



CISV INTERNATIONAL TERMS OF REFERENCE

TRAINING & QUALITY ASSURANCE COMMITTEE

One of the standing committees (“Committee”) of the CISV International Governing Board (“Board), the Training & Quality Assurance Committee is responsible for input to the Board on policy, standards, strategic development and monitoring of quality standards and methodologies of training, evaluation and risk management.

The Training and Quality Assurance committee will cooperate closely with the other Standing Committees of the board within areas of shared responsibilities

RESPONSIBILITIES: This Committee has primary responsibility for oversight and establishing quality standards in training and evaluation methodologies and in risk management as it relates to our Chapters, programmes and general operations.

Strategy for Development

Develop and uphold strategies for the development of training, evaluation, research and risk management.

- Develop and propose strategies and plans for training, evaluation and risk management and for the effective delivery of training to support trainers
- Cooperate with the person responsible for overseeing International public relations and Chapter Development Committee as needed to develop and implement profile raising strategies
- Cooperate with the Educational Programmes and Chapter Development Committees to develop plans for the effective delivery of training and support to ensure quality
- Consider the need for any innovations or big changes to training, evaluation and risk management and develop proposals for how to investigate and implement them
- Work with the Board to ensure that strategies for training, evaluation and risk management are consistent with strategies and policies across all areas

Policy & Rules

Develop and uphold standards for training, evaluation, research and risk management.

- Establish a consistent framework for setting goals, criteria and standards in all areas and consult with other Committees who are developing the goals, criteria and standards in their areas to ensure consistency.
- Develop, propose and review goals, criteria and standards for all training, evaluation and risk management (cooperating with the relevant committees)
- Develop, propose and review goals, criteria, standards and curricula for trainer training
- Establish and review rules and procedures relating to training, evaluation and risk management for programmes, Chapters and National Associations that support the policies and strategies
- Work with the Board to ensure consistency in policies and rules across all areas
- Identify key policy issues relating to training, evaluation and risk management
- Identify key risks relating to CISV programmes and Chapters
- Keep abreast of developments in the field and in similar organizations relating to training, evaluation and risk management

Materials

Develop and maintain effective guides and materials for risk management, and the methodology of training, evaluation and research.

- Cooperate with the Educational Programmes and Chapter Development Committees to ensure that appropriate risk management and evaluation content is included in programme and chapter development guides (The Training and Quality Assurance

Training and training materials

Committee is responsible for basic risk management and evaluation content. The other Committees are responsible for working with the Training and Quality Assurance Committee to ensure that any area-specific aspects are considered and included).

- Develop, review and maintain effective guides and/or role profiles for use by those who train, are responsible for risk management, work in our chapters and deliver educational programmes
- Develop and review best practice templates and other resources

Develop and maintain content for trainer training and risk manager/management training.

- Cooperate with the Educational Programmes and Chapter Development Committees to develop effective programme and chapter development training
- Develop and maintain training for trainers, risk managers and general risk management, including a clear statement of training goals, standards and curriculum.
- Review and approve all training packages in terms of methodology.
- Ensure that all training guides include a clear statement of training goals, standards and curriculum
- Cooperate with other Committees in order to achieve the above. (Each Committee is responsible for developing the content of training within its area. The Training and Quality Assurance Committee is responsible for the content as well as the methodology of training for trainers and for risk managers. The Training and Quality Assurance Committee is responsible for general content relating to risk management, but the other Committees must ensure that their specific aspects are addressed and included. All content must be reviewed by the Training and Quality Assurance Committee which is responsible for training format and methodology. The Training and Quality Assurance Committee is responsible for developing and upholding standards of training and for oversight of all training quality. Any e training materials must be agreed by both the Training and Quality Assurance and the Committee responsible for the content area).
- Ensure that those who deliver training and support to Chapters have the necessary knowledge and training to fulfill their roles (through TTTs)
- Develop and review best practice training session templates and resources

Monitoring, Evaluation & Risk Management

Provide evaluation and research methodology and for oversight and action on risk management.

- Cooperate with the Educational Programmes and Chapter Development Committees to establish the methods of programme, chapter and training evaluation. (The Training and Quality Assurance Committee is responsible for developing and upholding standards and methods of evaluation and for oversight of all evaluation. The other Committees are responsible for helping to develop the content of evaluation for their areas and giving input to the Training and Quality Assurance Committee on the evaluation methods used. Any evaluation process must be agreed by both the Training & Quality Assurance Committee and the Committee responsible for the area)
- Monitor the outcome of all evaluation, identify areas to capitalize on and/or improve
- Work with other Committees to analyse data and develop specific plans/actions for improvement based on review
- Follow up to see whether changes have been made and their impact
- Investigate incidents and issues as required
- Address any formal complaint/sanction matters raised.
- Address all incidents, issues and formal complaints referred to the Committee as required and cooperate with other committees to investigate these matters. In some instances, inquiries will be delegated to the Regional Risk Managers.
- Recommend actions/sanctions to the Governing Board and cooperate with other

committees to implement any actions/sanctions decided by the Governing Board

WORKING RELATIONSHIPS

Chair	The Chair of the Training and Quality Assurance Committee will be a member of the Governing Board. The Chair is responsible for the output of the Committee.
Reporting	The Training and Quality Assurance Committee, via its Chair, reports to the Governing Board. The members of the Committee must be approved by the Governing Board.
Risk Manager	The International Risk Manager is a member of the Training and Quality Assurance Committee
Senior Manager	One or more staff managers will be attached to the Training and Quality Assurance Committee. They will work with the Chair to coordinate and provide structure to the work of the Committee.
Regional Delivery Teams	<p>The Senior Managers will be responsible for coordinating the implementation of Committee work through the management of the Regional Programme Coordinators and providing assistance to them in organizing their Regional Delivery Teams. The Committee will be involved in approving the selection of the Regional Coordinators, their Alternates and the other Programme Team members.</p> <p>Good communication between the Committee and the related Regional Delivery Teams is essential. Neither the Committee nor the Delivery Teams can fulfil its role without the input and cooperation of the other.</p>
Other Committees	<p>It is essential that all Committees liaise with each other and cooperate on areas of shared responsibility. Of particular note are the following areas:</p> <ul style="list-style-type: none">- Educational Principles<ul style="list-style-type: none">➤ All materials establishing high level educational principles must be developed jointly from the beginning and agreed with both the Educational Programmes Committee and the Training and Quality Assurance Committee (e.g. Big Ed, Passport)- Training<ul style="list-style-type: none">➤ Each Committee is responsible for developing the content of training in its area➤ The Training & Quality Assurance Committee is responsible for establishing standards of training and for oversight of all training quality.➤ All training content must be reviewed by the Training & Quality Assurance Committee with regard to format, methodology and quality of delivery.➤ Any training materials/package must be agreed by both the Training & Quality Assurance Committee and the Committee responsible for the relevant content area.➤ All trainers must have the necessary knowledge/experience of the content area and must also be certified in training methodology by the Training and Quality Assurance Committee or the Regional Training Team.- Risk Management<ul style="list-style-type: none">➤ The Training & Quality Assurance Committee is responsible for basic risk management contents of all guides, forms and training, for ensuring that all incidents are addressed and for ensuring that any learning from incidents is incorporated into risk management contents of all guides, forms and training.➤ Any guides, materials, content or training that raises a Risk Management concern must be reviewed and approved by the International Risk Manager and Training & Quality Assurance Committee. It is the responsibility of all Committees to cooperate with the Training & Quality Assurance Committee to ensure that all aspects relevant to their areas are addressed and included.➤ It is the responsibility of all Committees and Regional Delivery Teams to ensure

that all incidents and formal complaints must be reported to the International or Regional Risk manager and/or Training & Quality Assurance Committee and any assistance must be provided to investigate such matters. The Training & Quality Assurance Committee will inform the referring Committee of any action taken. In some instances which may not require risk management expertise, the incident or complaint may be referred to another Committee or Regional Delivery Team to address and simply inform the Training & Quality Assurance Committee of any action taken.

- Evaluation & Research
 - The Training and Quality Assurance Committee is responsible for developing and upholding standards of evaluation and research and for oversight of all evaluation and research. This includes the method of data analysis.
 - Any form of evaluation or research must be discussed from the beginning, developed and agreed with the Training and Quality Assurance Committee.
 - All Committees are responsible for developing and reviewing goals, criteria and standards for their areas. These must be developed in line with a framework established by the Training & Quality Assurance Committee and final wording must be agreed with the Training & Quality Assurance Committee.
 - All Committees are responsible for helping to develop the content of evaluation relevant to their area and giving input to the Training and Quality Assurance Committee on the evaluation methods used. Any evaluation process must be agreed by both Training and Quality Assurance Committee and the Committees responsible for the area being evaluated.
 - It is up to the other Committees, through their Regional Delivery Teams to ensure that the agreed evaluation system or research initiative is fully implemented and data collected.
 - Each Committee is responsible for analysing the data from its area in the manner agreed with the Training & Quality Assurance Committee and acting on the review within its area. The analysis must be discussed with the Training and Quality Assurance Committee in order to develop an action plan for improvement.
 - It is up to Committees to oversee any action plan in their areas.
 - Should the analysis point to a need to change the evaluation system this must be referred to the Training and Quality Assurance Committee and any changes to the system agreed between the content area Committee and the Training and Quality Assurance Committee
- Chapters and hosting
 - All training that relates to Chapter capacity must be discussed and agreed with the Chapter Development Committee
 - The Chapter Development Committee is responsible for putting in place and developing the Global Hosting Plan, but must do so in cooperation with the Educational Programmes Committee. They rely on the Regional Teams to give vital input to the plan and to keep the plan on the regional agenda. Regional Hosting targets must be developed by both the Regional Educational Programmes and Chapter Teams and then agreed by both the Educational Programmes and the Chapter Development Committees
- Events
 - All multi-national trainings and meetings must be coordinated by the Conference & Events Committee
 - All trainers assigned to training events must be selected from among those approved by the relevant content Committees and by the Training and Quality Assurance Committee in terms of training methodology.
- Junior Branch
 - All Committees will have close links with the Junior Branch through representation from the International Junior Branch Team within the Committee.
- Personnel
 - All recruitment, management or change of personnel must be in line with

policies approved by the Resources & Infrastructure Committee. These policies will include the “selection of personnel” information below.

- Profile Raising
 - Any profile raising initiative relating to programmes must be developed and agreed with the person responsible for overseeing Public Relations and Chapter Development Committee

Consultation

It is essential that the Committee conduct effective consultation with members in order to do its work. Regional Delivery Teams will be an important part of this two-way communication.

Meetings

In order to facilitate effective cooperation, all Standing Committees are expected to meet in person once a year, together with the Governing Board.

KEY COMPETENCIES AND CONDITIONS

Attitude

- Commitment to CISV’s mission and values
- Have a strong sense of responsibility and accountability
- Ability to work effectively in a group
- Willingness to listen and learn
- Ability to communicate clearly and sensitively and to take an active part in discussions
- Ability to challenge and ask questions constructively
- Commitment to work in close collaboration with other Standing Committees

Skills

- Ability to think and apply knowledge analytically and strategically
- Ability to be mission-focused
- Ability to analyse and evaluate evidence
- Ability to think creatively
- Ability to think and act proactively
- Ability to exercise sound judgement
- Ability to work in virtual teams
- Commitment to continuous improvement

Knowledge

- Knowledge of CISV, our programmes and educational principles
- Experience in Training and Capacity Building activities within diverse and multicultural environments preferred
- Experience of leadership within a CISV Chapter
- Experience of CISV programmes
- Understand policy and how to implement it
- Understanding of CISV organizational structure
- Experience in organizational or community development

The following expertise needs to be present in the group, though not in each member:

- In-depth knowledge of CISV International structure and delivery system
- Experience in developing training content and curricula
- Experience in developing and reviewing educational goals and method of evaluation
- Strong representation of in-depth expertise and knowledge of all CISV educational programmes, including key characteristics and uniqueness
- Significant experience in risk management, especially child protection

Term and Time

Committee members (other than the Chair and Senior Manager) will be appointed for terms of 3 years. Each person may serve up to 2 full terms in the same position. After such time, they must retire from that position for a minimum of 3 years.

Membership in this Committee is a responsible position. Most work will be conducted virtually and Committee members are expected to participate in virtual

Selection of Personnel

meetings and work independently. It is also anticipated that all Committees will meet once per year and all members would be expected to attend.

Committees of the Board will be chaired by Trustees of the Governing Board. The assignment of Trustees as Committee Chairs is to be determined by the Chair of the Governing Board. This decision should be made in consultation with the rest of the Board and take into consideration the terms and turnover of the Trustees.

Senior Managers are assigned to Committees by the Secretary General.

The process for selecting members of the Standing Committees is led by the Committee Chair, who will convene a selection panel to include the Committee Chair, the Senior Manager and other(s) from among the Committee members. The decision of the panel must be approved by the Governing Board.

Each Committee will include one Junior Branch member, who will be a member of the IJB Team. The Junior Branch member will be a full Committee member, whose role is to be a point of communication between the IJB Team and the Committee, to ensure cooperation and the sharing of best practice. The IJBs will select members of the IJB Team to join the Committees, according to the skills and knowledge required by the Terms of Reference of each Committee. As a Committee member, an IJB Team member is jointly responsible to the Chair of that Committee and the IJBs but they are ultimately responsible to the IJBs.