

Training report

# Libya Profiling Coordination Training



Tunis, Tunisia

31 October – 4 November 2016

## Background

From the 31 October – 4 November 2016, with support from UNHCR and DRC, JIPS provided a five-day Profiling Coordination Training (PCT) for practitioners responding to the displacement crisis in Libya. Representatives from government, UN agencies and NGOs took part and learned how to design and implement a collaborative profiling process through a simulated training exercise based in the fictional country of [Freedonia](#).

This was the second time that JIPS has offered a country-specific PCT in contrast to its regular global and regional training events (the other being a shorter training in the Kurdistan Region of Iraq). Following a request from UNHCR Libya, JIPS designed the training to provide municipalities from both the East and West of Libya, and the federal government of Libya as well as the humanitarian community with a clear understanding of what profiling is, and what it can offer. The training simulation centered on the role of a profiling working group in collaboratively steering and managing any profiling exercise.

The objective of the training was to provide the humanitarian community and the government municipalities and federal government of Libya with an understanding of what profiling is, and what this can offer. The training covered the technical aspects of designing and conducting a profiling exercise, and covered areas such as methodology design, mapping of populations, sampling, qualitative and quantitative data collection methods, developing an analysis plan, themes and indicators, data collection tools, and data analysis and data interpretation. The agenda for the training is provided as an annex to this report.

## About the PCT

The Profiling Coordination Training (PCT) is a practical, hands-on training held over five or six days that takes participants through the entire profiling process. The content is built around JIPS' experience of profiling displacement situations. The training leads participants through each stage of the profiling process.

The entire training is based in the fictional country of Freedonia, which has been constructed specifically to support the learning outcomes of the individual sessions. Examples and case studies from JIPS' work are also used to help put the theory into context. Over the course of the training sessions, participants develop and apply a range of vital profiling skills, including:

- Identifying when profiling is the most appropriate approach
- Understanding key players and establishing a coordination mechanism for profiling
- Developing an effective methodology, based on quantitative and qualitative methods
- Creating questionnaires, analysis plans and advocacy strategies
- Organising field data collection and data processing
- Analysing data, developing collaborative recommendations and disseminating results

The practical emphasis of the PCT gives participants the sense that they have actually undertaken a profiling exercise, boosting technical knowledge and enhancing their confidence to carry out a real project in the future.

## The Libya PCT facilitation team

The training venue and logistics was organised by UNHCR, who had invited and hosted JIPS for the training. JIPS provided three facilitators for the training, plus the preparation of materials. UNHCR provided two additional support facilitators and the Danish Refugee Council (DRC) provided a support facilitator.

The additional support facilitators meant that there were six facilitators in total. This meant that several sessions could be run in small groups, with one facilitator supporting each of the small groups giving guided instructions and feedback and ensuring that any questions or challenges were addressed for each individual participant. The addition of a facilitator from DRC, with expertise in protection and who could speak Arabic, was essential to the training running effectively.

In addition to the six-person facilitation team, two translators/ interpreters ran simultaneous translation throughout the training, enabling English to Arabic and Arabic to English translation to happen throughout. Key documents and hand-outs were also translated into Arabic.

## The Libya PCT participants

Participants came from several government agencies and from municipalities in both the East and West of Libya, they also came from NGO's and UN agencies including UNHCR, UN OCHA, IOM, UN Women, UNMAS, UNFPA, WHO, STACO, REACH, CESVI, Save the Children, International Medical Corps, Handicap International, and Mercy Corps.

The levels of the participants' knowledge on data collection and analysis and on humanitarian issues was varied, but this is the usual situation for a PCT and is easily addressed through the group exercises and engagement of facilitators with groups.

The main challenge for the training was that not all of the participants spoke English, while nearly all spoke Arabic. The training was only designed in English, and the translation of a few materials into Arabic only happened during the training event itself. As the facilitation team only had one Arabic speaker, English to Arabic simultaneous translation had to happen throughout the week, meaning that facilitators had to speak very slowly, and this proved a challenge for the team to cover all of the content.

The participants were extremely professional and diligent throughout the week despite the obvious challenges with working in Arabic and English, and without their dedicated approach learning objectives could easily have been missed.

## Participant feedback

- *“Really interesting training. The profiling approach permits us to understand well how to organize an assessment”*

- *"Very good. It helped me to revive my information and also "pick up" new information that was missing"*
- *"Very positive"*
- *"Lot of learning - useful for my job"*
- *"Great experience with the training materials, trainers, and content"*
- *"Overall it was excellent"*
- *"It was very good"*
- *"Very good highly participative"*

## Participants' high points of the training

- *"Explanation of the full process in 5 days including side learning about different techniques Interactivity, Concrete examples, Variety of activities, useful and relevant"*
- *"Very interactive sessions - interesting topics"*
- *"Presentation clear and comprehensive"*
- *"The statistics, quantitative data"*
- *"Trainers are the strong point of the training"*
- *"Strong relations, good organizing"*

## Participants' low points of the training

- *"Needed more local civil society organisations to be trained"*
  - *"Most exercises, especially presentations of results of profiling some parts a bit rushed, eg last part on validation, dissemination... if such a short time is dedicated to it in the training, the same will likely happen in a real profiling"*
  - *"Gaps between the different background/level of knowledge among participants, group should be more homogeneous"*
- "Some session were requiring more time to [go]through the material"*
- *"Language difficulty in translating"*
  - *"Introduce more energizers - we had it only on first day"*
  - *"Some of the exercises too long although all were important & vital"*
  - *"The weak point is the time interval for the package; too short"*
  - *"No Arabic, different level of experience which prevent form going in detail"*

## Summary of the results of the training

In general the training was a success in building knowledge amongst participants of the different aspects of a profiling exercise. This training was able to bring many government officials together from both the East and West of Libya, to discuss how to get better and more in-depth information on displacement in the country. Many of these officials had previously not met and so this was a unique opportunity to build relationships and discuss their work.

The change from a traditional PCT, that focuses on the role of a profiling coordinator, to that of the profiling working group, meant that the participants were better able to see their role in any potential profiling exercise.

Keeping to the Freedonia scenario meant that the training was able to steer clear of any potential roadblocks to learning, such as discussions on existing data in Libya, and on

specific objectives for any potential profiling exercise, on which their would be divergent opinions.

Having the participants explore the entire profiling process without focusing on the Libya context enabled the training to go smoothly, to tailor the content to learning objectives and to provide a neutral scenario for all participants to contribute towards throughout the week.

The drawback to this was that discussions on any potential profiling exercise in Libya were therefore limited, and were not really explored during the week.

A meeting was held between UNHCR and government officials after the training, to which JIPS was invited, but the potential for discussions on potential engagement in Libya could have been explored in more depth, in a structured fashion, on the last day, creating a clearer picture of the potential way forward.

In the conclusion on the course many of the participants expressed an interest in coming together to collaboratively undertake a profiling exercise in Libya in 2017.

The main challenges to the training were on language issues, and the fact that the training moved too fast through the material, with participants expressing the view that more time should have been taken to cover the training material in more depth.

## How participants saw a potential profiling exercise in Libya being realised

- *"First convince, ADVOCATE explain to the government how useful it is. Then explore how to ADAPT it to the Libyan context"*
- *"All agencies (UN, international & local) need to carry out Profiling at one time or another. This is a very important exercise for them depends on the location where its going to be conducted"*
- *"Following the steps included in the training :)"*
- *"Full collaboration & buy-in among all Humanitarian Country Team members and gov't"*
- *"It'd difficult at this time due to political crisis. However, first need to take humanitarian community & gov't. on board"*
- *"Through local NGO/government - first in the urban area (add migrants)"*
- *"Initiated by UNHCR and gov't, focused on urban areas; IDPs, refugees, and host communities (and migrants?)"*

## Lessons learned

This training provided an opportunity for JIPS to test the Profiling Coordination Training as an introduction to profiling and up-skilling on collaborative data collection and analysis on displacement at a national level as the first step in any potential engagement.

Although the outcomes of the training have yet to be realised, a review of the process and outputs has shown that the PCT can be an excellent way to bring partners together to discuss profiling as an approach, to give a comprehensive understanding of the role of the profiling working group and the benefits and challenges to the process.

Future training courses such as this would offer the chance to engage with governments and the humanitarian community to come together to discuss approaches to collecting data on displacement. The challenges in language, participant levels and future planning over the use of Freedonia mean that this would need to be carefully explored for any future training project.

## Potential next steps

There was a high level of agreement on the need for more comprehensive approaches to understanding the displacement situation in Libya amongst participants and the Humanitarian Country Team, however, the way to go about this, the objectives and the methods to collect and analyse this data varies across different stakeholders.

The training was able to provide a platform for discussions on these topics, however significant in-depth discussions on this topic have not yet been held with JIPS' involvement outside of a few key partners and would therefore need to be explored in a potential scoping mission.

What is clear is that for a profiling exercise to take place in Libya, a high level of investment in collaboration and coordination would be needed to ensure that the results have the highest buy-in and impact in a context where access is limited and data collection operationally is notably challenging.

In addition to pooling resources and dedicated personnel for profiling, a joint process would thus help facilitate analysis around operational priorities across sectors and to provide crucial evidence for local level actors within Libya.