

# Concern Worldwide's Strategy for Certification in Humanitarian Logistics

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# Areas Discussed

- Concern Policy on Logistics training
- Initial thoughts regarding the CHL
- Funding Arrangements
- Criteria for Participant Selection
- Management and Support Requirements
- Insights and Comments

# Logistics Training Practice

- Supplies and Logistics Unit – Dublin based providing overseas logistics support
- Main Unit responsibilities –
  - Audit
  - Emergency Response
  - Procurement
  - **Logistics Training**

# Logistics Training

- Regular regional and country specific training
- Due to time and resource constraints training often process and procedure specific
- CHL identified as something to possibly address this problem

# CHL and Concern

- Complements the training we already do
- Builds competence of overseas logisticians by broadening their knowledge of all aspects of logistics
- Formal certification by reputable body (motivating factor also)
- Method of training delivery – distance/computer based learning

# Funding Arrangement

- For meaningful engagement with CHL programme funding was required
  - First: Discussion with Exec. Dir. Concern Worldwide US
  - Development of business case for funding developed by Concern US and presented to no. of CEO's of US companies
  - Initial target for 10 participants but this increased to 12

# Business Case for Donors

- Key points highlighted
  - Importance of logistics in delivery of aid and programme support
  - Importance of competence of logs personnel
  - Intention to build capacity of *local* personnel (not international staff)
  - Monitoring and support of students
  - Model of training

# Criteria for Participant Selection

- Overseas Based
- Local Staff
- Below mid management level
- Nominated by line manager with guarantee of local support and penalty agreement for failure to complete course
- Other participants to be funded by country training budgets (17 participants commenced programme)

# Participant Support

- In country line management support
- Support and follow up from Dublin
- Coach/ Logistics Learning Alliance support
- Regular participant progress reports
- Continued motivation by Concern line management and Concern Dublin

# Insights and Comments

- Time required to provide motivation and support from Dublin more than anticipated
- 2 participants struggling with language
- Request for French version of programme
- 2 participants disengaged from programme
- Will initiative lead to better staff retention or lead to movement to other NGO's/UN ?

# CHL Feedback

- Some participant comments –
  - Satisfied with training materials and method of training delivery
  - Assignments are practical and realistic
  - Coaches/LLA are considered supportive, fair and quick to respond to queries
  - Some difficulties with language (leading to some participants taking longer to complete assignments etc)