# **TOR for CVA simulation exercise**

# ***<insert NS name and CVA programme/year>***

Summary

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| **Purpose**: The main objective of the simulation is to evaluate the NS capacity and readiness for provision of timely and quality CVA in an emergency response context, using a most likely scenario.  **Facilitators:**  CVA Focal Point/Head of Programmes with other NS members. Support of partner NS or IFRC can be requested, where necessary. The CVA TWG to also support facilitation as required.   * **Example timeframe**: Preparation; 0.5 day briefings + 3 day simulation exercise + 0.5 day debriefing/lessons learned |

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# Background

*<Paragraph on the CVAP programme>*

*<Include paragraph on the NS CVA vision and operational outcomes it wants to achieve through CVA. In particular, refer to the figures for timeliness and scale (**i.e. CVA operational levels), as this is what the simulation will be testing against >*

*<Mention date of SOPs development and approval>*

# Purpose and scope

The main objective of the simulation is to assess the abilities and effectiveness of NS systems and procedures, through the functionality of the SOPs, in order to run timely and quality CVA in response to a potential large-scale emergency, in a short period of time. As opposed to a pilot response, the simulation will be a desk-based exercise, based on a fictional scenario that is designed to be close to a real emergency. However, the exact approach the NS chooses will be based on their own context and priorities, with some choosing to include field work if preferred.

The CVAP simulation focuses on timeliness (time taken to deliver CVA) and scale(number of affected people) in a given emergency response. It should be designed based on the most likely emergency scenario in the NS context (e.g strong earthquake across the whole country or a flooding that affects many areas), as well as taking into consideration the NS mandated or auxiliary role in disaster response (e.g. rapid assessment, emergency relief distributions, implementing partner for government social assistance).

For NS with prior CVA experience, the scale in the simulation should be an increase from the usual CVA workload. The increase will serve to check functionality of the SOPs to prepare for and deliver multiple transactions at scale as well as the functionality of all relevant procedures and activities, under simulated emergency conditions.

The simulation exercise runs over 3 days, in order to test working in a 72 hour emergency window between the start of response and the first CVA distribution. During this time, a range of exercises/challenges and injects will take place and participants are tasked with making key decisions and tasks in a pressured, timed environment that replicates a real emergency.

# Objectives

The simulation is designed to test the following CVA functional areas:

* Functionality of NS CVA SOPs
* Roles and responsibilities of HQ and branches, including support services staff and volunteers, in the design and delivery of CVA
* Decision-making process at HQ and regional branches
* Community Engagement and Accountability (CEA for CVA)
* Monitoring systems and processes, including PDM
* Finance and administration systems, including financial sign-off and accounting procedures
* Logistics systems and processes, including testing a pre-agreement with a selected service provider or FSP
* HR and the capacity of CVA trained staff and volunteers in planning and delivering CVA
* Internal communication
* Internal and external coordination

# Expected outputs

At the end of the exercise, the following will have taken place:

* SOPs for CVA tested and recommendations for improvements developed.
* Staff and volunteers at HQ and branch levels have gone through key aspects of a typical CVA project cycle processes (assessment, response analysis, design and implementation, monitoring) and have improved their knowledge and skills, as well as have identified further action areas.

# Deliverables

The following deliverables are required:

* Scenario and injects for the exercise.
* Detailed plan for the simulation exercise, including timetable.
* Report on the simulation exercise, with recommendations for improvements.

# Facilitation team

The simulation scenario, injections, and management of the exercise should be designed and implemented by an experienced facilitator team. This can include external technical support of partner NS and/or IFRC if required.

Below are some suggested roles:

* *Lead facilitator*: Head of Programmes/DM Coordinator (Responsible for designing the scenario, introducing the exercise, briefings and debriefings)
* *Co-facilitator*: CVA Focal Point (Responsible for managing injects and deadlines, answering questions from the group)
* *Observers:* Social Development Manager, CVA Assistant or others. (Responsible for observing the participants and the process, filling in observation forms)

The process throughout the simulation should be documented by the facilitator team and debriefings held every morning and at the end of the exercise. Key findings and recommendations will be reflected in a simulation report.

**Example agenda** **for simulation**

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| **Day 0** |  |
| 13.00 – 15.00 | Participants briefing - Introduction to simulation and overview of scenario |
| 15.00 – 17.00 | Facilitators meeting |
| **Day 1** | |
| 9.00 – 9.30 | Facilitators meeting |
| 9.30 –10.00 | Inject #1 – Setting the scene (information only) |
| 10.00 – 12.00 | Inject #2 – Modality and transfer value |
| 12.00 – 13.00 | Decision making platform |
| 13.00 – 14.00 | Lunch break |
| 14.00 – 16.00 | Inject #3 – Beneficiary selection, verification and CEA |
| 14.15 – 16.00 | Inject #4 – Activate FSP agreement/development of PO (relevant HQ participants only) |
| 16.00 – 16.30 | Learning review/Debrief on Day 1 |
| 16.30 – 17.00 | Facilitators meeting |
| **Day 2** | |
| 9.00 – 9.30 | Facilitators meeting |
| 9.30 – 12.00 | Inject #3 (cont’d) and progress update – Beneficiary selection, verification and CEA |
| 9.30 – 12.00 | Inject #4 (cont’d) and progress update – Activating FSP agreement/development of PO (relevant HQ participants only) |
| 12.00 – 13.00 | Lunch break |
| 13.00 – 15.00 | Inject #5 – Encashment plan |
| 15.00 – 16.30 | Inject #6 - Encashment and post-distribution monitoring |
| 16.30 – 17.00 | Learning review/Debrief on Day 2 |
| 17.00 – 17.30 | Facilitators meeting |
| **Day 3** | |
| 9.00 – 9.30 | Facilitators meeting |
| 9.30 – 12.00 | Inject #6 – Beneficiary management |
| 12.00 – 13.00 | Inject #7 – Request for progress report |
| 13.00 – 14.00 | Lunch break |
| 14.00 – 15.00 | Review of progress report to senior management |
| 15.00 – 15.30 | End of simulation |
| 15.30 – 17.30 | Simulation debrief |

# Timeline

*<Insert dates of the simulation and deadline for the simulation exercise report>*

# Key documents

* NS SOPs and RACI
* NS tools *<to list which ones>*
* FSP agreement(s)