



Quality Standards for RAISE Project

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Rural Development Organization
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1. INTRODUCTION

1.1 Document Purpose:

This document establishes comprehensive quality standards for all RAISE Project activities to ensure systematic, effective, and accountable implementation across Protection and Economic Development sectors in Charsadda. The purpose is to define minimum acceptable standards for program delivery that align with RDO's Strategic Plan 2025-2030 and international best practices, while ensuring culturally appropriate and contextually relevant service delivery to vulnerable communities including Afghan refugees and host populations.

These quality standards serve as the operational framework for maintaining consistency, professionalism, and impact across all project interventions, from individual case management to large-scale community mobilization efforts. The standards are designed to ensure that every activity contributes meaningfully toward achieving the project's outcome targets of supporting 1,500 individuals with civil documentation, training 1,700 people in market-driven skills, establishing 91 functional market linkages, and creating sustainable protection mechanisms that respond to 85% of incidents within 48 hours.

The implementation of these quality standards ensures accountability to beneficiaries, donors, and communities while establishing clear expectations for staff performance and service delivery. Regular application of these standards enables systematic quality improvement, evidence-based decision making, and the documentation of best practices that can inform future programming and contribute to the broader development sector's learning in integrated protection and economic development approaches.

QUALITY STANDARDS OVERVIEW

Quality Framework Principles

- **Effectiveness:** Activities achieve intended outcomes and impact
- **Efficiency:** Optimal use of resources and time
- **Relevance:** Activities address actual needs and priorities
- **Sustainability:** Long-term viability and community ownership
- **Accountability:** Transparent and responsible implementation
- **Inclusion:** Equitable participation across all target groups
- **Cultural Sensitivity:** Respect for local values and customs
- **Do No Harm:** Avoiding negative impacts on communities

Quality Rating Scale

- **Excellent (90-100%):** Exceeds all quality standards
- **Good (80-89%):** Meets all essential quality standards
- **Satisfactory (70-79%):** Meets most quality standards with minor gaps
- **Needs Improvement (60-69%):** Significant quality gaps requiring action
- **Unsatisfactory (<60%):** Major quality deficiencies requiring immediate intervention

PROTECTION ACTIVITIES QUALITY STANDARDS

1. ESTABLISH INCIDENT REPORTING MECHANISMS

Quality Standard: Accessible, confidential, and culturally appropriate incident reporting systems

Quality Indicators:

- Multiple reporting channels available (hotline, in-person, community focal points)
- 24/7 accessibility through at least one channel
- Multilingual support (Pashto, Urdu, Dari)
- Gender-sensitive reporting options
- Confidentiality protocols in place
- Community awareness of reporting mechanisms $\geq 85\%$

Quality Benchmarks:

- Response time to reports ≤ 4 hours for urgent cases, ≤ 24 hours for non-urgent
- 100% of reports logged and acknowledged
- Zero breaches of confidentiality
- $\geq 60\%$ of reports from women and girls
- Community satisfaction with reporting mechanisms $\geq 80\%$

Documentation Requirements:

- Standard Operating Procedures (SOPs) for incident reporting
- Confidentiality agreements for all staff
- Community awareness materials in local languages
- Incident reporting log templates
- Regular mechanism functionality reports

2. DEVELOP RAPID RESPONSE PROTOCOLS

Quality Standard: Clear, actionable protocols enabling swift and appropriate response to protection incidents

Quality Indicators:

- Comprehensive protocols covering all incident types
- Clear role definitions and responsibilities
- Escalation procedures documented
- Coordination mechanisms with authorities
- Regular protocol updates based on lessons learned

Quality Benchmarks:

- Response initiated within 2 hours for emergency cases
- 85% of incidents responded to within 48 hours
- 100% of responders trained on protocols
- Protocol review and update every 6 months
- Zero incidents of inappropriate response

Documentation Requirements:

- Detailed response protocol manual
- Incident classification guidelines
- Emergency contact directory
- Response time tracking logs
- Protocol training records

3. TRAIN STAFF ON EMERGENCY PROCEDURES

Quality Standard: Comprehensive training ensuring all staff are competent in emergency response

Quality Indicators:

- Standardized training curriculum
- Competency-based assessment
- Regular refresher training
- Scenario-based practical exercises
- Documentation of training completion

Quality Benchmarks:

- 100% of relevant staff complete initial training
- $\geq 85\%$ pass rate on competency assessments
- Refresher training every 6 months
- Training satisfaction score $\geq 80\%$
- Response quality improvement of $\geq 20\%$ post-training

Documentation Requirements:

- Training curriculum and materials
- Attendance records and certificates
- Assessment results and feedback
- Training evaluation reports
- Competency tracking database

4. CREATE INCIDENT TRACKING SYSTEM

Quality Standard: Comprehensive digital system enabling systematic incident monitoring and analysis

Quality Indicators:

- Secure database with appropriate access controls
- Real-time data entry and updates
- Trend analysis capabilities
- Regular backup and data protection
- User-friendly interface

Quality Benchmarks:

- 100% of incidents logged within 24 hours
- Data accuracy rate $\geq 95\%$
- System uptime $\geq 98\%$
- Monthly trend analysis reports generated
- Zero data security breaches

Documentation Requirements:

- System user manual and training materials
- Data protection and privacy policies
- Regular system performance reports
- Database backup schedules
- Access control logs

5. CONDUCT VULNERABILITY ASSESSMENTS

Quality Standard: Systematic, participatory assessments identifying and prioritizing protection needs

Quality Indicators:

- Standardized assessment methodology
- Representative sample across target groups
- Participatory assessment techniques
- Regular assessment updates
- Integration with service planning

Quality Benchmarks:

- Assessments completed every 6 months
- $\geq 60\%$ women's participation in assessments
- $\geq 50\%$ refugee participation in Charsadda assessments
- 100% of identified high-risk cases followed up
- Assessment findings incorporated into planning within 30 days

Documentation Requirements:

- Assessment methodology and tools
- Assessment reports with recommendations
- Participant consent forms
- Action plans based on findings
- Follow-up tracking records

6. ESTABLISH CASE MANAGEMENT SYSTEM

Quality Standard: Professional case management ensuring comprehensive support for protection cases

Quality Indicators:

- Standardized case management procedures
- Trained case managers with appropriate caseloads
- Confidential case files with regular updates
- Clear case closure criteria
- Quality supervision and support

Quality Benchmarks:

- Maximum caseload of 25 active cases per case manager
- Case plans developed within 72 hours of intake
- 100% of cases receiving monthly follow-up
- Case closure criteria met for $\geq 80\%$ of closed cases
- Client satisfaction with case management $\geq 85\%$

Documentation Requirements:

- Case management SOPs and forms
- Case manager training records
- Individual case files and plans
- Supervision and quality review records
- Case outcome tracking reports

7. DEVELOP REFERRAL PATHWAYS FOR ESSENTIAL SERVICES

Quality Standard: Comprehensive referral network ensuring access to specialized services

Quality Indicators:

- Mapped service providers with updated contact information
- Formal referral agreements with key services
- Standardized referral procedures
- Feedback mechanisms from service providers
- Regular pathway review and updates

Quality Benchmarks:

- Referral pathways to ≥ 10 specialized services per district
- $\geq 80\%$ of referrals successfully connected to services
- Response time from service providers ≤ 48 hours
- Formal agreements with $\geq 75\%$ of key service providers
- Pathway effectiveness review every 3 months

Documentation Requirements:

- Service mapping reports and directories
- Formal referral agreements and MOUs
- Referral tracking forms and databases
- Service provider feedback reports
- Pathway review and update records

8. CONSULTANT FOR CIVIL DOCUMENTATION ASSISTANCE

Quality Standard: Expert consultation services facilitating access to civil documentation

Quality Indicators:

- Qualified consultant with relevant experience
- Clear scope of work and deliverables
- Regular progress reporting
- Quality assurance mechanisms
- Knowledge transfer to staff

Quality Benchmarks:

- Consultant credentials verified and appropriate
- $\geq 75\%$ success rate in documentation facilitation
- 100% of cases processed within agreed timeframes
- Client satisfaction with consultant services $\geq 85\%$
- Staff capacity improved by $\geq 30\%$ through knowledge transfer

Documentation Requirements:

- Consultant terms of reference and contract
- Regular progress reports and case logs
- Quality assurance checklists
- Client feedback forms
- Knowledge transfer documentation

9. GBV RESPONSE SERVICES ASSOCIATE

Quality Standard: Specialized GBV response ensuring survivor-centered, confidential support

Quality Indicators:

- Qualified associate with GBV expertise
- Survivor-centered approach in all interventions
- Confidentiality and safety protocols
- Coordination with specialized GBV services
- Regular supervision and support

Quality Benchmarks:

- 100% of GBV cases handled by qualified associate
- Zero breaches of survivor confidentiality
- $\geq 90\%$ of survivors report feeling safe and supported
- Response time to GBV cases ≤ 2 hours
- Associate receives monthly specialized supervision

Documentation Requirements:

- Associate job description and qualifications
- GBV response protocols and procedures

- Case documentation (anonymized)
- Supervision records and training logs
- Safety and security protocols

10. MHPSS SERVICES ASSOCIATE

Quality Standard: Professional mental health and psychosocial support services

Quality Indicators:

- Qualified associate with MHPSS credentials
- Evidence-based intervention approaches
- Cultural and context-appropriate services
- Regular supervision by qualified supervisor
- Integration with broader protection services

Quality Benchmarks:

- Associate meets professional qualification standards
- $\geq 80\%$ of clients show improvement in psychosocial wellbeing
- 100% of sessions documented appropriately
- Monthly supervision sessions conducted
- Client satisfaction with MHPSS services $\geq 85\%$

Documentation Requirements:

- Associate qualifications and training records
- MHPSS service protocols and guidelines
- Client session records (confidential)
- Supervision and professional development logs
- Service outcome tracking reports

11. MAP EXISTING PROTECTION SERVICES

Quality Standard: Comprehensive mapping of protection services enabling effective coordination

Quality Indicators:

- Complete service inventory by geographic area
- Detailed service capacity and accessibility information
- Regular mapping updates
- Visual mapping products for easy reference
- Stakeholder validation of mapping

Quality Benchmarks:

- $\geq 95\%$ of existing services identified and mapped
- Mapping updated every 6 months
- Visual maps accessible to all relevant staff
- $\geq 80\%$ accuracy verified by stakeholders
- Gap analysis completed and shared with stakeholders

Documentation Requirements:

- Service mapping database and reports
- Visual maps and infographics
- Stakeholder validation records
- Gap analysis reports
- Regular update schedules and logs

12. DESIGN PROTECTION RESPONSE FRAMEWORKS

Quality Standard: Comprehensive frameworks guiding coordinated protection response

Quality Indicators:

- Clear response procedures for different protection issues
- Role definitions and coordination mechanisms
- Quality standards and accountability measures
- Regular framework review and improvement
- Stakeholder consultation in framework development

Quality Benchmarks:

- Framework covers $\geq 90\%$ of identified protection issues
- 100% of relevant staff trained on framework
- Framework reviewed and updated annually
- $\geq 80\%$ stakeholder agreement on framework appropriateness
- Implementation guidelines clear and actionable

Documentation Requirements:

- Protection response framework documents
- Stakeholder consultation records
- Training materials and attendance logs
- Framework implementation guidelines
- Annual review and update reports

13. ESTABLISH COORDINATION MECHANISMS WITH SERVICES

Quality Standard: Effective coordination mechanisms enhancing service delivery and avoiding duplication

Quality Indicators:

- Regular coordination meetings with clear agendas
- Information sharing protocols
- Joint planning and implementation activities
- Conflict resolution mechanisms
- Documentation of coordination outcomes

Quality Benchmarks:

- Monthly coordination meetings with $\geq 80\%$ attendance

- 100% of major protection incidents discussed in coordination forums
- ≥ 3 joint activities implemented annually
- Response time to coordination requests ≤ 48 hours
- Coordination effectiveness rated $\geq 80\%$ by participants

Documentation Requirements:

- Coordination meeting minutes and action points
- Information sharing agreements
- Joint activity implementation reports
- Coordination effectiveness assessments
- Stakeholder feedback compilation

14. CONDUCT PERIODIC REVIEW OF PROTECTION SYSTEMS

Quality Standard: Regular, systematic review ensuring protection system effectiveness and improvement

Quality Indicators:

- Structured review methodology
- Participation of all relevant stakeholders
- Data-driven analysis and recommendations
- Action plan development and implementation
- Follow-up on previous review recommendations

Quality Benchmarks:

- Comprehensive reviews conducted every 6 months
- $\geq 85\%$ of protection system components reviewed
- $\geq 80\%$ of review recommendations implemented
- Stakeholder satisfaction with review process $\geq 80\%$
- System improvements documented and measured

Documentation Requirements:

- Review methodology and tools
- Review reports with findings and recommendations
- Action plans with timelines and responsibilities
- Implementation tracking records
- Follow-up assessment reports

15. ESTABLISH PROTECTION RESOURCE CENTRE

Quality Standard: Accessible, well-equipped centers providing comprehensive protection services

Quality Indicators:

- Strategic location with good accessibility
- Appropriate facilities and equipment

- Trained staff and clear service protocols
- Safe and welcoming environment
- Regular service quality monitoring

Quality Benchmarks:

- Center accessible to $\geq 85\%$ of target population within 1 hour travel
- Operating hours cover ≥ 8 hours daily, 6 days weekly
- $\geq 90\%$ of visitors report center as safe and welcoming
- Average wait time for services ≤ 30 minutes
- Center utilization rate $\geq 70\%$ of capacity

Documentation Requirements:

- Center establishment and setup documentation
- Service protocols and staff training records
- Visitor logs and service statistics
- Safety and security protocols
- Regular monitoring and evaluation reports

16. DEVELOP PROTECTION TRAINING CURRICULUM

Quality Standard: Comprehensive, culturally appropriate curriculum building protection capacity

Quality Indicators:

- Evidence-based content aligned with international standards
- Participatory learning methodologies
- Cultural and context adaptation
- Assessment and certification components
- Regular curriculum review and updates

Quality Benchmarks:

- Curriculum covers $\geq 90\%$ of essential protection topics
- Training materials available in 3 local languages
- $\geq 85\%$ participant satisfaction with curriculum content
- $\geq 80\%$ pass rate on competency assessments
- Annual curriculum review and update

Documentation Requirements:

- Complete curriculum package with modules
- Training materials in multiple languages
- Assessment tools and certification criteria
- Participant feedback and evaluation reports
- Annual curriculum review reports

17. CONDUCT COMMUNITY PROTECTION WORKSHOPS

Quality Standard: Effective workshops building community protection awareness and capacity

Quality Indicators:

- Participatory workshop design and facilitation
- Diverse participant representation
- Practical skill development focus
- Cultural sensitivity in content delivery
- Follow-up support and reinforcement

Quality Benchmarks:

- $\geq 60\%$ women participation in workshops
- $\geq 85\%$ participant satisfaction scores
- $\geq 80\%$ knowledge retention after 3 months
- Workshop content adapted for each district context
- $\geq 70\%$ of participants apply learned skills

Documentation Requirements:

- Workshop curricula and session plans
- Participant attendance and demographic records
- Pre and post-training assessment results
- Participant feedback and evaluation forms
- Follow-up tracking and support records

18. ORGANIZE TRAINING OF TRAINERS SESSIONS

Quality Standard: High-quality ToT sessions developing sustainable training capacity

Quality Indicators:

- Comprehensive ToT curriculum covering content and methodology
- Experienced master trainers facilitating sessions
- Practical teaching opportunities for participants
- Ongoing mentoring and support systems
- Quality certification process

Quality Benchmarks:

- $\geq 85\%$ of ToT participants successfully certified
- New trainers achieve $\geq 80\%$ effectiveness ratings
- $\geq 90\%$ of new trainers remain active after 6 months
- ToT participant satisfaction $\geq 90\%$
- Knowledge and skill transfer rate $\geq 85\%$

Documentation Requirements:

- ToT curriculum and training materials
- Trainer certification criteria and records

- Participant performance assessments
- Mentoring and support documentation
- Trainer effectiveness tracking reports

19. IMPLEMENT FOLLOW-UP MENTORING PROGRAM

Quality Standard: Systematic mentoring ensuring sustained skill application and improvement

Quality Indicators:

- Structured mentoring program design
- Qualified mentors with clear roles
- Regular mentoring sessions and support
- Progress tracking and improvement planning
- Mentee feedback and satisfaction

Quality Benchmarks:

- Monthly mentoring sessions for each mentee
- $\geq 80\%$ improvement in mentee performance
- Mentoring program completion rate $\geq 85\%$
- Mentee satisfaction with mentoring $\geq 85\%$
- $\geq 70\%$ of mentees achieve independent competency

Documentation Requirements:

- Mentoring program framework and guidelines
- Mentor training and qualification records
- Individual mentoring plans and progress logs
- Session documentation and feedback forms
- Program effectiveness evaluation reports

20. IDENTIFY POTENTIAL PROTECTION CHAMPIONS

Quality Standard: Transparent, community-based identification of committed protection leaders

Quality Indicators:

- Clear selection criteria and process
- Community participation in identification
- Diverse representation across target groups
- Verification of commitment and availability
- Documentation of selection rationale

Quality Benchmarks:

- $\geq 50\%$ women among identified champions
- $\geq 30\%$ refugees among champions in Charsadda
- Community endorsement rate $\geq 80\%$ for selected champions
- Champion retention rate $\geq 85\%$ after 12 months
- Selection process completed within 60 days

Documentation Requirements:

- Champion identification criteria and process
- Community consultation and nomination records
- Champion profiles and background verification
- Selection committee decisions and rationale
- Community endorsement documentation

21. TRAIN PROTECTION CHAMPIONS

Quality Standard: Comprehensive training developing champion leadership and technical capacity

Quality Indicators:

- Specialized curriculum for champion roles
- Competency-based training approach
- Practical skill development opportunities
- Ongoing support and refresher training
- Performance monitoring and feedback

Quality Benchmarks:

- 100% of champions complete core training
- $\geq 85\%$ pass rate on champion competency assessments
- Training satisfaction score $\geq 90\%$
- Champions demonstrate $\geq 80\%$ skill retention after 6 months
- $\geq 75\%$ of champions achieve leadership effectiveness targets

Documentation Requirements:

- Champion training curriculum and materials
- Training attendance and completion records
- Competency assessment results
- Training evaluation and feedback reports
- Skill retention and application tracking

22. PROVIDE ONGOING SUPPORT TO PROTECTION CHAMPIONS

Quality Standard: Sustained support system ensuring champion effectiveness and motivation

Quality Indicators:

- Regular support meetings and check-ins
- Technical assistance and problem-solving support
- Recognition and motivation programs
- Peer learning and networking opportunities
- Resource provision and logistical support

Quality Benchmarks:

- Monthly support meetings with $\geq 80\%$ champion attendance

- Response time to champion requests ≤ 24 hours
- Champion motivation and satisfaction $\geq 85\%$
- $\geq 90\%$ of champions remain active throughout project
- Champion effectiveness ratings $\geq 80\%$

Documentation Requirements:

- Support program framework and activities
- Meeting minutes and attendance records
- Champion feedback and satisfaction surveys
- Support request and response logs
- Champion performance tracking reports

23. M&E, IMPACT ASSESSMENT OF PROTECTION ACTIVITIES

Quality Standard: Comprehensive monitoring and evaluation demonstrating protection outcomes and impact

Quality Indicators:

- Clear M&E framework with outcome indicators
- Regular data collection and analysis
- Participatory evaluation approaches
- Evidence-based reporting and learning
- Utilization of findings for improvement

Quality Benchmarks:

- 100% of indicators tracked monthly
- Data accuracy and completeness $\geq 95\%$
- $\geq 80\%$ of targets achieved or exceeded
- Evaluation recommendations implementation rate $\geq 75\%$
- Stakeholder satisfaction with M&E process $\geq 80\%$

Documentation Requirements:

- M&E framework and indicator definitions
- Data collection tools and databases
- Regular monitoring reports and analyses
- Evaluation reports with recommendations
- Learning and improvement action plans

ECONOMIC DEVELOPMENT ACTIVITIES QUALITY STANDARDS

24. CONDUCT MARKET ASSESSMENT

Quality Standard: Comprehensive market analysis informing relevant and viable economic interventions

Quality Indicators:

- Systematic assessment methodology
- Representative market stakeholder participation
- Value chain analysis for priority sectors
- Gender and inclusion considerations
- Actionable recommendations and opportunities

Quality Benchmarks:

- Assessment covers ≥ 5 economic sectors per district
- $\geq 50\%$ women's participation in market consultations
- Market opportunity validation rate $\geq 80\%$
- Assessment completed within 90 days
- Stakeholder satisfaction with assessment process $\geq 85\%$

Documentation Requirements:

- Market assessment methodology and tools
- Stakeholder consultation records
- Market analysis reports with recommendations
- Validation workshop documentation
- Implementation planning based on findings

25. IDENTIFY POTENTIAL MARKET PARTNERS

Quality Standard: Strategic identification of market partners committed to inclusive employment and business development

Quality Indicators:

- Clear partner selection criteria
- Due diligence and capacity assessment
- Commitment to inclusion and social responsibility
- Geographic and sectoral diversity
- Mutual benefit potential

Quality Benchmarks:

- $\geq 30\%$ women-owned businesses among partners
- Partner retention rate $\geq 80\%$ throughout project
- $\geq 50\%$ of partners demonstrate inclusive hiring practices
- Partner satisfaction with collaboration $\geq 85\%$
- Geographic coverage across all three districts

Documentation Requirements:

- Partner identification criteria and process
- Due diligence and assessment records
- Partner profiles and capacity evaluations
- Initial partnership agreements
- Partner feedback and satisfaction surveys

26. ESTABLISH FORMAL MARKET AGREEMENTS

Quality Standard: Clear, mutually beneficial agreements facilitating sustainable market linkages

Quality Indicators:

- Comprehensive agreement terms and conditions
- Clear roles, responsibilities, and expectations
- Quality standards and performance metrics
- Dispute resolution mechanisms
- Regular review and renewal processes

Quality Benchmarks:

- 100% of agreements include inclusion and gender equity clauses
- Agreement compliance rate $\geq 90\%$
- Partner satisfaction with agreement terms $\geq 85\%$
- Dispute resolution within 30 days
- Agreement renewal rate $\geq 75\%$

Documentation Requirements:

- Standard agreement templates and guidelines
- Executed partnership agreements
- Compliance monitoring reports
- Partner feedback and satisfaction records
- Agreement review and renewal documentation

27. CREATE NETWORKING OPPORTUNITIES

Quality Standard: Regular, inclusive networking events facilitating market connections and business development

Quality Indicators:

- Diverse participant representation
- Structured networking format and facilitation
- Follow-up mechanisms for connections made
- Cultural and language accessibility
- Outcome tracking and evaluation

Quality Benchmarks:

- $\geq 60\%$ women participation in networking events
- ≥ 3 networking events per district annually
- $\geq 70\%$ of participants make meaningful connections
- Event satisfaction rating $\geq 85\%$
- $\geq 40\%$ of connections lead to business opportunities

Documentation Requirements:

- Networking event planning and agenda

- Participant registration and demographics
- Event evaluation and feedback forms
- Connection tracking and follow-up records
- Business opportunity outcome reports

28. DEVELOP SKILLS TRAINING CURRICULUM

Quality Standard: Market-relevant, competency-based curriculum preparing participants for employment and entrepreneurship

Quality Indicators:

- Industry-validated curriculum content
- Competency-based learning objectives
- Practical, hands-on training components
- Inclusion of life skills and business basics
- Regular curriculum updates based on market needs

Quality Benchmarks:

- $\geq 85\%$ employer satisfaction with graduate skills
- Curriculum review and update every 12 months
- $\geq 90\%$ participant completion rate
- Skills assessment pass rate $\geq 80\%$
- Employment rate of graduates $\geq 75\%$ within 6 months

Documentation Requirements:

- Complete curriculum packages for each trade
- Industry consultation and validation records
- Learning assessment tools and criteria
- Curriculum review and update documentation
- Graduate employment tracking reports

29. CONDUCT SKILLS TRAINING SESSIONS

Quality Standard: High-quality training delivery ensuring skill acquisition and practical application

Quality Indicators:

- Qualified trainers with industry experience
- Appropriate training facilities and equipment
- Interactive and practical training methodologies
- Regular assessment and feedback
- Supportive learning environment

Quality Benchmarks:

- Trainer-to-participant ratio not exceeding 1:15
- Training completion rate $\geq 90\%$

- Participant satisfaction with training $\geq 85\%$
- Skills competency achievement rate $\geq 80\%$
- Post-training employment rate $\geq 75\%$

Documentation Requirements:

- Trainer qualifications and training records
- Training session plans and attendance logs
- Participant assessment results
- Training evaluation and feedback reports
- Employment outcome tracking records

30. PROVIDE TRAINING MATERIALS AND RESOURCES

Quality Standard: Comprehensive, accessible training materials supporting effective learning

Quality Indicators:

- Culturally appropriate and context-relevant materials
- Multiple format availability (visual, audio, hands-on)
- Materials in local languages
- Quality and durability of physical resources
- Regular material updates and improvements

Quality Benchmarks:

- Materials available in ≥ 3 local languages
- Material quality rating $\geq 85\%$ by participants
- $\geq 95\%$ of participants receive complete material sets
- Material relevance validation by industry experts
- Annual material review and update

Documentation Requirements:

- Material development and design records
- Translation and localization documentation
- Material quality assurance checklists
- Participant feedback on materials
- Annual material review reports

31. ESTABLISH SKILL TRAINING INSTITUTE

Quality Standard: Sustainable training institution providing ongoing skills development beyond project period

Quality Indicators:

- Appropriate institutional setup and governance
- Qualified staff and management systems
- Diversified funding and sustainability plan
- Quality assurance and certification systems
- Community ownership and engagement

Quality Benchmarks:

- Institute operational within 12 months of establishment
- ≥ 3 funding sources secured for sustainability
- Governance structure established with community representation
- Quality certification system operational
- Graduate employment rate $\geq 70\%$ sustained annually

Documentation Requirements:

- Institute establishment and governance documents
- Staffing and management structure records
- Sustainability and business plan
- Quality assurance systems documentation
- Annual performance and impact reports

32. DEVELOP INTERNSHIP PROGRAMS

Quality Standard: Structured internship programs providing practical work experience and employment pathways

Quality Indicators:

- Clear internship objectives and learning outcomes
- Quality workplace placements with supervision
- Regular monitoring and support systems
- Fair stipend and working condition policies
- Conversion to employment opportunities

Quality Benchmarks:

- $\geq 60\%$ women participation in internships
- Internship completion rate $\geq 85\%$
- Supervisor satisfaction with interns $\geq 80\%$
- Intern satisfaction with experience $\geq 85\%$
- Conversion to employment rate $\geq 50\%$

Documentation Requirements:

- Internship program guidelines and procedures
- Workplace partnership agreements
- Intern placement and supervision records
- Progress monitoring and evaluation reports
- Employment conversion tracking documentation

33. ESTABLISH APPRENTICESHIP OPPORTUNITIES

Quality Standard: Traditional and formal apprenticeship programs transferring specialized skills and knowledge

Quality Indicators:

- Master craftspeople and businesses engagement
- Structured learning and skill transfer plans
- Fair compensation and working conditions
- Certification and recognition systems
- Cultural and traditional knowledge integration

Quality Benchmarks:

- ≥ 20 apprenticeship opportunities per district
- Apprenticeship completion rate $\geq 80\%$
- Master craftsperson satisfaction $\geq 85\%$
- Apprentice skill competency achievement $\geq 85\%$
- Post-apprenticeship independent practice rate $\geq 70\%$

Documentation Requirements:

- Apprenticeship program framework and guidelines
- Master craftsperson agreements and profiles
- Apprentice learning plans and progress records
- Skill assessment and certification documentation
- Post-apprenticeship tracking and support records

34. CREATE JOB PLACEMENT SERVICES

Quality Standard: Professional job placement services connecting trained participants with employment opportunities

Quality Indicators:

- Comprehensive job matching and placement process
- Resume development and interview preparation support
- Employer relationship management
- Follow-up and retention support
- Performance tracking and improvement

Quality Benchmarks:

- Job placement rate $\geq 75\%$ for training graduates
- $\geq 60\%$ women among job placements
- Job retention rate $\geq 70\%$ after 6 months
- Employer satisfaction with placements $\geq 80\%$
- Participant satisfaction with placement services $\geq 85\%$

Documentation Requirements:

- Job placement service procedures and tools
- Participant profile and skills databases
- Employer partnership and vacancy records
- Placement tracking and outcome reports
- Service evaluation and improvement documentation

35. PROVIDE SELF-EMPLOYMENT SUPPORT

Quality Standard: Comprehensive support services enabling successful micro-enterprise development

Quality Indicators:

- Business development and planning assistance
- Access to finance and credit facilities
- Market linkage and networking support
- Ongoing mentoring and technical assistance
- Performance monitoring and improvement support

Quality Benchmarks:

- $\geq 60\%$ women among self-employment beneficiaries
- Business survival rate $\geq 70\%$ after 12 months
- Average income increase $\geq 40\%$ within 12 months
- Client satisfaction with support services $\geq 85\%$
- Business growth and expansion rate $\geq 30\%$

Documentation Requirements:

- Self-employment support program guidelines
- Business development and planning records
- Financial linkage and credit facilitation documentation
- Mentoring and technical assistance logs
- Business performance tracking and evaluation reports

36. CONDUCT BUSINESS PLANNING WORKSHOPS

Quality Standard: Practical workshops developing essential business planning and management skills

Quality Indicators:

- Comprehensive business planning curriculum
- Interactive and participatory workshop methodology
- Real business case studies and applications
- Ongoing support and follow-up activities
- Outcome tracking and evaluation

Quality Benchmarks:

- Workshop completion rate $\geq 90\%$
- $\geq 60\%$ women participation in workshops
- Business plan quality score $\geq 80\%$
- Participant satisfaction $\geq 85\%$
- Business implementation rate $\geq 70\%$ within 6 months

Documentation Requirements:

- Workshop curriculum and training materials
- Participant attendance and completion records
- Business plan development and quality assessments
- Workshop evaluation and feedback reports
- Business implementation tracking documentation

37. PROVIDE BUSINESS MENTORING

Quality Standard: Professional mentoring services supporting new entrepreneurs through startup and growth phases

Quality Indicators:

- Qualified mentors with relevant business experience
- Structured mentoring program and methodology
- Regular mentoring sessions and support
- Progress tracking and milestone achievement
- Mentor development and training

Quality Benchmarks:

- Monthly mentoring sessions for each entrepreneur
- Mentor-entrepreneur matching success rate $\geq 85\%$
- Business performance improvement $\geq 50\%$
- Entrepreneur satisfaction with mentoring $\geq 90\%$
- Mentor retention rate $\geq 80\%$

Documentation Requirements:

- Mentoring program framework and procedures
- Mentor recruitment, training, and qualification records
- Mentoring session logs and progress reports
- Entrepreneur feedback and satisfaction surveys
- Program effectiveness evaluation reports

38. DEVELOP PROTECTION-SENSITIVE BUSINESS TEMPLATES

Quality Standard: Specialized business planning templates integrating protection considerations with commercial viability

Quality Indicators:

- Comprehensive protection risk assessment integration
- User-friendly template design and format
- Industry and context-specific adaptations
- Regular template testing and refinement
- Training materials for template utilization

Quality Benchmarks:

- Templates available for ≥ 10 business sectors

- Template utilization rate $\geq 90\%$ by supported businesses
- User satisfaction with template utility $\geq 85\%$
- Protection risk mitigation achievement $\geq 80\%$
- Business viability success rate $\geq 75\%$

Documentation Requirements:

- Template development methodology and process
- Complete template packages for different sectors
- User testing and feedback documentation
- Training materials and user guides
- Template effectiveness evaluation reports

39. REVIEW AND APPROVE BUSINESS PLANS

Quality Standard: Rigorous but supportive business plan review ensuring viability and protection sensitivity

Quality Indicators:

- Clear review criteria and assessment procedures
- Expert review panel with diverse expertise
- Constructive feedback and improvement support
- Transparent and fair approval process
- Appeal and revision mechanisms

Quality Benchmarks:

- Business plan review completed within 14 days
- Approval rate $\geq 70\%$ after revisions
- $\geq 60\%$ women-led businesses among approvals
- Reviewer feedback quality rating $\geq 85\%$
- Business success rate $\geq 75\%$ for approved plans

Documentation Requirements:

- Business plan review criteria and procedures
- Review panel composition and expertise records
- Individual business plan assessments and feedback
- Approval decisions and rationale documentation
- Business performance tracking for approved plans

40. MONITOR INCOME CHANGES

Quality Standard: Systematic tracking of income improvements demonstrating economic impact

Quality Indicators:

- Baseline income data collection and verification
- Regular income monitoring and tracking systems
- Multiple income source consideration

- Gender-disaggregated income analysis
- Trend analysis and impact assessment

Quality Benchmarks:

- $\geq 95\%$ data collection completeness
- Income increase $\geq 40\%$ for $\geq 75\%$ of beneficiaries
- $\geq 60\%$ women showing significant income improvement
- Data accuracy verification rate $\geq 90\%$
- Monthly income tracking and reporting

Documentation Requirements:

- Income monitoring methodology and tools
- Baseline income survey data and analysis
- Regular income tracking databases
- Income change analysis and impact reports
- Data verification and quality assurance records

