

**LEARNER'S  
GUIDE**



**TECHNICAL COMPETENCY UNIT**



**ADM.TEC**

**011.2**

**Implement Supply Chain and Logistics  
Information Management Plan**



ONE ASEAN  
ONE RESPONSE

**ASCEND**

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

## ASEAN Standards and Certification for Experts in Disaster Management

# IMPLEMENT SUPPLY CHAIN AND LOGISTICS INFORMATION MANAGEMENT PLAN

ADM.TEC.011.2

## Learner's Guide

ONE ASEAN  
ONE RESPONSE

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 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:

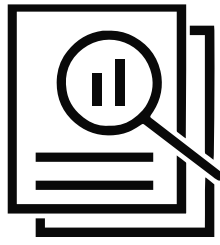
<http://creativecommons.org/licenses/by/2.0/deed.en>



# Table of Contents

ASCEND PROGRAMME AND TOOLBOX: INTRODUCTION	1
THE LEARNER GUIDE: INTRODUCTION FOR CANDIDATES	6
ASCEND COMPETENCY STANDARDS AND UNIT DESCRIPTOR	9
UNIT READINGS AND ACTIVITIES	15
SELF-ASSESSMENT CHECKLIST	29
ORAL INTERVIEW AND WRITTEN TEST GUIDE	31
RECOMMENDED READINGS	34





ASCEND Programme and  
Toolbox:  
**Introduction**



**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 risks and increasing uncertainty of disasters in our new climate reality threaten to set back the socio-economic 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 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. However, 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 ensure disasters across the region are met with competent disaster management professionals in order to reduce the loss of life, respond effectively, recover more quickly, and decrease risks throughout the ASEAN region wherever possible. Note: In cases of extraordinary, diminished capacities, non-certified persons may be utilised at the discretion of the AMS in compliance with local governance/rules/laws.



- To establish a guide for certification of disaster management professionals across ASEAN Member States. The disaster management professionals will be certified in a competency-based assessment to perform tasks across all strategic components of AADMER, i.e. risk assessment and awareness, prevention and mitigation, preparedness and response, and recovery.
- To ensure disaster management professionals can work interchangeably and cooperatively both in their home country and in all AMS.

**1.3**

## Advantages and benefits of an ASCEND certification

### For ASEAN

The ASCEND certification enables ASEAN Member States to efficiently manage emergencies and disasters by fostering a regional network of competent professionals. It equips ASEAN countries with a system to recognise the expertise of incoming assisting teams if needed. Simultaneously, it streamlines resource mobilisation for assisting countries while upholding the ASEAN Standards.

### For the AHA Centre

Given ASEAN's rapid development and vulnerability to natural hazards, there is a pressing need for a skilled workforce of disaster management professionals. The ASCEND certification can bridge the existing knowledge and skills gaps, promoting stronger cooperation and interoperability among disaster managers in the region.

### For disaster management professionals

The ASCEND certification serves as a valuable credential for disaster management professionals, providing evidence of their expertise and qualifications. It also helps organisations to determine the capabilities of certificate holders in performing critical job functions of specific occupations in the disaster management sector.



**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, containing 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 the certification of disaster management professionals across the region.

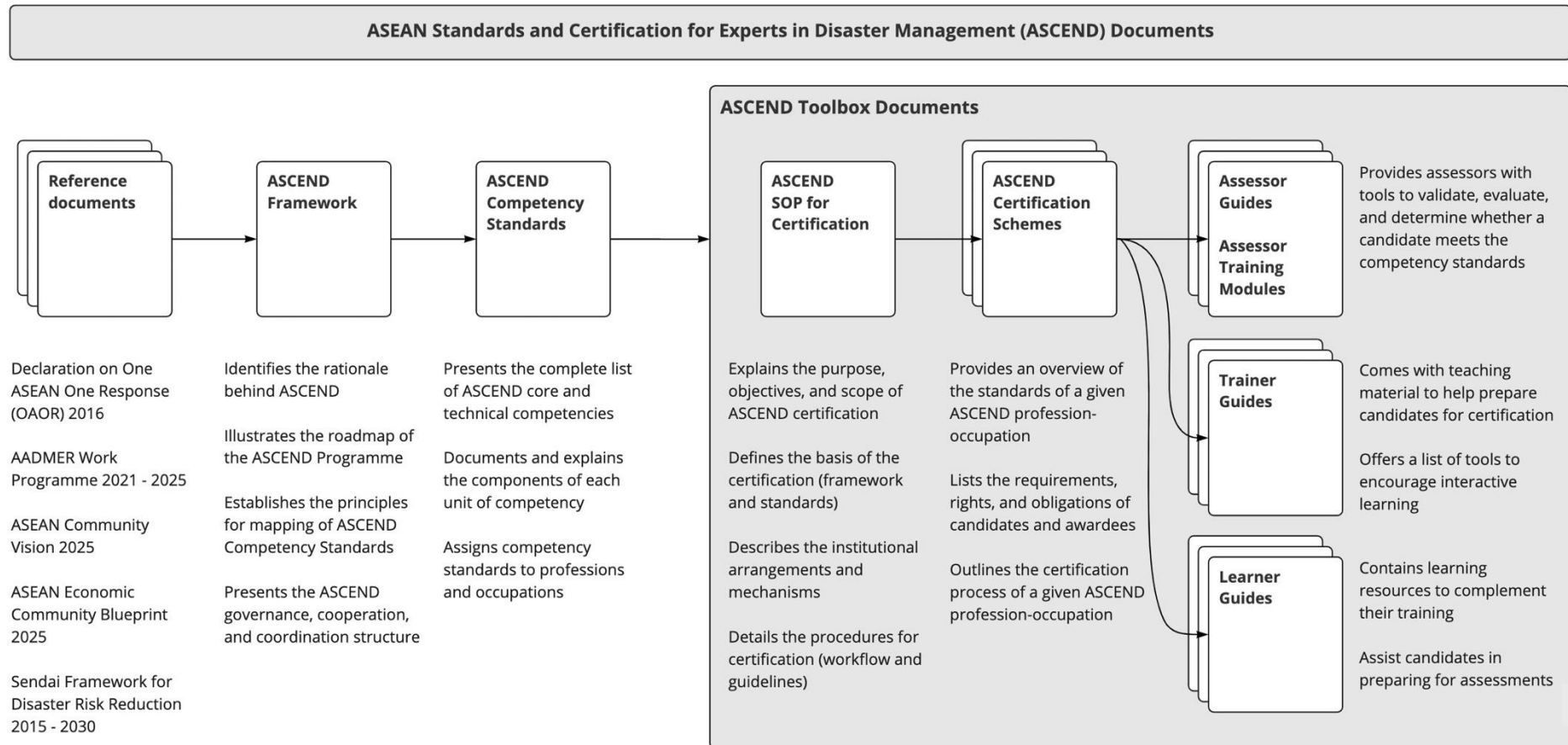
Another requirement is the development of an ASCEND Toolbox for five professions. These professions are Rapid Assessment, Humanitarian Logistics, Information Management, Water, Sanitation and Hygiene (WASH), and Shelter Management. The ASCEND Toolbox consists of an SOP, Certification Schemes, Assessor Guides, Trainer Guides, and Learner Guides. The ASCEND Competency Standards, approved by the ASEAN Committee on Disaster Management, are 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 present 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 provide 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 trainers may use to encourage interactive learning. Learner Guides assist candidates in preparing for ASCEND certification in their chosen disaster management profession and occupation. It contains learning resources and complementary readings to 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





# The Learner Guide: Introduction for Candidates



**ASCEND**

Welcome, and thank you for your interest in pursuing an ASCEND certification. This Learner Guide is for you to read. It contains learning resources and helps you prepare for the required assessments: oral interviews, written tests, and observation checklists.

## Competency-based learning and assessment

**Competency** is the attitude and ability to use or apply one's experience, 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.

There is one Learner Guide for each unit of competency. The Competency Standards and Unit Descriptor section of this document outlines the content you will be studying – broken down into elements and performance criteria that will be covered during training and assessed using competency-based methods. This guide contains a glossary of terms, a list of abbreviations,



readings and activities, a self-assessment checklist, and information about the oral interviews and written tests.

**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 assessment (CBA)** is the process for evaluating whether a professional is qualified and competent to perform in a particular occupation. CBA is used to determine if the candidate's experience, knowledge, skills, and attitudes meet the standards and performance criteria defined in a unit of competency.





# ASCEND Competency Standards and Unit Descriptor



**ASCEND**

**3.1**

## Competency standards

Competency standards are a set of industry-accepted benchmarks that define 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 identify 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. Only one SOP applies to all profession-occupation combinations covered by the ASCEND certification. The Certification Schemes are 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 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. 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. The ASCEND Competency Standards and its derivative Toolbox documents will be reviewed and updated every five (5) years to ensure they reflect changes in the disaster management profession and remain relevant. 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.<b>COR</b>.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.<b>TEC</b>.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.



**3.3**

## Unit descriptor

**Unit title:** **Implement Supply Chain and Logistics Information Management Plan**

**Unit number:** ADM.TEC.011.2

**Unit description:** This unit deals with the knowledge, skills, and attitude required to adapt to pressure and change to work effectively within humanitarian contexts.

### Element 1.

**Compile supply chain and logistics data and information.**

#### Performance Criteria

- 1.1 Identify source of data and information
- 1.2 Verify validity of data and information

### Element 2.

**Produce supply chain and logistics information reports**

#### Performance Criteria

- 2.1 Produce regular situation report
- 2.2 Create key supply chain and logistics operation report



## 3.4

# Glossary of Terms and List of Abbreviations

Terms and abbreviations	Descriptions
<b>AADMER</b>	ASEAN Agreement on Disaster Management and Emergency Response
<b>ACDM</b>	ASEAN Committee on Disaster Management
<b>AGP</b>	ASEAN Guiding Principles
<b>AHA Centre</b>	ASEAN Coordinating Centre for Humanitarian Assistance on disaster management
<b>AMS</b>	ASEAN Member States
<b>AQRF</b>	ASEAN Qualifications Reference Framework
<b>ASCEND</b>	ASEAN Standards and Certification for Experts in Disaster Management
<b>ASEAN</b>	Association of Southeast Asian Nations
<b>CBA</b>	Competency-Based Assessment
<b>GPS</b>	Global Positioning System
<b>HLIS</b>	Humanitarian Logistics Information System
<b>HF/VHF</b>	High Frequency/ Very High Frequency
<b>KNFA</b>	Korean National Fire Agency
<b>MRA</b>	Mutual Recognition Arrangement
<b>NFI</b>	Emergency Shelter/Non-Food Items



---

<b>OAOR</b>	One ASEAN One Response
<b>SITREP</b>	Situation Report
<b>SOP</b>	Standards Operating Procedures
<b>WASH</b>	Water, Sanitation and Hygiene

---





# Unit Readings and Activities



ONE ASEAN  
ONE RESPONSE

## ASCEND

**4.1**

## **Element 1. Compile supply chain and logistics data and information**

### **1.1 Identify source of data and information**

#### **A. Introduction**

Humanitarian logistics encompasses a wide range of activities within humanitarian organisations. A bulk of these activities are also part of a broader humanitarian supply chain - the network used for providing physical aspects of aid to survivors.

Humanitarian logistics information systems help improve the flow of information and facilitate the integration of logistics units with non-logistics units in the humanitarian supply chains. It also assists humanitarian organisations in managing operations and developing donor reports.

Humanitarian logistics activities cut across the entire disaster management stages. Humanitarian logistics information systems improve the conduct of logistical activities in each phase and facilitate the continuity of services throughout the cycle.

Logistics services procure, store, and distribute supplies within humanitarian operations to assist disaster survivors. In order to function effectively, humanitarian logistics must coordinate with other actors and be considered throughout the lifespan of humanitarian operations. This guide will explore how humanitarian logistics information systems can:

- Integrate logistics units into the broader humanitarian supply chain
- Enhance logistics activities and provide continuous support across the different phases of the disaster management stages
- Create new opportunities for humanitarian organisations to work together

#### **B. Challenges in communications and information sharing**

Challenges related to communications and information sharing often arise from cultural differences and the absence of coordination mechanisms and standard operating language (e.g., concepts, definitions).



The lack of a synchronised and interlinked database and inconsistencies in terminologies or references may result in inaccurate information, which leads to further coordination issues. Different actors may conduct overlapping (maybe even conflicting) activities at different paces towards different objectives.

These issues create gaps in services and supply and demand uncertainty in humanitarian logistics that can cause delays in the humanitarian supply chain and ultimately hamper disaster relief operations.

## C. Humanitarian Logistics Information Systems (HLIS)

Humanitarian Logistics Information Systems (HLIS) facilitate information sharing between humanitarian organisations coordinating logistics operations during a response.

Effective humanitarian information systems provide timely access to comprehensive, relevant, and reliable information critical to humanitarian operations. The HLIS can archive information about the different aspects of a created event/incident. It is a powerful tool for analysing that state of response at the tactical, operational, and strategic levels. It can also generate what-if scenarios, statistics, and other reports relevant to future response planning.

### The key features of humanitarian information:

#### 1. **Accessibility**

Information for humanitarian purposes should be made widely available through various online and offline distribution channels, including the media. Humanitarian data information should be accessible to all humanitarian actors using easy-to-read layouts and common or local languages.

#### 2. **Inclusiveness**

Information should be shared with stakeholders such as the affected communities, local and national governments, and other responding humanitarian organisations. Different actors cannot work together if they are not communicating. Exchanging information facilitates coordination.



### 3. **Inter-operability**

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

### 4. **Accountability**

Data and information providers should be responsible for the content they publish and disseminate.

### 5. **Verifiability**

Information should be accurate, consistent, based on sound methodologies, validated by external sources, and analysed correctly.

### 6. **Relevance**

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

### 7. **Impartiality**

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

### 8. **Humanity**

Information should never be used to distort, mislead, or cause harm to affected or at-risk populations. It must always respect their human dignity.

### 9. **Timeliness**

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

### 10. **Sustainability**

Humanitarian information should be preserved, catalogued, and archived for future use. It can help evaluate response operations, draw lessons learned, and design preparedness programs. When appropriate, hand over post-emergency information to actors responsible for recovery efforts and host governments. Using Open-Source Software should be promoted so that more actors can access the information.

### 11. **Reliability**

Reliability is a prerequisite for ensuring the validity and verifiability of information. Users must evaluate the reliability and credibility of



information by checking its source and verifying the method of collection. Collection methods should adhere to global standards where they exist.

### 12. **Reciprocity**

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

### 13. **Confidentiality**

The processing of any personal data should not occur before explaining the purpose of collecting it and obtaining consent from individuals first. Placing sufficient safeguards to protect personal data against loss, unauthorised processing, and other misuse is crucial to any humanitarian information management effort.

Humanitarian Logistics Information System (HLIS) must operate across the entire disaster management stage. They must be scalable to manage many suppliers during the response phase and the high diversity of supplies across the recovery and mitigation phases and manage the flow of information from the preparation phase to the response phase.

In the preparation phase, HLIS is used to record what emergency response supplies are available at the onset of the disaster. Trained logisticians use these information systems and simulations to prepare for disaster responses.

HLIS can eliminate the need for duplicate data entry in the response phase and offer more timely and accurate information. HLIS enables organisations to know what supplies were distributed and what supplies remain during the transition to the recovery phase. This allows humanitarian logisticians to utilise surplus supplies in recovery activities and to better plan for the following disaster response.

### **Humanitarian logistics information systems can:**

- Enhance needs assessments by informing field staff about what supplies are available for beneficiaries in local warehouses, pre-positioned emergency stocks, or local and international markets.
- Share lists of supplies available in local and international markets, including prices and lead times, to assist program staff in planning their procurement activities.



- Inform program staff about procurement activities and the constraints faced by logisticians. This can help create trust between teams.
- Provide budget holders with more accurate financial information regarding funds committed to the procurement process. It helps users of funds avoid overspending or underspending on budgets.
- Provide warehouse inventory reports to program staff so they can utilise supplies better.
- Share information on the distribution of supplies to avoid the need for duplicate record-keeping between logistics and program teams.
- Accurately divide logistics overhead costs such as warehouse rental, transportation, and logistics staff wages into program budgets according to the activities that logistics is supporting.

Information systems can help encourage program units to become more active consumers of logistic services. Improving the information flow from humanitarian logistics information systems can contribute to the overall effectiveness of a humanitarian operation.

## **D. Data and information source**

The first step in obtaining information about a disaster is to know where to source them and what technical and management tools and procedures enable data collection during an emergency response. Coordinating with other stakeholders (e.g., local, national or international actors) is critical to integrate information from different sectors and disciplines into information management systems.

The government, humanitarian clusters, and information websites for international assistance are among the essential sources of information. While these actors or mechanisms may not be fully functional in the first hours of an emergency, they should always be the primary source of information.

### **1. Primary data**

Primary data is collected directly from first-hand sources, including the affected population, local responders, and logistics vendors. Activities include face-to-face interviews, focus group discussions, surveys, and direct observation. Primary data collection enables the collecting organisation to adapt the collection methods to meet needs. However, it is often costly and time-intensive and may not always be feasible.



## 2. Secondary data

Secondary data is data that others have already collected. An organisation can access it through published research, material on the internet materials, previous assessments, pre-crisis data, epidemiological bulletins, health service data, disaster agency reports, dashboards, logistics cluster bulletins, media reports, and many more.

The advantage of using secondary data is that it is readily available, reducing costs for data collection. They may cover larger sample sizes and are usually collected regularly. However, the type, coverage, and format of secondary data may match the data needs of a humanitarian organisation, or it may not be current enough to inform emergency assessments.

## E. Summary

- Humanitarian logistics information systems improve the effectiveness of humanitarian supply chains by providing timely and accurate information about the supplies required and delivered, enabling stakeholders like responders and donors to be more responsive to the needs of beneficiaries.
- Humanitarian logistics information systems improve the flow of information to facilitate the integration of logistics units with non-logistics units to create more efficient humanitarian supply chains.

## 1.2 Verify validity of data and information

### A. Introduction

Data represent real-world observations and are the basis for generating information. Data, in itself, is of little value to decision-makers before it is processed and aggregated into information.

Processing information involves organising, processing, and interpreting data according to decision-making needs. Information is processed data analysed in a specific context, making it meaningful. For example, the weight or volume of relief goods shipped from a warehouse has little meaning. Other factors like response time, the number of beneficiaries, and the geographical area covered, among others, are considered.



The accuracy of data is vital, especially when used for decision-making. The accuracy of a piece of information depends on the accuracy of the data it was based on. For example, if demand data from the storage facility is inaccurate, the demand forecast will also be inaccurate.

The collected data may contain errors. It must be cross-checked before being processed any further. Despite the saying "garbage in–garbage out," there is a general tendency to accept anything that comes out of a computerised system as accurate. It is common to overlook the quality of data collected before processing.

## B. Analysis and interpretation of data

In our analysis and interpretation of data, we also need to judge the reliability (can we trust the data?) and credibility (can we believe in our data?). We often speak about the credibility gap: the distance between our assumptions and reality.

There are different methods to be used to increase the reliability of data. The most important ones are cross-checking and comparing (triangulating) data with information from various sources. Referring to some baseline information can help reduce miscalculations.

It is also essential to identify the bias that we all bring along. There are many ways that we can be biased. Bias can be shaped by the following: the organisation's mandate, project objectives, a key informant, our profession, personal experience, political views, age, culture, ethnicity, gender, language, socio-economic class, season, and time of day.

## C. Summary

- The accuracy of data is vital, especially when used for decision-making.
- The collected data may contain errors. It must be checked and cross-checked before being processed any further.
- There are different methods to be used to increase the reliability of data. The most important ones are cross-checking and comparing (triangulating) data with information from various sources. Referring to some baseline information can help reduce miscalculations.



**4.2**

## Element 2. Produce supply chain and logistics information reports

### 2.1 Produce regular situation report

#### A. Introduction

Situation reports are usually reliable sources of daily information. These reports present facts about the emergency status, its impact, and the needs and actions to assist the population.

Different teams provide information or prepare reports for large-scale disaster responses. Situation reports include results of the damage and need assessments, and decisions made to respond to the needs of the affected population are based on this information. It is vital to consolidate and analyse this information to publish a single official report daily or at time intervals.

Situation reports have different formats, but they all have similar structures and layouts. Daily situation reports may be the basis for generating other, more specific reports or reports that meet the needs of a broader, more diverse audience.

Once the situation report is written and distributed, review the report, or have a colleague review it to determine the following:

- Will the report support decision-making and planning?
- Will it engage donors and assist them in determining where to award grants?
- Will it strengthen the image and visibility of the organisation?

#### B. How to prepare a SITREP (Situation Report)

Everyone on the disaster response team should have the ability and knowledge to prepare SITREPs. However, the team's communication and information management specialists are primarily responsible for consolidating and distributing the report.

The response team needs equipment to prepare reports. It includes a laptop computer with an Internet connection, a receiver for a Global Positioning System (GPS), a cellular phone, a satellite phone, and a printer.



Redundant communication systems for data and voice are necessary. The more channels available, the better.

The primary sources of information for the SITREP are:

- the experts on the disaster response team,
- government authorities from related sectors,
- representatives of the affected population, and
- groups from other organisations conducting damage and needs assessments in affected areas.

Existing databases, websites, documents from other organisations, and media reports should be considered secondary sources. It is beneficial to confirm information locally and compare different sources whenever possible.

## C. Different types of SITREPs

After the damage and needs assessment, it is essential to get the necessary information published and updated in the SITREP. Programme-related reports are produced daily for internal distribution within an organisation or partner media and NGOs. The key is to modify information based on organisation priorities and the different needs of SITREP users.

SITREP varies depending on the emergency phase in which it is produced and used.

- **Initial reports** are prepared between emergency onset and 48 hours after the onset. They are short and functional. Typically, reports in this phase generate incomplete, sometimes confusing, information. The value of this type of SITREP is to describe the impact of the disaster as accurately as possible.
- **Complementary reports** come out during the first few hours of the emergency or disaster and address the evolution of the situation. These reports give more coverage and details on technical areas (health services, epidemiological surveillance, WASH, etc.) and geographic information (describing the most and least affected populations).

### Do's and Don't when preparing a SITREP:

Do's:

- Change complicated and technical terms into simple and readable text.
- Be brief and to the point.



- Use plain and unambiguous language.
- Analyse situations and trends.
- Provide sources of information.
- Include maps and photographs.
- Explain tables and figures.
- Include name(s) of report authors.
- Include the date and hour of publication.
- Explain any acronyms or abbreviations.

Don't:

- Do not embellish the text.
- Avoid adjectives and adverbs.
- Do not use passive voice.
- Do not make vague assertions.
- Do not assume that the reader is familiar with the country affected or the disaster situation.
- Do not repeat the same information in each report. Save only information that does not have to be updated.
- Do not include unreliable or unconfirmed information.

## D. Summary

- Situation reports are a way of giving visibility to relief operations. At the same time, they keep the communities affected and the general public informed, strengthening accountability and transparency.

## 2.2 Create key supply chain and logistics operation report

### A. Introduction

Information about the supply management operation must be disseminated at the start of emergency response while assessing needs and sending national and international cooperation requests. Post interim reports about the supplies at hand and further requirements throughout the operation are needed. Sharing these reports early helps prevent rumours of negligence or mismanagement.

Information is useful for decision-making; it is also needed for reporting. Reporting assists in raising public awareness about what is required and



what is being done, fundraising, and maintaining accountability and transparency to taxpayers and donors.

## B. Report structure

Each organisation or institution has a different logistics reporting format, including the reporting period, whether weekly, monthly, quarterly or annually. Basically, an informative report will have the following outline:

### 1. Status Overview

Usually contains a short narrative about the activities carried out:

- **Accomplishments and activities**
  - Significant accomplishments within the current period (e.g., a summary of NFI distribution activities, charters, site visits, and project planning meetings).
  - Major activities planned for the next period.
- **Functional area status** (usually in procurement, warehouse, transport, asset, etc.)
  - The section provides an overview of the situation in each unit and whether the functional area is on track. No extra management attention is required or off track and negatively impacts overall project success, which means immediate management attention is required.
- **Decisions, issues and risks**
  - Offers descriptions of important decisions taken during that period, such as relocating warehouse locations and increasing the number of staff. It also provides an overview of internal and external issues that may affect operations (e.g., rising fuel prices) and other risks (e.g., political escalation due to the presidential election process).

### 2. Status Details

This section reports detailed technical information, such as daily distribution figures or vehicle fuel consumption. It usually includes graphs, pictures, and other attachments such as distribution sheets, general ledgers, and vehicle logbooks. It draws information from the following sources:

- **Stock report** (including a monthly stock reconciliation report) also states any stock issues (e.g., write-offs, damaged stock, and theft)
- **Procurement report** (including monthly procurement tracking) also:



- Detailed total number of orders and the total value placed by the field for the month
- State any critical procurement issues (e.g., changes in item availability, supplier payment issues, critical outstanding orders)
- **Vehicle and generator report** (including vehicle logbook, vehicle consumption report and generator report)
  - State any key issues (e.g., vehicles or generators approaching the end of life, high fuel/maintenance costs, downtime)
  - Highlight here any accidents/insurance/license renewal or other documentation issues
- **Asset report** (including asset data)
  - State any key issues (e.g., asset transfer delays/disposal documentation)
  - Summarise the status of any asset & vehicle sale or disposal for the month.
- **Security and communications report**
  - State current security level for field and local office
  - Summarise the status of Emergency Stocks (e.g., food, fuel)
  - Briefly summarise any significant security issues for the month (e.g., imposed a curfew, restricted staff movement, road access)
  - State any issues regarding communications (e.g., internet access, HF/VHF, mobile, sat phone or landline)
- **Staffing**
  - State total number of logistics staff (national/international)
  - State any pending or ongoing recruitment issues
  - State any forthcoming staff changes
  - State any pending staff cover required (e.g., for R&R/emergency leave)
- **Capacity building and training**
  - Summarise progress on staff capacity building, mentoring, and training. Attach a report if required.
  - State any additional training support required
- **Resources:** (i.e., staff, equipment & facilities). Provide details about any issues, changes or recommendations regarding resources (e.g., staff recognition, office changes, warehouse maintenance)
- **Processes and ways of working:** Give detailed information related to procedural issues or recommendations for process improvement
- **Team information:** Give detailed information related to issues affecting teamwork, team morale, relations with Support Teams and involvement in planning & coordination meetings (internal and external)



## C. Summary

- Reporting assists in raising public awareness about what is required and what is being done, fundraising, and maintaining accountability and transparency to taxpayers and donors.
- Each organisation or institution has a different logistics reporting format, including the reporting period, whether weekly, monthly, quarterly or annually.





# Self-assessment Checklist



ONE ASEAN  
ONE RESPONSE

## ASCEND



## Self-assessment Checklist

Please use the checklist below to help you determine whether you are prepared to be assessed in this unit of competency. The boxes without a tick mark indicate that there may be some areas you need to work on to become ready for assessment.

<b>Instructions</b> Please tick (✓) the box if your answer is yes	<b>Questions</b>
<input type="checkbox"/>	Have I read the Learner Guide and understood its contents?
<input type="checkbox"/>	Have I attended, participated in, and completed all training sessions and activities?
<input type="checkbox"/>	Have I reviewed the learning resources to reinforce what I've learned in training?
<input type="checkbox"/>	Am I able to demonstrate my understanding of each element and performance criteria of this unit of competency by writing a summary in my own words?
<input type="checkbox"/>	Am I able to communicate how my experience, knowledge, skills-sets, and attitudes make me qualified and competent enough to perform the job related to this unit of competency?

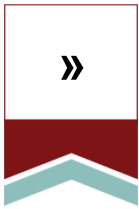




# Oral Interview and Written Test Guide



**ASCEND**



# Oral Interview and Written Test Guide

This section guides candidates on how to communicate, demonstrate, or present evidence, responses, and their work in a professional manner. There are three primary ways the candidates will be assessed: through observation, oral interview, and written test. The assessor will determine the final assessment methods and tools depending on several factors like the local context, professional needs, and the like.

## On observations

Assessors will observe the candidate over a period of time to collect evidence of their capability to meet the required standards and performance criteria. Assessors may attend selected learning sessions, if any, to witness how candidates complete their activities and participate in exercises. In doing so, assessors can get a sense of the candidate's key strengths and areas for improvement concerning the unit of competency. It will benefit candidates by ensuring their work is always complete and presentable.

## On oral interview

Assessors will conduct oral interviews to confirm and evaluate the candidate's experience, knowledge, skills, and attitudes regarding the unit of competency under assessment.

Please review the Unit Readings and complete the Self-assessment Checklist in this document. It may include verification questions about what you learned from the training content and material. It may also include competency questions about your knowledge and skills. Assessors may ask you what knowledge or skill you will use or apply to address a specific occupational issue or problem. Candidates need to think about how they will carry out their critical job functions in a defined work setting.

Finally, the interview may also include behavioural questions that focus on attitudes. Assessors may ask for examples of what you will do when a particular situation happens or when circumstances change. Candidates will need to support their answers with reflections on their own or other's experiences and the lessons learned from those.



## On written tests

Assessors will also present a written test to candidates to confirm whether candidates learned and understood the training content and material concerning the unit of competency under assessment.

Accuracy, brevity, and clarity are the ABCs of good writing. The first thing candidates are suggested to do is answer the questions as accurately as possible. It helps structure your response and sharpen your main points in an outline before writing them down. Candidates are advised to use short and simple sentences and paragraphs. The key messages and transitions between your sentences and paragraphs must be clear. Your answers need to be easy to read and understand. It includes removing and leaving out irrelevant material. Candidates are also expected to write coherently and logically so that readers can follow their thoughts.

Proofread and correct errors in your work before submitting it. How you format your work also matters. If you are using a computer, please check whether your indentions, margins, spacing, listings (bullets, numerical sequencing), and page numbers are in order.

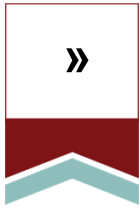




# Recommended Readings



**ASCEND**



## Recommended Readings

Pan American Health Organization. (2009). *Information Management and Communication in Emergencies and Disasters: Manual for Disaster Response Teams*. Accessible [here](#)





# 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

[f @ahacentre](#) [t @AHACentre](#) [i @ahacentre](#) [v AHA Centre](#)