based on collaboration, partnership and sharing with a high degree of participation and ownership by multiple stakeholders**.

ADM.TEC.020.1


**ASCEND**  
ASEAN Standards and Certification for Experts in Disaster Management

Trainer's Guide - 13

**Slide No. 13**

### Trainer Notes


#### Accessibility

Humanitarian information and data should be accessible to all humanitarian actors by applying easy-to-use formats and translating information into common or local languages. Information and data for humanitarian purposes should be made widely available through various online and offline distribution channels, including the media.

#### Inclusiveness

Information management and exchange should be based on collaboration, partnership and sharing with a high degree of participation and ownership by multiple stakeholders, including national and local governments and, especially, affected communities whose information need should equally be considered.

Image 14: Slide 14



## Aware of Information Management requirements

1.3


---

**3. Interoperability**  
 All shareable data and information **should be made available in formats** that can be easily retrieved, shared and used by humanitarian organisations

**4. Accountability**  
**Information providers should be responsible to** their **partners** and **stakeholders** for the content they publish and disseminate.

**5. Verifiability**  
 Information **should be accurate, consistent** and **based on sound methodologies, validated** by external sources and **analysed** within the proper contextual framework.

ADM.TEC.020.1


**ASCEND**  
ASEAN Standards and Certification for Experts in Disaster Management

Trainer's Guide - 14

**Slide No. 14**

**Trainer Notes**

**Interoperability**

All shareable data and information should be made available in formats that can be easily retrieved, shared and used by humanitarian organisations.


**Accountability**

Information providers should be responsible to their partners and stakeholders for the content they publish and disseminate.

**Verifiability**

Information should be accurate, consistent and based on sound methodologies, validated by external sources and analysed within the proper contextual framework.

Image 15: Slide 15



## Aware of Information Management requirements

1.3


---

**6. Relevance**  
 Information **should be practical, flexible, responsive and driven by operational needs in support** of decision-making throughout all phases of a crisis.

**7. Impartiality**  
**Information managers** should consult various sources to provide varied and balanced perspectives when collecting and analysing information.

**8. Humanity**  
 Information **should never be used to distort, to mislead or to cause harm to affected or at-risk populations and should respect the dignity of victims.**

ADM.TEC.020.1


**ASCEND**  
ASEAN Standards and Certification for Experts in Disaster Management

Trainer's Guide - 15

**Slide No.      15**

**Trainer  
Notes**

**Relevance**

Information should be practical, flexible, responsive and driven by operational needs in support of decision-making throughout all phases of a crisis. Data that is not relevant should not be collected.


**Impartiality**

When collecting and analysing information, information managers should consult various sources to provide varied and balanced perspectives for addressing problems and recommending solutions.

**Humanity**

Information should never be used to distort, mislead, or cause harm to affected or at-risk populations and should respect the dignity of victims.

Image 16: Slide 16




## Aware of Information Management requirements

1.3

---

**9. Timeliness**  
Humanitarian information **should be collected, analysed, disseminated efficiently and kept current.**

**10. Sustainability**  
Humanitarian information and data should be **preserved, catalogued, and archived** to be retrieved for future use, such as for preparedness, analysis, lessons learned, and evaluation.



ADM.TEC.020.1      ASEAN Standards and Certification for Experts in Disaster Management      Trainer's Guide - 16

**Slide No.      16**

**Trainer  
Notes**


**Timeliness**

Humanitarian information should be collected, analysed, disseminated efficiently and kept current.

**Sustainability**

Humanitarian information and data should be preserved, catalogued, and archived to be retrieved for future use, such as for preparedness, analysis, lessons learned, and evaluation. When possible, post-emergency data should be transitioned to relevant recovery actors and host governments and training provided on its use. Open-Source Software should be promoted to further enhance access to information by all stakeholders in a sustainable way.

Image 17: Slide 17




## Aware of Information Management requirements

1.3

**11. Reliability**  
 Reliability is a **prerequisite for ensuring validity and verifiability**. Users must be able to evaluate the reliability and credibility of data and information by knowing its source and method of collection.

**12. Reciprocity**  
**Information exchange should be a beneficial two-way process** between the affected communities and the humanitarian community, including affected governments.



ASCEND  
ASEAN Standards and Certification for Experts in Disaster Management

ADM.TEC.020.1
Trainer's Guide - 17

**Slide No. 17**

**Trainer Notes**

**Reliability**

Reliability is a prerequisite for ensuring validity and verifiability. Users must evaluate the reliability and credibility of data and information by knowing its source and method of collection. Collection methods should adhere to global standards where they exist to support and reinforce credibility.

**Reciprocity**

Information exchange should be a beneficial two-way process between the affected and the humanitarian communities, including affected governments.

Image 18: Slide 18



## Aware of Information Management requirements

1.3

### 13. Confidentiality

The processing of any personal data **shall not be done without the prior explicit description of its purpose.** It will only be done for that purpose and after prior informed consent of the individual concerned



**Slide No. 18**

#### Trainer Notes


#### Confidentiality

The processing of any personal data shall not be done without the prior explicit description of its purpose. It will only be done for that purpose and after prior informed consent of the individual concerned. Sufficient safeguards must be put in place to protect personal data against loss, unauthorised processing and other misuses. If sensitive information is publicly disclosed, the sources of such information will not be released when there is a reasonable risk that doing so will affect the security or integrity of these sources

Source: Guidelines for OCHA Field Information Management. Accessible [here](#)




*Image 19: Slide 19*



## Aware of Information Management requirements


1.3



---

### Summary

- Principles of Humanitarian Information Management and Exchange was established to make sure of the global standards to guide the information management and exchange in humanitarian action.



ADM.TEC.020.1      ASEAN Standards and Certification for Experts in Disaster Management      Trainer's Guide - 19

**Slide No.**      **19**

### Trainer Notes




Trainer provides a recap of the Element, asking questions to check participants understanding and responding to questions from participants, as required.

*Image 20: Slide 20*

## Element 2

### Identify information management services

#### Performance Criteria

-  **2.1** Identify technical services
-  **2.2** Services to help the coordination among stakeholders
-  **2.3** Other services based on the needs and requirements



**Slide No.**      **20**

#### Trainer Notes

Trainer identifies the Performance Criteria for this Element for participants, as listed on the slide.



*Image 21: Slide 21*

## Identify technical services

**2.1**

### Introduction

- Each crisis environment is different and an assessment will give a clear idea on particular needs.
- This may involve adapting existing products and services for new roles, or creating new products or services for specific purposes.


**Slide No. 21**

### Trainer Notes

While there are some standard services and products, each crisis context is different, and an assessment will give a clear idea of particular needs. This may involve adapting existing products and services for new roles or creating new products or services for specific purposes.



Image 22: Slide 22



## Identify technical services

2.1

### Technical Services


Maintenance of common datasets

Geospatial data and analysis relevant to inter-sector decision making

Management of the collection and dissemination of information

Advocacy for data and information sharing within the humanitarian community as well as the adoption of global data standards

Survey design for needs assessments or other significant external data collection exercises



ADM.TEC.020.1      ASEAN Standards and Certification for Experts in Disaster Management      Trainer's Guide - 22

**Slide No.      22**

### Trainer Notes

The minimum technical Information management services to be provided or made available are:

1. Maintenance of common datasets;
2. Geospatial data and analysis relevant to inter-sector decision making;
3. Management of the collection and dissemination of information;
4. Advocacy for data and information sharing within the humanitarian community as well as the adoption of global data standards;
5. Survey design for needs assessments or other significant external data collection exercises

*Image 23: Slide 23*

## Identify technical services

**2.1**

### Summary

- The technical service that is needed within the response is tied up with the workloads and products



**Slide No.**      **23**

### Trainer Notes

Trainer provides a recap of the Element, asking questions to check participants understanding and responding to questions from participants, as required.



*Image 24: Slide 24*

## Services to help the coordination among stakeholders

**2.2**

### Introduction

Services to **help the coordination among stakeholders**, to **focus on providing a basic service for information exchange and information dissemination**.



**Slide No.**      **24**

### Trainer Notes

Trainer introduce the how services could help the coordination among stakeholders



*Image 25: Slide 25*



## Services to help the coordination among stakeholders

2.2

---

**Services to help the coordination among stakeholders**

The minimum Information management services to be provided or made available are:

**A virtual or physical space**

**Access to some information's of sectoral coordination meetings**

**Establish a working group**



ADM.TEC.020.1      ASEAN Standards and Certification for Experts in Disaster Management      Trainer's Guide - 25


**Slide No.**      **25**

**Trainer Notes**

The minimum Information management services to be provided or made available include:

- A virtual or physical space where the humanitarian response community can access information resources;
- Access to contacts, schedules, agendas and minutes of sectoral coordination meetings
- Establish a working group to coordinate stakeholders' information management activities

*Image 26: Slide 26*




## Services to help the coordination among stakeholders

**2.2**

### Summary

- Part of the services as a coordinator is responsible for providing a service that could support the partners on information exchange and information dissemination

  
ASEAN Standards and Certification for Experts in Disaster Management


ADM.TEC.020.1

Trainer's Guide - 26

**Slide No. 26****Trainer Notes**


Trainer provides a recap of the Element, asking questions to check participants understanding and responding to questions from participants, as required.

*Image 27: Slide 27*



## Other services based on the needs and requirements


2.3



---

### Introduction

- All products and services should be developed to improve the quality and effectiveness of a coordinated humanitarian response.
- Part of this activity is the responsibility of the government or the designated coordination body.




ADM.TEC.020.1
ASEAN Standards and Certification for Experts in Disaster Management
Trainer's Guide - 27

**Slide No.**      **27**

<b>Trainer Notes</b>	Trainer introduces why and how other services in information management is needed based on the needs and requirements
----------------------	---

*Image 28: Slide 28*



## Other services based on the needs and requirements

2.3

---

### Services based on the needs and requirements


A big value added for Information management team or personnel is to regularly review a core set of sites and products for distribution, through:

MailChimp

Printing Products

Briefing Packages

Other distribution channels



ADM.TEC.020.1      ASEAN Standards and Certification for Experts in Disaster Management      Trainer's Guide - 28


**Slide No.**      **28**

### Trainer Notes

Many humanitarian partners and organisations have their own websites and post content exclusively on their sites. A significant value-added for the IM team or personnel is to regularly review a core set of sites and products for distribution.



*Image 29: Slide 29*




## Other services based on the needs and requirements

**2.3**

### Summary

- One of the task of information management in response is to provide the services to improve the distribution on different core datasets from different sources and difference information products

  
ASEAN Standards and Certification for Experts in Disaster Management

ADM.TEC.020.1

Trainer's Guide - 29

**Slide No. 29****Trainer Notes**

Trainer provides a recap of the Element, asking questions to check participants understanding and responding to questions from participants, as required.

*Image 30: Slide 30*

**Slide No.**      **30**

**Trainer  
Notes**

This remarks the end of the training.  
 Trainer may advise learners with additional materials references or give a sharing session related to the training materials.  
 Trainer gives closing statements.



# ASCEND


ASEAN Standards and Certification for Experts in Disaster Management


## THE AHA CENTRE

Graha BNPB, 13<sup>th</sup> Floor | Jl. Pramuka Kav. 38 Jakarta-13120 | INDONESIA

 @ahacentre

 @AHACentre

 @ahacentre

 AHA Centre