**How to run a RedRose Training?**

This document is for training facilitators providing some guidance and simple tips on how to conduct a RedRose training effectively for your own teams.

**TIPS**

💡 Tailor the training to your **audience** and **learning objectives**. E.g. managers - why this system is important for accountability and visibility on the progress of the cash programme; data collection volunteers - how to use the mobile data collection app; finance - how to ensure financial controls and reconciliation of funds; programme managers - how to manage beneficiaries and financial assistance.

💡 People learn differently so ensure you incorporate **different learning methods** in your sessions: (1) Audio - repeat key messages or concepts and give examples, (2) Visual - show how things are done not just describe there, do a practical demo, (3) Kinesthetic or sensory/touch learning - do hands on practical exercises and immerse the audience in scenarios that they could relate to.

💡 **Prepare the materials** in advance. Not just the step by step documentation, but also the scenarios or examples to show.

💡 Stick with the **scope of the session** (e.g. advocacy or awareness raising vs. advanced skill building features). For those who want to learn more advanced topics, refer them to a separate session. Ensure the learning objectives for the session are met first before adding new scope and people who may not need to stay can either go or continue on.

💡 Keep **good energy** and enthusiasm during the session. Encourage questions and active participation from the audience. Repeat key messages.

💡 **Allocate time for reflection**--how do the concepts or steps relate to their work or how will they be able to use the system to address issues they are currently facing.

**SAMPLE SCRIPT**

The following is a brief script sample for running a basic level RedRose training that could be conducted in 1 day. The target audience is potential users of the system or those who want to learn about the basic features of the system. You may use the RedRose Overview presentation for this session and access to the demo environment. Facilitator may adjust the content and steps based on the audience, priorities of the National Society, and time available.

**Index:**

1. Welcome to the RedRose system
2. RedRose system presentation
3. First transaction round (demo). Second round (hand-on):
4. Beneficiary Registration
5. Distribution Planning
6. Surveys (PDM, exit Survey, Market/price Monitor)
7. Distribution tracking and Reconciliation
8. Report Analysis
9. Hardware, Device & app, install & setup
10. Risk Management
11. Questions, questions, questions

**STEPS:**

1. Welcome to the RedRose system!

Ask the audience if they have any knowledge or have heard about the RedRose system and what they think the system does. (1-5 mins)

1. Present the RedRose system (15 mins)

Provide an overview of the RedRose system - what features are included.

Mention the use of RedRose in different countries (e.g. Vietnam, Philippines, Kenya, Pakistan), the different payment mechanisms (e.g. cash in envelopes, remittance, mobile money) and distribution modalities supported (e.g. cash, in-kind, attendance tracking), the volume of beneficiaries (e.g. small to large volumes), etc. to the audience can see the variety of context for which they could use the system.

Mention that the system supports offline beneficiary registration and distribution (e.g. e-vouchers). But internet connectivity is needed to set up the registration form and manage beneficiaries. Describe the hardware (e.g. mobile phones) and how they will be used for registration and surveys and distribution, if applicable.

1. Web portal and hardware overview (30 mins)

Navigate the web portal and show the different menu items. Provide a high level description.

Show the hardware devices that will be used. At minimum the Android phone that will be used for registration and surveys.

1. Transactions

Transactions should be done in two steps:

* First should be a **demo** so participants can see the flow. Avoid having participants use their laptops for now, they should be focusing on understanding the flow rather than being hands-on. Call to the stage one or 2 participants to go through the transactions with RedRose. Have a projector so the rest of the participants can follow. Facilitator will give step by step instructions to navigate
* Second, ask the participants to do the steps individually **hands-on**. They will need their own laptop and mobile phone, or participants could share and work as a team if there’s not enough laptop or phones available.

Once the transactions are over, we suggest giving a 5-10 min time to discuss the features and provide comments or address questions.

1. Beneficiary Registration (30 mins)

It’s important to mention that the beneficiary registration can be done manually directly on the platform, imported from any other data collection tools via Excel or using RRCollect, which is based on ODK/Kobo.

For this session, you can prepare a simple form (not too many questions) and ask the participants to interview each other and record the answers using RRCollect on the mobile phones. At the end of the interview, all forms should be uploaded so the new registrations can be seen from the online portal. Please ask the participants to *not use any real data*. Mention that asking for consent before collecting data is good practice.

After sending the data to the platform, choose one of the newly created beneficiary profiles and show it to the audience, here is important to mention that:
- We can record up to 200 different data per beneficiary.

- Each beneficiary must have a unique ID. This can be provided by RR or by IFRC.

- Beneficiary Status; Candidate - Approved – Rejected.

- The location is very important to set correctly, it’s better to have the list of geolocations ina standardized format that volunteers can select from rather than typing them.

1. Distribution Planning and Tracking (45 min - 1 hour)

Once we have the beneficiary data set up correctly in the platform, we need to start the distribution planning.

For this session, better to pre-configure the Vendor (e.g. mobile money FSP) and all elements needed in the distribution (if using e-vouchers need to set up commodities).

Start by creating a Beneficiary Group using the beneficiaries registered in the system, then go through the Activity creation. You may need to ask one person to be the Finance approver and another person to be the programme manager making the requests, so the process is more realistic. Practice the Fund creation and adding more budget in the funds and creating new activities. Go through the Top-up process for the beneficiary group and generate the barcodes for distribution.

Depending on the distribution type, you may want to simulate the distribution. E.g. with barcode scanning, can have one table be the programme staff or volunteers doing the identity verification using beneficiary cards and another table for the FSP scanning the barcodes after a cash distribution.

At the end of the distribution, take a look at the dashboards and the reports for the status of the cash programme.

1. Surveys (PDM, exit Survey, Market/price Monitor) (20 min)

In this section we will role play again, the participants who played as beneficiaries will have different surveys from RRcollect to check and follow up about how the distribution went. A couple of survey questions could be pre-configured:

* Feedback and Complaints
* Exit Survey or Post distribution monitoring
* Market price monitoring for merchants or commodity vendors

Make sure the surveys are uploaded on the platform. View the dashboards, if they are available.

1. Questions, questions, questions (1 hour)

Note that unanswered technical questions could be sent to RedRose technical support. Demo environment could be made available to participants to practice.