

# PROFILING COORDINATION TRAINING

Geneva  
2018



**P** Profiling  
**C** Coordination  
**T** Training

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## Table of content

1. The 2018 Profiling Coordination Training .....	3
2. Participant selection, skillset & participation .....	5
3. Course evaluation .....	6
4. Training outcomes & reflections for future PCTs .....	7
5. JIPS facilitation team .....	9

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Humanitarian Aid  
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1. This document covers humanitarian aid activities implemented with the financial assistance of the European Union. The views expressed herein should not be taken, in any way, to reflect the official opinion of the European Union, and the European Commission is not responsible for any use that may be made of the information it contains.

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## What is the PCT?

JIPS' [Profiling Coordination Training \(PCT\)](#) is a practical, hands-on course held over six days. Set in the fictional country of Freedonia, it takes participants looking to build on their operational, technical and coordination competencies **through the profiling process from start to finish**. It focuses on the role of a profiling coordinator and helps understand clearly what the profiling process entails and what skills are needed to coordinate it effectively. The training provides an avenue for practitioners to receive guidance on displacement driven data processes and how they can be used for evidence-based policies and action.

Bringing together government officials and members of humanitarian and development organisations from different sectors, the PCT also serves as a **forum for participants to share knowledge across sectors, levels and institutions**. It highlights thematic areas relevant for profiling and where JIPS can bring in its wide experience, such as durable solutions analysis, urban profiling, data-focused community engagement and IDP statistics.

**Run successfully since 2012**, the PCT is organised once or twice a year at the global and regional levels. It is an established JIPS flagship program, building on the service's direct experience consolidated from over a hundred profiling exercises. It constitutes an essential activity to fulfil JIPS' mission to provide guidance on displacement data processes through cross-cutting work with government, humanitarian and development actors.

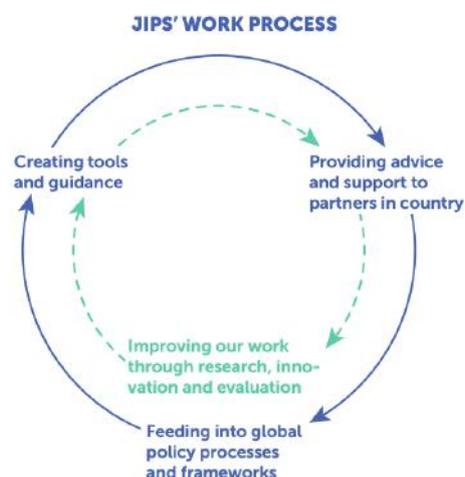
The **continued interest expressed by partner organisations and government counterparts**, as evidenced by the regularly high numbers of applications for each successive course, demonstrates the continued relevance of the PCT. It underpins the need for knowledge sharing and training on issues in profiling displacement situations.

## 1. The 2018 Profiling Coordination Training

With global IDP numbers at a record high in 2018, the importance of working together towards building solutions to internal displacement remains to be an important task JIPS is committed to – with facilitating the PCT as an important contribution to foster solution oriented methods and discussions. The 2018 edition was organised in November 2018, with **29 participants from 23 countries and 11 different organisations**.

Drawing on lessons learned from previous PCTs, [the 2018 exercise was updated](#) to better take into account the needs of participants and the changing context in which profiling exercises take place, and to incorporate recent experiences and growing knowledge of the JIPS team. For example, more and more profiling exercises are carried out in urban contexts, hence, **analysis and data-related sessions of the training used datasets from an urban scenario**.

For the first time, the training also included sessions specifically **dedicated to durable solutions analysis, community engagement and joint analysis**, driven by JIPS' way of working through a rigorous monitoring and evaluation cycle, ensuring that training courses always encompass the latest developments and discussions in the broader community.



**Image 1** A visualisation of JIPS' overall monitoring and evaluation process, drawn from our 2018-2020 strategy.



**Image 1** The Freedonia scenario, the main course material for JIPS' PCT courses, was completely revised for the 2018 edition.

Further amendments included a **revision of the course's signature training material, the Freedonia scenario**, providing participants with an experience that is close to the situations and challenges they might come across in actual field work.

Based on those updates to the training materials, the 2018 PCT therefore aimed at facilitating skills and knowledge focused on:

- The coordination and management of the six phases of the profiling process,
- The use of essential tools and methods for quantitative and qualitative data acquisition and analysis, and
- A deeper understanding of profiling related thematic areas as mentioned above.

As in previous trainings, the 2018 PCT was structured to allow for as much interactivity as possible, through innovative learning methods and facilitation techniques that allow participants to experience what is to be conveyed and thereby intuitively internalise the training content.

Therefore, every session of the PCT was facilitated encompassing a practical and interactive component, which garnered positive responses from participants.

## 2. Participant selection, skillset & participation

JIPS received a total of 64 applications for the 2018 PCT. The selection criteria for the training were based on the goal to build profiling capacities of practitioners and to create linkages between organisations and government counterparts in regions facing forced displacement and specifically those where a profiling is planned or ongoing.

Furthermore, applications were considered from applicants with experience related to response to internal displacement and who would sit in a relevant position in their organisation to share knowledge acquired during the training and to coordinate profiling related processes.

### 2.1. Participants' profile

Participants came from 23 countries and 11 different organisations, including a national statistical office (NSO, 1), IOM (2), UN-Habitat (1), UNHCR (8), UN OCHA (4), DRC (2), universities (3), and independent consultants (2).

Participants also hailed from a variety of different positions within their organisations, with a majority of them working in information management and analysis (10), and management and coordination (10).

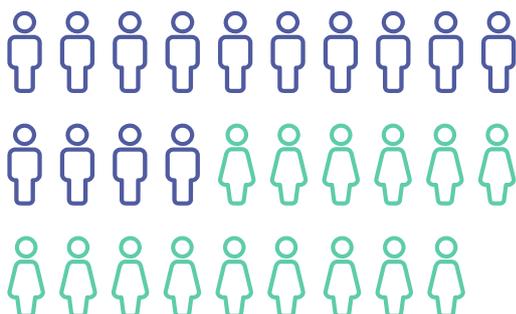
**64**

Number of applicants

**29**

Number of final participants

Gender breakdown of final participation



### 2.2. Pre-course insights

In order to tailor the course content to the skills and training needs of the participants, a pre-course skills assessment was carried out through an online survey.

The pre-course skills assessment indicated that while participants felt self-confident regarding their coordination skills, they lacked technical skills: only 44% of the participants responded they had advanced knowledge of how to use Excel, and a majority said having only basic or intermediate level knowledge related to other technical software, e.g. R or GIS.

In terms of thematic areas of expertise, the pre-course skills assessment showed that most participants had already heard about urban displacement, community engagement, durable solutions or joint analysis, with some even identifying themselves as experts on these subjects (see figure 1).

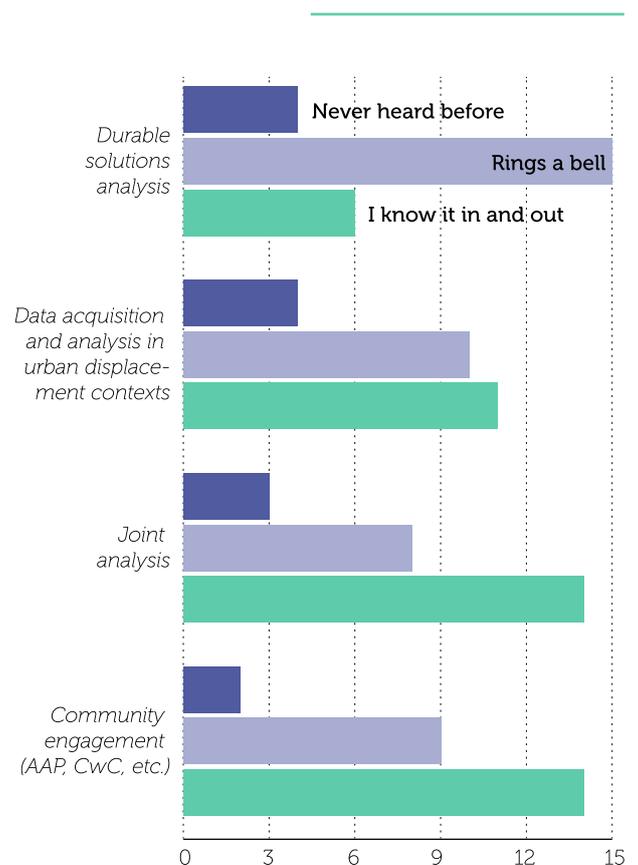


Figure 1 Pre-course skills assessment among participants.



**Image 2** Participants discuss when during the profiling process, each step of the data collection and field organisation stage should take place.

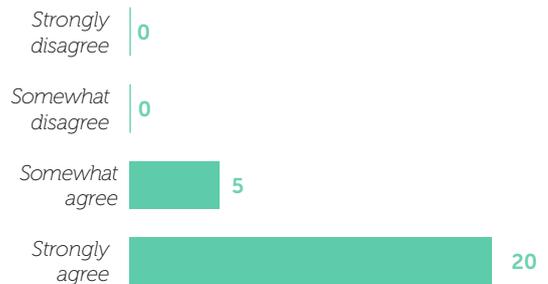
### 3. Course evaluation

The PCT was evaluated through a monitoring and evaluation process, including daily online questionnaires for feedback on each session, and a post-course global evaluation. Interviews are furthermore planned with some participants in the year following the PCT in order to analyse the training’s long-term impact, i.e. improved practices in the daily work of participants.

#### 3.1. Global course evaluation

Each of the 24 sessions of the training were evaluated on a 1 to 5 likert scale in regards to whether the session content was relevant and whether it was interesting and kept the participants engaged. The overall average for both aspects were 4.5 and 4.4 respectively, indicating a high perceived quality throughout the whole training.

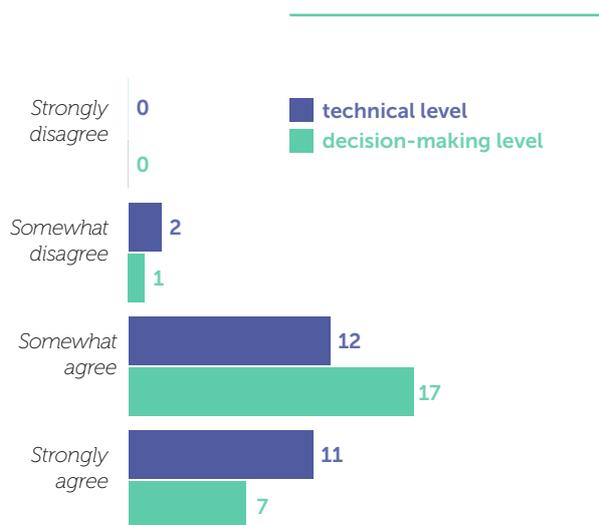
Moreover, 80% of the participants stated having reached the learning goals they had set out prior to the PCT (see figure 2).



**Figure 2** Participants’ feedback on whether the stated outcomes were achieved during the PCT.

Similarly positive responses can be observed when looking at the stated goal of improving skills for urban profiling and for managing working groups.

A majority of participants stated that the PCT helped them enhance their skills to advise partners on both a technical and decision-making level (see figures 3), which indicates that the training content served the broad range of expertise that the participants brought to the training.



**Figure 3** Participants' feedback on whether the training improved their skills to advise partners on a technical and decision-making level.

#### 4. Training outcomes and reflections for future PCTs

As mentioned above, the 2018 PCT included numerous updates to the earlier versions. The completely revised Freedonia scenario was perceived as realistic and useful by participants. Especially the session on durable solution analysis sparked a lot of interest and was followed up by a series of side-sessions throughout the week.

There were also rich discussions around the sessions on community and stakeholder engagement as well as joint analysis, and insights from these topics were shared with the JIPS team and brought into discussions profiling partners.

It also allowed JIPS to advance its **work on a modular training approach** so that thematic sessions can be included in other training initiatives focusing on more specific, regional contexts.

Another novelty was the use of a dedicated training website designed to share training materials with participants, both in advance of the training to prepare specific topics and during the training to make presentations and templates available, and the use of online questionnaires to evaluate each session.

For future PCTs, the comments in the daily evaluation forms for these sessions should be monitored more closely in order to allow facilitators to adapt the training as it is taking place, should the need arise. In addition, building on the success of the training website, it could also be used to incorporate e-learning features prior to the PCT so that facilitators and participants have the opportunity to already get familiar with key training topics.

At the time this report is published, JIPS already benefitted from the connections made at the training. Concrete outcomes include, among others:

- A profiling request from Myanmar submitted by a PCT participant,
- Critical support for a profiling mission to South Sudan,
- Consultant support a profiling in Honduras by a PCT 2018 alumni,
- Refinement of joint analysis and durable solutions training methods.

This underlines the importance of careful participant selection in order to build and foster strategic partnerships.



**Image 3** A participant of the 2018 PCT looks at JIPS' course material to map out target population by regions in the fictional country of Freedonia

“**I’ve learned how to bring together all the stakeholders to one table so they can gather around common objectives and also put on the table their various strengths and what they can contribute to a successful exercise.**

*Halake Mohamud, UNOCHA South Sudan*

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## 5. JIPS facilitation team



**Svend-Jonas Schelhorn**, Information management officer, was the focal point for the 2018 Profiling Coordination Training, including overall coordination and management.



**Laura Kivelä**, then JIPS' Deputy Coordinator led sessions on mapping target populations, the profiling process and supported the organisation and coordination of the training.



**Wilhelmina Welsch**, Head of JIPS' information management and innovation, led sessions on joint analysis, stakeholder engagement, and the analytical framework.



**Dr. Isis Núñez Ferrera**, JIPS' Head of field support and capacity building, led sessions on the fostering meaningful engagement with displacement-affected communities.



**Melissa Wehmayer**, Information management officer at JIPS, led sessions on developing questionnaires, quantitative and qualitative analysis, and sampling.



**Margharita Lundkvist-Houndoumadi**, Profiling advisor at JIPS, led sessions on the overall management of the profiling process.



**Image 4** Group picture of the participants and facilitators of the 2018 Profiling Coordination Training.

The **Joint IDP Profiling Service** is an inter-agency service supporting government, humanitarian and development actors to design and implement collaborative profiling exercises. We seek to promote a culture of evidence-based decision making in displacement situations through collaborative profiling exercises, and believe that a common analysis of the situation can facilitate and improve joint responses.

In addition to capacity development and technical advice in countries, we also provide training courses at the global and regional levels, and consolidate our experience into tools and guidance that can benefit practitioners around the world.

