

GPC COMMUNITY OF PRACTICE

Standards and Practices

How we work

1. Rationale

Field consultations that formed the basis of the GPC Strategic Framework 2016-19 underlined the need for information exchange and lessons learned to be shared across operations. As a result the GPC Community of Practice was created to ensure that GPC support is better targeted to the needs of the field and that protection actors inform analysis and priority setting at the global level.

The GPC Community of Practice platform has a focus on engagement and aims to bring together, in a private space, a pool of protection cluster coordinators, co-facilitators, and sub-cluster coordinators. The platform also hosts a public 'Exchange' space open for other protection actors, to facilitate peer to peer support as well as exchange of information. The purpose of the platform is to build a more inclusive and diverse community to share field practices, ideas that worked (or not worked) and discuss innovative ways to make protection action more effective. In doing so, the platform nurtures rich discussions with the aim of yielding new and fruitful approaches to protection challenges.

In the future, the platform also will host a "protection challenge" which focuses on convening the collective talents of practitioners within and across traditional and non-traditional actors. The protection challenge will crowdsource new ideas and best practices to help solve direct challenges that the Global Protection Cluster faces in the field. Building on the GPC Strategic Framework objective of engaging with a wide variety of actors and potential new partners, the challenge section will enable collaborative problem solving and idea generation. It is a space, where the online community can contribute ideas, solutions and discussion to a common issue or concern.

2. Objective

What does the GPC Operations Cell want to achieve?

- ✓ Allow cluster and sub-cluster coordinators and co-facilitators to share knowledge and experience on the challenges they face in their work;

- ✓ Allow easy and rapid access to the latest guidance and relevant material;
- ✓ Encourage the use of the platform as a professional network to regularly ask opinions, solicit feedback, and exchange innovative ideas;
- ✓ To support new-born clusters (and their coordinators) that are in the start-up phase.
- ✓ Information sharing
- ✓ Peer support
- ✓ Review of recent developments, products and practices
- ✓ Strengthen the collective protection response in the field, and the relationships between sub-clusters, co-facilitators and cluster lead agencies with a particular focus on enhanced coordination and cooperation
- ✓ Foster a more cohesive approach to protection programming looking at synergies between the different actors' programming

3. Membership & Administration

3.1 Who administers the community of practice?

The GPC Community of Practice will be administered and moderated by the GPC Operations Cell, in close collaboration with a network of UN agencies, NGOs and international organisations working on protection.

The IRC, as co-chair of the Task Team on Protection Mainstreaming, will run and moderate the protection mainstreaming community within the platform.

3.2 Who takes part in the community of practice?

The GPC Community of Practice consists first and foremost of practitioners; specialists who perform the same job or collaborate on a shared task. The community acts like an in-house professional society, cutting across team and divisional boundaries.

At the field level it is expected that all National and Sub-national Protection Clusters Coordinators, Co-facilitators, and Sub-Cluster Coordinators will participate, in a closed space 'GPC Cluster Coordination', and where feasible moderate particular discussions.

At the global level, relevant experts from different humanitarian organizations, will participate and moderate the on-going discussions (e.g. GBV, CP, HLP and Mine Action AoRs of the GPC, Task teams on learning, protection mainstreaming, law and policy, donor-dialogue, and protection priority of the GPC, GLC, IRC, IOM, and JIPS) to ensure expert advice and guidance. To foster a culture of innovation and information sharing, the GPC platform will also dedicate space to the GPC's Task Teams and AoRs to exchange information and give feedback on lessons learned and activities rolled out in the field. This exchange may take place in the closed space 'GPC Cluster Coordination' or the public 'Exchange' space.

**GLOBAL
PROTECTION
CLUSTER**
Community of Practice

3.3 What is the protection challenge?

The protection challenge section, soon to be launched, will be open to a broader community, including development actors, private sector members, potential new partners and other actors involved in protection work to participate in sharing views and ideas about protection challenges.

4. Terms of Reference

- i. The GPC Operations Cell **administers** and **moderates** the Community of Practice
- ii. In consultation with the GPC Operations Cell, each **moderating agency, protection-cluster coordinator, co-facilitator, AoR coordinator, expert or Task-Team member** will be provided with respective log-in names to moderate agreed-upon topics
- iii. Every two weeks the GPC moderator asks a maximum of two questions to the community, the list of questions can also be based on discussions with other **moderating agencies** (UNICEF, UNFPA, Mine Action, NRC, IFRC, JIPS, and IOM), **protection-cluster coordinators, co-facilitators, experts, and Task-Team members**
- iv. Participants in the Community of Practice are also able to utilize the **Post-Feedback box** to post questions, share experiences, and stories from the field
- v. With support from the GPC Operations Cell, the **IRC** will administer the **protection mainstreaming page** including preparation of the questions and moderating discussions on a regular basis
- vi. The GPC Operations Cell moderator is able to close and archive active discussions, where needed
- vii. As part of the GPC community, **Protection Webinars** will be organised, in coordination with the **GLC** and **Disaster Ready**
- viii. Posted questions will be responded to within 48 hours
- ix. Dash boards identifying the number of visitors, active users, protection themes, challenges by region and country will run on a bi-weekly and monthly basis
- x. Discussions will be moderated in **English, French, Arabic, and Spanish**

5. GPC Operations Cell Moderator

- ✓ Oversee the community of practice
- ✓ Ensure the community of practice is meeting the stated objectives
- ✓ Identify protection themes, challenges, and training needs arising from the community of practice platform
- ✓ Responsible for monitoring communication within the community
- ✓ Facilitate discussion and prompt response to questions posted within 48 hours

- ✓ Assist new participants with technological challenges in accessing online community
- ✓ Liaise with relevant stakeholders and moderators

6. Technical Advisor

- ✓ Solve technical issues for accessing the GPC Community of Practice
- ✓ Help develop and iterate the platform, providing guidance on branding, communication materials, and overall user experience
- ✓ Train GPC Operations Moderator in the technical aspects of the platform, providing ownership and expertise to the GPC
- ✓ Aid in the development of dashboards and reporting mechanisms based on the provided criteria and variables from the GPC
- ✓ Support the GPC Operations Cell Moderator in gathering feedback from the community and using this feedback to create a better user experience
- ✓ Support the GPC Operations Cell Moderator in the scaling up of the platform after initial launch, based on the needs of the GPC Community of Practice

7. Members and Moderators responsibilities

Each member/moderator is encouraged to:

- ✓ Develop and share knowledge and expertise
- ✓ Share values and principles around collaboration and peer support
- ✓ Share relevant resources
- ✓ Contribute to a body of knowledge and resources available to all members
- ✓ Generate and support positive culture and practice change
- ✓ Promote the CoP objectives in the community in a spirit of good faith
- ✓ Provide input and feedback to fellow CoP members
- ✓ Support innovation and creativity
- ✓ Adhere to other domains of Terms of Reference

8. Volunteer Mentors

- ✓ Participants can invite members and create their own groups to discuss specific topics as well as approach individual members with an expression of interest request to facilitate or mentor them in a particular area of specialty.

9. Code of conduct

It is expected that all members of the CoP commit to:

- ✓ Communicating and working with each other in a collaborative, cooperative and transparent manner.
- ✓ Respecting and valuing each other's different skills, expertise and values.
- ✓ Abiding by the principles of diversity

10. Evaluation

The Terms of Reference will be reviewed every year.

Effectiveness of the forum will be assessed every 6 months by the means of electronic survey, collated, analyse and report posted/distributed for discussion by community members. The following will be assessed:

- ✓ the range and number of participants;
- ✓ level of participation;
- ✓ member satisfaction with the community and the perceived value over the stated period

11. Term

The current **Terms of Reference** are effective from **June 2016**.