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**UNICEF - UNHCR COOPERATION IN REFUGEE OPERATIONS  
Letter of Understanding (LoU)**

**Annex B:  
Guidance for Technical Areas:  
for the development of a country work plan  
and joint plan of action.**

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## UNICEF - UNHCR COOPERATION IN REFUGEE OPERATIONS

### Guidance for Technical Areas

#### Technical Area: Water, Sanitation and Hygiene (WASH)

<b>Overall goals</b>	<p>The WASH sector aims to ensure that refugees, especially girls, boys and women, have reliable access to sufficient, safe water and sanitation and hygiene facilities, based on the principles of dignity, protection, equity, sustainability, respect of national policies / approaches and standards. This includes ensuring access to WASH facilities in institutions.</p> <p>All refugees are assured the basic right to water and sanitation (WatSan) facilities and hygiene promotion and practices to reduce morbidity and mortality, as well as to enhance their protection, dignity and quality of life. The WASH sector promotes a demand-driven approach that puts people rather than engineering at the heart of the interventions. In addition, the WASH sector addresses specific cultural and social needs to ensure that minimum standards are met, and that both the quality and quantity of water and sanitation are enhanced to reduce the likelihood of negative impacts on protection and health status. Community participation is crucial in planning, designing, implementing, monitoring and evaluate any WASH interventions in refugee settings.</p>
<b>Policy framework:</b>	<p>UNHCR is constantly adapting WASH services to different contexts (such as out of camp situations including urban contexts as well as camps and other refugee settlements). Each context requires a different WASH approach. However, due to the average life span of a refugee camp (&gt;17 years), UNHCR WASH services are designed with low-cost technologies at the beginning of the emergency that include the use of hand pumps versus centralized water supply systems, and locally made latrines versus imported plastic slabs/plastic sheeting . The overarching WASH Strategy for UNHCR is outlined in its five year strategic plan (2014-2018), talks to UNICEF Strategic Plan (2014-17) which seeks to align WASH activities and approaches with national plans and enhance the synergy between humanitarian and development approaches.</p>
<b>Institutional Policy/technical lead:</b>	<p>The working relationship and focal points between the two agencies at country level is covered by the country specific LoU and is defined by and responsive to that unique context.</p> <p>For UNHCR, the Public Health Section in the Division of Programme Support and Management at headquarters is the section that supports the development of policies, strategies and provision of operational support in the field of WASH. The UNHCR Regional WASH Officers provide operational and technical support to the UNHCR country operations in the regions of responsibility.</p> <p>UNICEF's HQ based Programme Division houses the WASH section that has oversight and leadership of UNICEF's global partnerships, agency policy and strategic direction. Technical support to and quality assurance of country level activities are both devolved to Regional Offices and their respective Regional WASH Advisors. HQ provides additional technical capacity drawn down through the concerned Regional Office.</p> <p>Coordination capacity within UNICEF is housed in the Office of Emergency Programmes from which Regional Offices are able to draw support for Country Offices in meeting their commitments.</p> <p>UNICEF technical capacity in support of any UNHCR/UNICEF activities will be sourced from the concerned UNICEF Country Office, drawn from the most appropriate source</p>

	<p>within the agency. Surge capacity for rapid onset response is drawn from both internal and external sources, including from Standby Partners.</p>
<p><b>Areas for cooperation</b></p>	<ol style="list-style-type: none"> <li>1. UNHCR, while maintaining its overall leadership and coordination role in refugee situations, will <b>engage</b> UNICEF with regard to refugee emergency, contingency planning, preparedness, strategizing, information sharing and analysis. This will include establishment and delivery of WASH services in both camps and host communities.</li> <li>2. <b>Technical partnerships</b> between UNHCR and UNICEF in assessing, piloting and co-funding innovative solutions for WASH emergency and long -term operations (e.g. sanitation/waste water treatment options, cost for water).</li> <li>3. UNHCR and UNICEF’s WASH <b>stand-by partners’ capacity building and roster</b> for emergency deployments. Joint prioritization of resources mobilization / allocation and harmonization of technical assessment of seconded staff would allow for greater clarity of accountability and improved relationships.</li> <li>4. UNICEF is working with UNHCR to harmonize technical clearance of candidate for the UNICEF WASH roster and grant UNHCR access to technically cleared candidates (over 500 as of Oct 2013)</li> <li>5. UNICEF shall make available to UNHCR WASH <b>resources, capacity and tools</b> (e.g. experienced coordinators, assessment tools, IM, WASH emergency materials), with the clear understanding that refugee settings are not “clusterized”.</li> <li>6. <b>Joint advocacy</b> on key issues in WASH that could include requesting that Governments provide the required authorization for access to existing water and wastewater treatment plants, among many other issues.</li> <li>7. <b>Shared WASH technical advice and clearance responsibilities</b> on design, operation &amp; maintenance, monitoring and sustainability options in refugee settings when UNHCR is not leading the WASH operations.</li> <li>8. <b>Liaison over partner engagement</b> to avoid NGOs and contractors making parallel commitments (with UNICEF and UNHCR) that exceeds their capacity to deliver. This will improve partner transparency and performance, avoiding repeated mistakes by both agencies.</li> <li>9. Where both are operational, UNHCR and UNICEF shall jointly <b>develop WASH Sector strategy and Terms of Reference (ToR) for WASH actors</b> engaged in refugee settings, including clear outputs, objectives, standards and indicators.</li> <li>10. Involvement of <b>UNHCR in WASH at the onset of any refuge response</b> to ensure that longer term solutions, operational and management aspects, and environmental impacts are taken into consideration when planning and implementing WASH services for refugees.</li> <li>11. UNHCR shall work with UNICEF to tackle <b>a limited time response on a case by case basis</b>. Subject to funding, UNICEF will install WASH infrastructure and systems (WASH in Schools, household sanitation, drainage around water points, solid waste, vector control, Hygiene Promotion and Water Supply) and handover to UNHCR and its implementing partners for operation and maintenance. UNICEF will provide technical advice and quality assurance for operation and maintenance of WASH services as per</li> </ol>

	<p>UNHCR request.</p> <p>12. UNICEF and UNHCR should jointly prepare country-specific <b>Letters of Understanding (LoUs)</b> that include a clear timeframe of engagement of parties, roles and accountabilities, resource mobilization and financial constraints, long-term strategy and other issues including open and structured dialogue over exit strategies as per the signed Global LoU.</p>
<p><b>Cooperation with Government</b></p>	<p>In line with the 1951 Refugee Convention and the 1967 Protocol whereby signatory countries are bound to host refugees, both UNHCR and UNICEF aim to ensure that WASH services are integrated within national systems to ensure their sustainability.</p> <p>UNHCR supports relevant Government ministries at country level and advocates for refugees and surrounding populations to access WASH services. Although the Ministry of Interior/Refugee Affairs is often the Government agency responsible for refugees operations, UNHCR WASH engages with the Ministry of Water and Irrigation/Ministry of Environment for WASH-related issues. UNICEF, given existing relationships in many countries will provide UNHCR with an interface with government WASH stakeholders at all levels, including at local level, where UNHCR collaborates with local Authorities to enable access, long term implementation strategies and engagements in all refugee contexts.</p>
<p><b>Key partnerships</b></p>	<p>Where the Government is unable to provide for and include refugees within existing WASH programmes, support is provided through international and national non-governmental organization (NGO) partners that either support and reinforce existing WASH systems and structures or set up new WASH services. In this regard, both UNHCR and UNICEF sign <b>partnership agreements with the NGOs for the implementation of WASH programmes</b>. Usually the health partners of UNHCR are in charge of the WASH situation in the health facilities and the education partners for WASH in schools. UNHCR and UNICEF both aim to establish close relations among the partners to ensure that adequate WASH standards are met.</p> <p>UNHCR and UN-Habitat work closely to address <b>solid waste management in peri-urban and urban refugee contexts</b>. UN-Habitat provides technical recommendations and adapts models that they have developed for urban contexts to refugee contexts (e.g. Dadaab refugee camps in Kenya)</p> <p>UNHCR collaborates with academic and research institutions and the private sector for <b>high-level technical advice and research</b> (e.g. solar pumping, groundwater monitoring, statistical analysis on indicators).</p> <p>UNHCR and UNICEF both hold <b>standby agreements</b> with the following partners for rapid WASH staff deployment: CANADEM, DRC, MSB, NRC, SDC, RedR Australia. UNICEF and UNHCR have additional standby agreements with Veolia and DFID, with procurement arrangements with IFRC.</p> <p>UNICEF is working with UNHCR to harmonize technical clearance for the WASH roster, grant UNHCR access to roster, and improve the quality of staff and supplies sourced from Standby Partners for all WASH responses.</p>

<p><b>Coordination</b></p>	<p>UNHCR aims for periodic national refugee WASH meetings with the relevant line ministries and partners with periodicity determined by the level of emergency/post-emergency response. UNHCR promotes decentralized WASH coordination meetings conducted with all WASH agencies and partners in the field to ensure efficient response to refugee needs.</p> <p>UNHCR coordinates WASH responses and provision of basic services to refugees with other sectors such as health, nutrition education, shelter/site planning, food security and environment.</p> <p>Health, in particular, is the sector where the WASH integrated approach is streamlined, specifically during preparedness and response to epidemics. UNICEF, in keeping with capacity developed through years of WASH sector coordination in both humanitarian and development settings, has significant coordination capacity to draw upon in support of refugee response.</p>
<p><b>Methodology</b></p>	<p>In addition to general UNHCR data tools such as registration, participatory assessments, results- based management framework, the WASH programmes are assessed, monitored and evaluated on the basis of available WASH data.</p> <p>The recently developed WASH Monitoring System (WMS) is an effective tool currently in use in more than 50 camps in Africa, to monitor and analyse key WASH indicators on a monthly basis (1). The WMS has been rolled out for the WASH Access Indicators components (those at production level). The pilot for the household indicator components (those at the beneficiary level) has occurred in two countries (Ethiopia and Uganda – refugee camps and settlements contexts, respectively), for identification of the appropriate sampling and survey techniques as well as the frequency of collection.</p> <p>The aim of the WMS is to systematically provide a tool which enables UNHCR and its partners to monitor, interpret and respond to key WASH indicators related to public health in a consistent manner over time, enabling a comparison of indicators within and between sites/countries/regions to allow an evidence based prioritization of actions, support and resources; support advocacy and resource mobilization with the ultimate objective to provide accountability to communities, Governments and donors. Finally, the WMS tool will enable UNHCR and its partners to achieve dignity and improved health outcomes for refugees and other persons of concern to UNHCR.</p> <p>UNHCR envisages further monitoring and evaluation activities that will need additional resources, such as a standardized methodology and guidelines on how to conduct KAP (Knowledge Attitude and Practice) surveys in refugee emergencies/camps to set up the baselines for medium-term hygiene promotion strategy in refugee settings.</p> <p>On a broader perspective, an additional tool currently in use in UNHCR for WASH monitoring purposes is the partnership with a Research Institute for groundwater monitoring in refugee operations relying on heavy groundwater abstraction (specifically to address governmental and environmental concerns on potential overexploitation and to address water management in a more sustainable manner).</p> <p>UNICEF, in keeping with the duality of mandate, is heavily involved in WASH sector monitoring in support of the MDGs and supports the Multiple Indicator Cluster Surveys (MICS) through which status of the sector is monitored by national governments. Both</p>

<sup>1</sup> WASH Indicators provided under “Other Issues” box, within this document.

	<p>this data and the increasing investment in country level WASH Climate Change analysis provide background that can be used to inform WASH related decision making.</p>
<b>Other issues:</b>	<p><b><u>WASH Sector Objectives &amp; Standards:</u></b></p> <p><i>While in <b>emergency situations</b>, UNHCR standards are aligned with <b>SPHERE</b>. In <b>longer term protracted refugee situations</b>, UNHCR plans to progressively improve the WASH situation and ensure that the higher standards are achieved. The indicators outlined below apply to the refugee camp and settlement situations.</i></p> <p><u>Objective 1: Refugees have safe access to water of sufficient quality and quantity</u> UNHCR indicators:</p> <ul style="list-style-type: none"> <li>▪ &gt; 20 liters/person/day</li> <li>▪ &gt;=80% of households collecting &gt;=15 liters/persons/day</li> <li>▪ &gt;=95% of households collecting drinking water from protected water sources only</li> <li>▪ &gt;=95% of tests with 0 faecal coliforms/100ml of water</li> <li>▪ &gt;=95% of tests showing Free Residual Chlorine &gt;= 0.1mg/l and NTU&lt;5</li> <li>▪ 80-100 persons per tap</li> <li>▪ maximum distance from dwellings to water collection point is 200m</li> <li>▪ &gt;=80% of households with sufficient daily water storage capacity (50 litres for a 5 members average)</li> <li>▪ max 500 people per handpump</li> </ul> <p><u>Objective 2: Refugees have safe access to quality sanitation</u> UNHCR Indicators:</p> <ul style="list-style-type: none"> <li>▪ =&lt; 20 persons per communal latrine aiming to 1 latrines / households</li> <li>▪ &gt;80% of households have access to latrine</li> <li>▪ &gt;=85% of households report defecating in a toilet/drop hole</li> <li>▪ &gt;80% of communal latrines compliant with UNHCR standards (cleanable slabs, privacy &amp; structural safety)</li> </ul> <p><u>Objective 3: Refugees have improved hygiene</u> UNHCR Indicators:</p> <ul style="list-style-type: none"> <li>▪ &gt;=90% of HHs with (any type of) soap present in the house (presented within 1 minute)</li> <li>▪ &gt;=80% of HHs with knowledge of at least 3 of the 5 critical hand-washing times</li> </ul> <p><u>Objective 4: Improved WASH in institutions</u> UNHCR Indicators:</p> <ul style="list-style-type: none"> <li>▪ &gt;=90% of schools have WASH structures that are compliant with acceptable standards<sup>2</sup></li> <li>▪ Health facilities have WASH structures that are compliant with acceptable standards<sup>3</sup></li> </ul> <p><u>Objective 5: Coordination, Partnerships and Capacity building of WASH partners and WASH officers</u></p> <ul style="list-style-type: none"> <li>▪ Regular WASH meetings (timing depends upon emergency/post-emergency phase)</li> <li>▪ Sharing of information on regular basis and put on webportal</li> <li>▪ Organise regular UNHCR and partner trainings</li> </ul>

<sup>2</sup> 3 litres per pupil per day for drinking and hand washing / 20–40 litres per user per day for conventional flushing toilets connected to a sewer 3–5 litres per user per day for pour-flush toilets / 1 toilet to 30 girls and boys with urinal for boys.

<sup>3</sup> 5 litres per outpatient / 40–60 litres per inpatient per day / Additional quantities may be needed for laundry equipment, flushing toilets, etc. / 1 toilet to 20 beds or 50 outpatients for short term and long term 1 toilet to 10 beds or 20 outpatients / incinerator and placenta pit.

## UNICEF - UNHCR COOPERATION IN REFUGEE OPERATIONS

### Guidance for Technical Areas for the development of a country work plan and joint plan of action

#### Technical Area: Public Health and Nutrition

<b>Overall goals</b>	<p>Ensuring access to essential health, HIV and nutrition services is a key component of UNHCR's protection activities and is a programme priority for both UNHCR and UNICEF. UNICEF and UNHCR's public health and nutrition programmes are delivered within a public health and community-development framework, with the main objectives to protect the health and nutrition status of the most vulnerable populations and prevent excess mortality and morbidity.</p> <p>This cooperation arrangement between UNHCR and UNICEF aims to strengthen the operational activities in the field and maximize synergies to protect and/or improve the health and nutrition situation of refugees through the prevention of mortality, morbidity and undernutrition in the first instance; and the reduction of mortality and undernutrition in general, especially among young children, women, and other vulnerable people including young people (youth), the elderly and groups of people with special needs.</p>
<b>Policy Framework</b>	<p>1978 Alma Ata declaration of the Primary Health Care Approach</p> <p>UNHCR Public Health Strategic Plan for 2014-2018</p> <p>Millenium Development Goals</p> <p>UNAIDS Divison of Labour, 2010</p> <p>UNICEF Strategic Plan 2014-2017</p> <p>UNICEF Core Commitments for Children</p>
<b>Institutional structures and modality for interagency collaboration</b>	<p>The working relation and focal points between the two agencies at country level is decided in the country Letter of Understanding (LoU).</p> <p>For UNHCR, the Public Health Section in the Division of Programme Support and Management at headquarters is the section that supports the development of policies, strategies and provision of operational support in the field of public health and nutrition. The UNHCR Regional Public Health and Nutrition Officers provide operational and technical support to the UNHCR country operations in the regions they cover. UNHCR deploys some dedicated nutrition staff in some countries and regional offices, but for the majority of country and regional offices, UNHCR's engagement on nutrition programmes is followed closely by the Public Health and Nutrition Officers who have the combined role. UNICEF tend to have more dedicated nutrition staff at both country and regional level so there is likely to be more input on direct nutrition related technical issues from UNHCR HQ than from UNICEF HQ.</p> <p>For UNICEF, the health, nutrition and HIV section in Program Division provides technical support and leadership for regional and country offices. Country Offices are primarily responsible for assessment, design, implementation and monitoring of programmes with additional technical support from regional offices (RO). RO and HQ provide technical support and harmonization of approaches. In the event that consensus on a technical way forward cannot be reached at country level, RO (and subsequently HQ if not resolved at RO level) can be asked to engage in the conversation in order to facilitate resolution.</p> <p>As stated in the Letter of Understanding between UNHCR and UNICEF, the two agencies will collaborate in countries to maximize synergies between technical and management</p>

	<p>capacities, availability of resources and response capacity before, during, and after refugee emergency operations. In particular, UNHCR and UNICEF will develop joint action plans for health and nutrition with clear roles and responsibilities and ensure regular bilateral meetings.</p>
<p><b>Areas for cooperation</b></p>	<p><b>(A) Situation analysis and assessment</b></p> <ul style="list-style-type: none"> <li>• In acute refugee emergencies public health and nutrition needs will be assessed as early as possible in the crisis, with UNHCR leading the initial rapid assessment, drawing on strong participation and collaboration and expertise of UNICEF and other key actors. Where applicable, the needs of the surrounding host population will also be considered during this assessment phase.</li> <li>• The health and nutrition status and needs between refugee and host populations may be different, warranting different programmes or approaches in the refugee situation from national programmes.</li> <li>• UNICEF and UNHCR will agree to work with <b>common methodologies concerning anthropometric nutrition surveys (SENS), health and nutrition coverage surveys and other integrated assessment with health and HIV</b>. These assessments could include utilization of national protocols or UNHCR specific protocols, depending on the country situation and dispersion of the refugee population. UNHCR has developed the standardized expanded nutrition surveys (SENS) and accompanying guidelines (<a href="http://www.sens.unhcr.org">http://www.sens.unhcr.org</a>). The SENS guidelines, which are grounded in the SMART methodology, ensure a broader and more integrated approach to nutrition surveys and include modules on anthropometric data, anaemia, infant and young child feeding, food security, WASH and mosquito net coverage. The SENS would need to be integrated where the individual modules are appropriate if UNICEF were to implement nutrition surveys in any refugee situation.</li> <li>• UNHCR takes the lead in routine health and nutrition information systems for refugee programming, which can help guide situation analysis and programme action (further detailed in the M&amp;E section).</li> <li>• UNHCR’s streamlined global health information toolkit (TWINE) reports include prospective health surveillance that monitors access in urban settings, a balanced score card to assess quality of health facilities, a WASH report card, a disease outbreak report, a food assistance report and a SENS nutrition survey database.</li> <li>• UNICEF can help provide technical support to the design, analysis and reporting of health, HIV and nutrition information as needed in collaboration with UNHCR.</li> <li>• Both UNICEF and UNHCR will encourage sharing of health and nutrition related information between sectors in order to guide the health and nutrition response and advocate for action to address underlying causes of undernutrition, for example health, water and sanitation, and food security information.</li> <li>• Put in place or strengthen the disease surveillance, early warning and response mechanism.</li> </ul> <p><b>(B) Prevention, preparedness and response planning:</b></p> <ul style="list-style-type: none"> <li>• UNICEF and UNHCR may develop joint multi-sectoral prevention, preparedness and</li> </ul>

response plans according to risk assessments, surveys and surveillance.

- UNICEF and UNHCR will both support the implementation of the response plan during emergencies, based on respective resources and capacities.
- For the planning process, UNICEF can provide technical support including human resources, updated and relevant guidance and tools, capacity building of service providers at all levels in health, HIV and nutrition preparedness and response, stockpiles of supplies, advocacy and fundraising.

### **(C) Technical support in key program areas / service delivery**

**C.1 Immunization programmes:** Immunization services will be provided to refugee and host populations in and outside of camp settings based on local epidemiology through (1) mass measles vaccination campaigns (age range according to epidemiology) with vitamin A supplementation and where indicated, polio vaccination in the acute phase of the emergency or in response to an outbreak of measles or polio. (2) as soon as feasible put in place or re-establish routine immunization programs in line with the national expanded program of immunizations. Immunization programs will be supported with capacity building of staff for vaccine management and cold chain logistics, procurement and delivery of vaccines and supplies, establishment or support of the cold chain including equipment, communications and monitoring and evaluation. Furthermore, national immunization campaigns will target the refugee populations whenever possible. The latter should be part of an advocacy campaign for refugees.

Contingent on availability of resources and according to needs assessment, UNICEF will support UNHCR in the implementation of the following activities:

- Conduct mass measles vaccination for all new arrivals < 15 years (or specified age range according to the context), vitamin A supplementation and where indicated polio vaccinations. MUAC screenings may be linked to mass immunization campaigns.
- Provide routine expanded program of immunization (EPI) in line with and in support of MoH protocols (including new vaccines such as pneumococcal, rotavirus as well as influenza where indicated).
- Both of the strategies outlined above will include activities such as technical support, capacity building, procurement and distribution of vaccines, supplies and cold chain equipment, communications campaigns for immunization uptake and monitoring and evaluation. These activities will be carried out by implementing partners supported by UNICEF.

UNICEF may support the implementation and roll out of oral cholera vaccines (OCV), based on the context.

**C.2 Primary Health Care (PHC) Program (Child and MNH):** will focus on the prevention and treatment of the most common causes of morbidity and mortality with specific focus on priority childhood illnesses such as pneumonia, diarrhea, malaria and newborn care, the prevention and management of malnutrition and outbreaks of measles and the prevention and management of maternal morbidity and mortality. Based on the epidemiology, additional focus will be placed on the prevention, preparedness and response to outbreaks of epidemic-prone disease such as cholera, dengue, etc. Support will be provided through technical support/human resources, provision of guidance and tools, capacity building of staff at all levels in areas such as IMCI, iCCM, essential newborn care, maternal health and

management of epidemics, procurement and distribution of supplies such as long lasting insecticide treated bed nets, essential medicines for childhood and newborn care, medicines and supplies for obstetrical care and monitoring and evaluation of programs. Primary health care programs will include health education and promotion in close collaboration with nutrition for infant and young child feeding and WASH for the hygiene promotion for the prevention of diarrheal diseases.

UNICEF can support UNHCR in implementing the following activities:

- Provide technical support to strategic direction and prioritization of interventions and the development, revision or distribution of technical guidance and tools.
- Train health workers including community-based health workers and midwives on protocols such as IMCI, iCCM, newborn care and maternal care and provide the necessary guidelines and support to staff. Training will focus on the top killers of children (pneumonia, diarrhea, malaria, newborn causes and malnutrition) and causes of maternal morbidity and mortality.
- Where indicated, establish additional PHC centers or mobile and outreach teams where fixed services are not possible through implementing partners. Procure and distribute essential medicines and supplies.
- Ensure that a referral mechanism including transport and communication is in place.
- Develop a communications strategy for health education and promotion with all partners and sectors.
- Develop and or/adapt IEC materials for health education and promotion with other sectors.
- Conduct health education interventions (at community or household levels) and community mobilization activities.
- Monitor and evaluate interventions.

**C.3 Prevention of Mother to Child Transmission of HIV and working with adolescents on HIV prevention:** These shall occur in line with agreed modalities between the two agencies as UNAIDS co-sponsors. UNICEF, can support UNHCR with the following:

Communication and Information on HIV prevention, care and treatment

- Develop a communications strategy with partners and sectors with a focus on: 1) adolescent prevention, care and treatment, 2) HIV transmission and prevention information; communication for development messaging; 3) where to access: condoms, treatment for STIs, ARVs for PMTCT and pediatric treatment, post-exposure prophylaxis as part of care for survivors of sexual abuse.
- Develop strategies to engage children, adolescents, and women and people living with HIV in developing communications plans and messages.

Community Outreach for continuing/accessing treatment

- Conduct community mobilization activities and develop/use community-based strategies for identifying persons previously on treatment. This can involve using existing peer groups, adolescent groups, networks of people living with HIV,

community-based groups, etc.

- Integration of HIV into health outreach activities including focus for pregnant women and children.
- Community outreach for adolescents.

Capacity building and provision of care: UNICEF can support UNHCR in implementing the following activities:

- Advocating for the inclusion of refugees in national HIV programmes
- Wherever UNICEF has a national or regional level training, health workers and UNHCR partner staff can join the training. UNICEF can provide technical support in facilitating training events, including sharing of training materials, which will be based on national protocols. This can include the following: Train health workers including community-based health workers and midwives on and facilitate implementation of:
  - HIV and infant feeding guidelines
  - National HIV protocols for ART including for PMTCT and pediatric HIV
  - Cotrimoxazole for children exposed to HIV
  - Train staff on provision of services for child survivors of sexual violence
- Identification of alternative platforms for HIV testing, counseling and treatment (as and where appropriate).
- Support the integration of PMTCT in MCH and testing and treatment (as appropriate) of all pregnant women.
- Support community based approaches for provision of care and treatment.
- Protection care and support for children and families affected by HIV and AIDS.
- PSM for HIV commodities including procurement in situations where procurement accountability is disrupted.

**C.4 Management of Severe Acute Malnutrition:** UNICEF and UNHCR can collaborate around the design and implementation of programmes to identify and treat severe acute malnutrition. This can include linking with other programmes to ensure the continuum of care for acute malnutrition, support to integration of SAM treatment into health services, as well as support to human resources and supplies required to deliver quality programming.

- HIV testing and referral to treatment for children with SAM can be done systematically or when a child fails to respond to treatment only. This will depend on context and availability of services.
- Wherever UNICEF has a national or regional level training, health worker and UNHCR partner staff can join the training. UNICEF can provide technical support in facilitating training events, including sharing of training materials, which will be based on national protocols and treatment packages.
- UNICEF and UNHCR will coordinate around community outreach, ensuring that screening and referral systems across the continuum of care of nutrition services that are provided.

### **C.5 IYCF and IYCF in Emergencies (IYCF-E):**

- UNICEF and UNHCR prioritize IYCF and IYCF-E as an integral part of the nutrition strategy. Where UNICEF has a strong IYCF programme and available technical support for IYCF, UNICEF will provide technical support to partners through partnership agreements as well as coordinate with UNHCR in the design and delivery of IYCF programming. UNICEF can share IEC materials as well as monitoring and evaluation tools for IYCF programming where available.
- Where neither UNHCR nor UNICEF have strong IYCF or IYCF-E programmes in the country, the intention will be to reinforce joint capacity, through seeking resources to better assess the situation and implement programmes and conducting joint internal and external advocacy around the importance of IYCF programming.
- **UNHCR recently developed an IYCF companion module for the Standardized Expanded Nutrition Survey to enhance assessment and monitoring.** Areas of coordination will also include monitoring unsolicited donations, distribution and use of breast milk substitutes or milk powder from both domestic and international sources in line with national legislation, and take corrective action as needed. In some cases coordination will also need to happen in the responsible provision of infant formula where the needs have been determined.

### **C.6 Micronutrient supplementation**

- Although this will be mainly supported by WFP and UNHCR with the implementation of micronutrient programmes, micronutrient supplementation of vitamin A, iron and Zinc for the treatment of diarrhea will be included in the basic health and nutrition package which both UNHCR and UNICEF can support. In particular, UNICEF can help in the procurement and training for vitamin A and iron supplementation.

### **(D) Supply Management**

- Procurement and Supply of Ready-to-use Therapeutic Foods (RUTF) and other therapeutic supplies and equipment for the treatment of severe acute malnutrition (SAM): UNICEF can procure specific commodities for programmes to treat severe acute malnutrition supported by UNHCR through an institutional agreement. UNHCR may be responsible for inland transport of supplies and may also support clearance of goods upon import in the event that UNICEF requires support.
- UNICEF will, depending on availability of resources, support MoH or UNHCR and the health partners with the provision of vaccines to ensure that all refugee children have access to the emergency vaccines and the national EPI programmes.
- UNICEF can also assist in procuring and distributing micronutrients such as vitamin A, Zinc, iron, and essential medicines (including diagnostics such as RDTs) and supplies (including equipment obstetrics for child, newborn, SRH and obstetrical emergencies).
- UNICEF will, depending on availability of resources, support UNHCR in strengthening or establishing cold chain system (purchase of equipment, training and monitoring).
- UNICEF and UNHCR will purchase, distribute and monitor the use of long lasting insecticide treated nets and other malaria prevention strategies such as IRS where

	<p>indicated.</p> <p><b>(E) Communication and Advocacy</b></p> <ul style="list-style-type: none"> <li>• UNICEF can advocate for the inclusion of refugee populations into national health and nutrition plans, strategies, policies and programs (especially in urban areas).</li> <li>• UNICEF and UNHCR can conduct joint advocacy including on integrating risk and preparedness into national and decentralized HIV plans.</li> </ul> <p><b>(F) Partnerships</b></p> <p>UNICEF in coordination with UNHCR, can enter into partnership agreements with partners working in refugee setting and provide financial support for the implementation of key interventions, as mentioned above.</p> <p><b>(G) Surrounding areas and host communities</b></p> <p>Refugee hosting communities often have uncovered needs that may be exacerbated by the influx of refugees into their area. In terms of health and nutrition services, UNHCR aims to ensure access for the immediate host population to those provided for the refugee populations or to reinforce the services for the host communities ensuring that refugees have access to them as well. Despite these efforts there are often weaknesses and unmet needs within the host communities e.g. comprehensive outreach and referral services, unrealistic distances to travel to access the refugee services etc.</p> <p>UNHCR and UNICEF have the joint intent to identify and address inequity in the area of health and nutrition service provision between refugees and the host communities. Whilst this intent may be strong, acknowledging that the commitment and scope of engagement may be limited due to administrative issues in terms of agreed program parameters that mean that this flexibility may not be possible or due to resource challenges.</p>
<p><b>Cooperation with Government</b></p>	<p>UNHCR to the extent possible would like to ensure that refugees have access to the national public health and nutrition services. The Ministry of Interior/Refugee Affairs is often the line Ministry with which UNHCR work. In some instances, this may mean that this Ministry is also in charge of providing health and nutrition services for refugee populations. Because the MOH will be responsible for the host communities, it is important or UNHCR to be informed and to align as much as possible with national standards, guidelines and protocols with national ones.</p> <p>In the field of public health and nutrition, UNHCR also works as close as possible with the MOH, at both country-wide, regional and district levels where refugees are hosted.</p> <p>UNICEF works closely with the MOH in relation to health and nutrition issues. To the extent possible, UNICEF and UNHCR will engage in a coordinated manner with national and subnational authorities in relation to nutrition and health issues for refugees. UNICEF works closely with the MoH and the National AIDS Councils in relation to HIV issues. To the extent possible, UNICEF and UNHCR will engage in a coordinated manner with national and subnational authorities in relation to nutrition and health issues for refugees.</p>
<p><b>Key partnerships</b></p>	<p>UNHCR collaborates with a wide range of state and non-state actors to ensure the availability of quality public health and nutrition services for refugees. Where the Government is unable to provide and include refugees into national public health programmes, support is provided through a wide number of mainly international and national non-governmental organization (NGO) partners that either support existing</p>

	<p>ministry of health (MoH) facilities or are set up clinics. In this regard, UNHCR signs partner agreements with NGOs for the implementation of the health and nutrition programmes. In many instances the partners for public health and nutrition are the same. In situations where the nutrition situation is of particular concern, specialized nutritional partners, will be engaged in delivering nutritional services. While the health partners of UNHCR are often in charge of the WASH situation in the health facilities, UNHCR aims to establish close relations between the health and WASH partners to ensure that adequate WASH standards are met.</p> <p>UNHCR’s partnership with the World Food Programme (WFP) is a cornerstone for the organization’s operation and directly contributes to the health and nutritional well-being and food security of refugees and has broader positive impacts in other areas, e.g. education and livelihoods. A well-functioning MoU exists between the two agencies that deals with numerous food and nutrition interventions.</p> <p>The MoU between UNHCR and WFP is automatically activated where the number of refugees exceeds 5,000 people (other situations will be agreed upon by WFP and UNHCR on a case-by-case) and defines the scope of collaboration and roles and responsibilities in terms of assessment, provision and monitoring of food assistance (in kind as well as cash based programming), determining the need for supplementary feeding (both targeted and blanket) as well as implementation and monitoring modalities. The MoU also defines modalities for joint work planning and assessment of needs following a defined calendar as well as the roles and responsibilities for mobilization of funds and relations with donors.</p> <p>UNICEF collaborates with implementing partners delivering services on the ground for, health, nutrition and HIV and AIDS programming including for PMTCT, lifelong treatment, pediatric treatment, care and support as well as adolescent, treatment, care and support. UNHCR can leverage this support in programming for refugees.</p> <p>UNHCR and WHO have a global MoU that outlines the different roles between the two organizations, whereby UNHCR has the legal mandate for refugees and leads, in coordination with host governments, all protection and assistance activities for them including the health and nutrition response. The MoU outlines the support that WHO will provide the technical support and normative guidance to host governments and assist the host governments in the extension of national services to refugees where this is possible. In line with this, WHO and UNHCR are working closely on a wide range of health, HIV and nutrition programmes, at both global, regional and country level.</p> <p>UNICEF works closely with WHO in emergency situations. WHO is the global lead agency in health and sets norms, standards and guidelines that are used by UNICEF and UNHCR. UNICEF also collaborates technically and programmatically with WHO in a wide range of health, HIV and nutrition issues. Notable examples are immunization, severe acute malnutrition, maternal and newborn health, HIV prevention, treatment and support to PLWs, facility-based Integrated Management of Childhood and Newborn Illnesses (IMNCI) and community-based case management of childhood illnesses (iCCM) &amp; essential newborn care, vector-borne diseases prevention &amp; control (esp. malaria), cholera prevention and control and disease surveillance, early warning &amp; outbreak investigation and communication, education &amp; information on a wide range of health issues.</p>	
<b>Coordination</b>	<b>For refugees inside and outside of camps,</b> health and nutrition issues fall under the leadership of UNHCR. UNHCR is responsible for coordination of needs assessments,	Where the cluster mechanism has been activated, the Nutrition Cluster may refer to the UNHCR response plan within the Nutrition Cluster response strategy,

	<p>development of a response plan, resource mobilisation (for example including nutrition needs for refugees under “Multi-sectoral response to refugees” in the Consolidated Appeals Process), mobilisation of supplies and equipment, advocacy, and action as provider of last resort.</p> <p>UNHCR aims for monthly national refugee health and nutrition coordination meetings with the Ministry of Health, and wants to ensure that operational health and nutrition coordination meetings are conducted with all agencies and partners working on refugee health at decentralized level. In emergency situations, these meetings may be held more frequently. Where the nutrition situation is of particular concern, specific nutritional task forces are set up under the general health and nutrition coordination mechanism.</p> <p>Specific task forces are established at decentralized level with public health and WASH actors to response to water-borne disease outbreaks.</p>	<p>the leadership of the response for refugees’ falls under UNHCR. The Nutrition Cluster Coordinator and UNHCR focal point should establish a strong working relationship around information sharing and coordination of activities to ensure the nutrition needs of the affected population, and the specific needs of refugees, are addressed through the overall emergency response.</p> <p>Where a nutrition cluster is not formally activated, UNICEF should take the lead in coordinating among actors to address non-refugee needs and establish a strong working relationship as above.</p> <p>UNAIDS Country Coordinator, in their capacity to mobilize and engage different parts of the UN should play a lead role in defining the accountabilities of UN co-sponsors in addressing the various aspects of the HIV response.</p>
<b>Methodology</b>	<p>In addition to general UNHCR data tools such as registration, participatory assessments, results- based management framework, the public health and nutrition programmes are assessed, monitored and evaluated on the basis of available quality health and nutrition information.</p> <p>All public health programmes collect and interpret data in UNHCR’s streamlined global health information toolkit, <b>TWINE</b> (<a href="http://twine.unhcr.org/app/public.php">http://twine.unhcr.org/app/public.php</a>). UNHCR’s health information system (HIS) that is based in TWINE is currently available in two versions – one for camps and the other for urban/out of camp settings – and is used to collect health consultation information from partners caring for refugees and compiling health and nutritional data in camps. These standardized tools make it possible to design, monitor and evaluate public health and HIV programmes and provide evidence-based information that is used for programme evaluation and policy formulation. All indicators for this strategy are found either in the HIS, in other reports in UNHCR’s TWINE online toolkit of reports and databases or from survey and assessment data. TWINE data is compared between camps and different settings, as well as between countries and regions.</p> <p>UNICEF and UNHCR monitor the delivery of joint programmes with implementing partners, including supplies and performance information in line with partner agreements.</p>	
<b>Other issues:</b>		

## UNICEF - UNHCR COOPERATION IN REFUGEE OPERATIONS

### LoU Action Plan - Guidance for Technical Areas

Technical Area: Education

*This note is intended to assist technical experts at country level to develop the action plan as an integral part of the Letter of Understanding, with the overall goal to facilitate collaboration between UNHCR and UNICEF in refugee operations.*

#### **1) the bilateral collaboration, 2) the specific sector, and 3) on refugee contexts.**

<b>Overall goals</b>	<p>With respect to UNHCR’s mandate to ensure international protection, basic needs and durable solutions for refugees and displaced persons, and UNICEF’s mandate to ensure protection and basic needs of children, including special protection for the most disadvantaged children and humanitarian response in emergencies. UNHCR and UNICEF collaboration leverages the respective strengths and mandates of the two agencies to provide optimally protective, quality education services for refugee and displaced children. Collaboration between these two agencies should seek to achieve the following goals:</p> <ul style="list-style-type: none"><li>• Ensuring that refugee and displaced children are able to realize their right to education, even in the most challenging circumstances</li><li>• Education services in emergency contexts are based on shared principles of protection, quality, equity, gender and conflict sensitivity, and respect for host country policy and line ministry priorities</li><li>• Education services in emergency contexts are developed in line with strategic planning and principles of sustainability in cases where protracted displacement is likely.</li><li>• Host country children continue to realize their right to education in the face of crisis and displacement through efforts by both agencies to support host country education system strengthening.</li></ul>
<b>Policy framework</b>	<p>Global frameworks</p> <ul style="list-style-type: none"><li>• Convention Relating to the Status of Refugees (Article 22)</li><li>• Convention on the Rights of the Child (Article 28)</li><li>• Convention on the Rights of Persons with Disabilities (Art 11 and Art 24)</li><li>• Regional conventions related to the right to education and the rights of refugees</li><li>• Millennium Development Goals</li><li>• Education for All Declaration</li><li>• Inter-Agency Network for Education in Emergencies (INEE) Minimum Standards</li><li>• 2010 United Nations General Assembly Resolution, Article 64/290 emphasizes the right to education in emergency situations</li><li>• SCR 1998 to protect schools and hospitals from attack</li><li>• Guidelines for protecting schools and universities from military use during armed conflict</li></ul> <p>Agency frameworks – Global level</p> <ul style="list-style-type: none"><li>• UNHCR Education Strategy 2012-2016</li><li>• UNHCR Alternatives to Camps policy</li></ul>

	<ul style="list-style-type: none"> <li>UNICEF CCCs (Core Commitments for Children in Emergencies)</li> </ul> <p>Agency frameworks – National level</p> <ul style="list-style-type: none"> <li>UNHCR Refugee Education Strategy</li> <li>UNICEF Country Programme Documents (plus Emergency Strategic Response, Humanitarian Action for Children appeals and Contingency Plans)</li> </ul>	
<b>Institutional Policy/ Technical lead</b>	<b>UNHCR</b>	<b>UNICEF</b>
	<p><u>HQ level:</u> The Division of International Protection (DIP) / Education Unit in Geneva holds responsibility for the development of global strategies on refugee education, as well as for providing technical guidance and operational support at country level in line with global education, child protection, SGBV and livelihoods strategies, including support for adaptation of global strategies to local contexts.</p> <p><u>Regional level:</u> Some regional offices have UNHCR Regional Education Officers who provide dedicated education programme support to UNHCR country operations and also support capacity development of dedicated and non-expert staff. In other regional offices, responsibility for education falls under Protection, Community Services or Advisers on Women and Children. In the case of emergencies, Regional Offices play a strong role in coordinating and managing the response.</p> <p><u>Country level:</u> At the country level, education management normally comes under the responsibilities of the Protection or Community Services Section, depending on the country-level organizational structure. Some countries have dedicated education staff. Where dedicated staff are not in place, education focal point(s) fall under Protection or Community Services. The role at country level is to manage the development, implementation and monitoring of the country-specific refugee education strategy or plan, with</p>	<p><u>HQ level:</u> The Education Section sits within the Programme Division at UNICEF Headquarters in New York City. The Section holds responsibility for global-level strategic development in education both in emergency and development contexts as well as liaising with other sectors and Emergency Operations (EMOPS) as appropriate. Technical guidance and support is provided to the regional and country offices as requested.</p> <p><u>Regional level:</u> Each of the seven UNICEF regional offices are staffed with a Regional Education Advisor and an Education in Emergencies focal point in addition to a small team of education staff available to provide technical and coordination support to emergency-affected countries as required. These individuals provide operational and technical support to country offices as needed and coordinate regional level opportunities for professional development and capacity building. As appropriate, particularly in the case of a large scale emergency (IASC L3), the Regional Office will help to manage a response, whether it be in a single country or impacting many countries across the region(s) and also liaise with UNICEF HQ to coordinate support.</p> <p><u>Country level:</u> Each Country Office has a dedicated education team of varying size depending on the context. The role of the team is to work closely with the Ministry of Education (MoE) and sector coordination groups (e.g. co-lead education cluster and/or Local Education</p>

	<p>an emphasis on mainstreaming refugees within national education systems, in broad partnership with the MoE, sector coordination groups, UN agencies, NGOs and CBOs.</p>	<p>Group) including other UN agencies working in education and directly with implementing partners, both CBOs and NGOs, in support of the broader national education sector plan.</p>
<p><b>UNHCR Refugee Education Strategy 2012-2016</b></p>	<p>UNHCR’s programming is informed by specific policies, including age, gender and diversity and community-based protection.</p> <p>The UNHCR Education Strategy (2012-2016) seeks to widen access to quality formal and non-formal education for refugees at all levels including early childhood, primary, secondary, tertiary, and for all ages. The strategy emphasizes the protective role of education. Education in emergencies is a key objective. The strategy also outlines four approaches to achieving its objectives, which include building partnerships, particularly with national education authorities, building capacity, measurement and monitoring and use of innovation and technology.</p> <p>Some specific technical issues and guidance relating to provision of education in emergencies are outlined below:</p> <ul style="list-style-type: none"> <li>• <b>Integration of refugees within local education systems is preferable</b> in anticipation of protraction and the long-term protection needs of both refugee children and youth and host community children who live in the frequently underserved areas where refugees are settled. Preferably this is done from the emergency phase when significant funding and expert partners are more likely to be available. Integration into national systems is encouraged immediately when possible and progressively with the cooperation of all relevant government, agency and NGO partners in contexts where the host country does not have relevant policy or systems in place.</li> <li>• <b>Language.</b> Refugees frequently require dedicated language support, no matter what curricula are in use. This is true both for caseloads with previous educational histories and for the increasingly numerous caseloads with little or no previous educational history. In both cases, the language of instruction is most often English, French or Arabic and represents a second language for both refugee and host community children and youth.</li> <li>• <b>Accreditation &amp; certification</b> by national authorities that can be recognized in all possible durable solutions scenarios: return, integration or resettlement; regional certification methods established as in ECOWAS.</li> <li>• <b>Accelerated education</b> so that lower primary classrooms with the least qualified teaching staff are not overcrowded and community buy-in for the value of education is secured at the beginning of responses; so that the protection risks of multi-aged classrooms are mitigated; so that curricula is delivered in a cognitively appropriate form to older children and adolescents at risk of drop-out, so that classrooms are inclusive and welcoming to all children, including those with disabilities.<sup>4</sup></li> <li>• <b>Teacher management and training</b> should be harmonized and standardized in camp settings where multiple implementing partners are responsible for service</li> </ul>	

<sup>4</sup> This does not detract from the main and common goal of ensuring access for children with disabilities into mainstream education.

<p><b>UNICEF Education and Equity Priorities</b></p>	<p>delivery. Common teacher recruitment, compensation and management policies are recommended, as well as thorough planning for systematic training of unqualified refugee teachers including adequate funding, and technical support from national partners including in areas like inclusive education.</p> <ul style="list-style-type: none"> <li>● <b>Advocacy and support for inclusion of refugee children in national EMIS systems</b> so that national planning can respond to real development needs in frequently underserved areas; intermediary data collection methods in line with national standards that can be streamlined into the national EMIS at an appropriate time. EMIS data includes status and progress of all children including children with disabilities.</li> <li>● <b>Innovative approaches to delivery of pre-primary, primary, secondary and post-secondary education</b> in collaboration with MoEs that can bring responses to scale.</li> </ul> <p>Through the 2014-2017 Strategic Plan, UNICEF will contribute to a vision for education that is focused on equity – to ensure all children have equal opportunities in education; and learning – helping children to secure basic skills such as literacy and numeracy, and a wider range of social, emotional, and cognitive skills necessary to equip them not only to survive but to thrive. The Education Section’s global strategic approach is focused on four key result areas of support for national capacity:</p> <ul style="list-style-type: none"> <li>● Improve children’s developmental readiness to start primary school on time, especially for marginalized children including children with disabilities;</li> <li>● Reduce gender and other disparities in relation to increased access and completion of quality basic education;</li> <li>● Improve educational quality and increase school retention, completion and achievement rates;</li> <li>● Restore education after emergencies and in post-crisis situations.</li> </ul> <p>The strategic approach is applicable in both humanitarian and development contexts as part of ongoing efforts to build more resilient education systems.</p> <p>Technical approaches and guidance related to the provision of education in emergencies will vary depending on the country and regional context but UNICEF’s work to date shares many of the same approaches outlined in the UNHCR strategy above.</p>
<p><b>LoU: potential areas for cooperation in education</b></p>	<p>Drawing on the respective strengths and capacities of the two agencies collaboration between UNHCR and UNICEF at country level could build upon:</p> <ul style="list-style-type: none"> <li>● UNHCR’s country or regional level refugee education strategies and frameworks to guide EiE response</li> <li>● UNHCR’s policies and expertise in international refugee protection to guide education planning in cases of cross-border negotiations relevant to education (e.g. Ministerial involvement, exams, materials)</li> <li>● UNICEF’s strong relationship with MoEs, national education networks and engagement in sector planning</li> <li>● UNICEF’s technical expertise in both EiE as well as development programming relevant to the protracted nature of most refugee responses</li> <li>● Lessons learned from previous emergency responses.</li> <li>● Joint pooling of resources, expertise and experience to ensure safe, quality</li> </ul>

inclusive education services for both refugee and host communities

The specifics of cooperation are detailed in the country-level letter of understanding (LoU). A Joint Plan of Action is annexed to the LoU, which details sector specific areas of cooperation, which may include:

Technical Collaboration:

- Alignment of EiE response planning with existing country level refugee education strategies as well as other relevant frameworks
- Ensuring capacity building and support to the host country education system in order to best accommodate the needs of all children in the affected population
- Joint advocacy and support to MoEs in affected countries for development of common refugee education policies, inclusion of refugees in sector plans, programmes and EMIS
- Joint efforts to ensure education contingency and EiE plans at agency and national MoE levels include refugee scenarios
- Integrated approach to education programming aligned with Child Protection, WASH and health to ensure schools are safe, inclusive and protective spaces
- Provision of technical advice, tools and resources, encompassing expertise in teacher training, Child Friendly Schools programming, inclusive education for children with disabilities, etc.
- Co-leadership of refugee education coordination groups and links with the Education Cluster and/or Local Education Group
- Innovative approaches to programming including through the use of technology
- Partner capacity development
- Joint advocacy and awareness raising initiatives
- Funding and donor outreach
- Secondments of staff or joint appointments (e.g. Dollo Ado) to provide technical and/or coordination support
- Research and knowledge management
- Joint needs and quality assessments
- Education information management and linkages with EMIS;
- MRM reporting on attacks on education.

Emergency response

- Engaging stand-by partner rosters
- Sector coordination\*
- Joint strategic planning for phases of response, particularly when protracted displacement is anticipated
- Direct program implementation
- Coordination of supply management and distribution
- Resource mobilization
- Designing and implementing innovative approaches to increasing access to quality education

\*While sector coordination looks different according to context, here are two examples where UNICEF and UNHCR work together to coordinate refugee education. In Dadaab camp, collaboration involves UNHCR leading coordination and UNICEF leading on the technical aspects of education programme implementation. In Lebanon, UNHCR leads the Education Sector Coordination Group with UNICEF as co-

	<p>lead, in collaboration with designated MoE representatives; the UNHCR staff person is dedicated to the role and the UNICEF representative is the Chief of Education.</p> <p>Please see Annex 1 for more detailed Guidance on planning EiE response in refugee settings.</p>
<b>Cooperation with Government</b>	<p>In refugee contexts, UNHCR and UNICEF are committed to work together on advocacy with the government and with other education partners for the inclusion of refugee children in national education systems, schools and programmes, as well as national sector plans, frameworks, coordination mechanisms and education management information systems.</p> <p>Both agencies are committed to work together in support of host and originating country governments to develop policies related to curriculum, certification and equivalencies, teacher certification and examinations to advocate for the least possible disruption in children’s learning as well as the greatest access to a full cycle of formal education and further access to higher, professional and non-formal educational opportunities.</p> <p>Under its mandate for international protection of refugees, UNHCR leads in facilitating cross-border agreements and/or arrangements for education for refugees including shared policies on certification and examinations, planning for repatriation, etc. UNICEF has and should continue to play a critical role in cross-border arrangements, leveraging technical expertise and strong MoE relationships on both sides of the border.</p> <p>In repatriation operations UNHCR’s cooperation with governments (Country of Asylum, Country of Return) is defined through specific Tripartite agreements (which often include education specific provisions).</p>
<b>Key partnerships</b>	<p>UNHCR and UNICEF frequently work with the same implementing partners and support some shared approaches to education and child protection programming based on the work of, among others, Save the Children, NRC and IRC, including teacher training, accelerated education, youth vocational training, the provision of child-friendly spaces and early childhood development programming.</p> <p>Both UNICEF and UNHCR are in strong positions as lead agencies in refugee and emergency education to ensure complementarity of partnerships to maximize access to quality education, including standardization and harmonization of education programming such as teacher management policies and training, Accelerated Learning Programming and information management in refugee settings which tend to be unregulated. Both agencies can also contribute to building local organizational capacity.</p>
<b>Coordination in refugee contexts</b>	<p>Education coordination in refugee contexts falls under the broader umbrella of protection coordination in UNHCR. Operational coordination for the education sector in the camps is primarily led by UNHCR together with the local MoE representative and/or refugee affairs representative. In some contexts, UNHCR and UNICEF jointly support education coordination, with clear delineation of responsibilities among partners supporting education and a joint monitoring framework.</p> <p>UNICEF, along with Save the Children, supports the national MoE in crisis-affected countries as co-lead of the Education Cluster (EC) at global, national and sub-national levels. The national-level EC will often liaise and align with the UNHCR-led</p>

	<p>coordination structures and play a role in coordinating approaches in operations with multiple locations and specifically when it comes to advocacy with MoEs and others. In the absence of an Education Cluster, coordination between our organizations rests with the organizations at the country or regional level as appropriate.</p> <p>There are a number of different examples of context-specific coordination between our two agencies that can be used as examples in establishing structures based on recent experiences in the Syria regional response as well as the Central African Republic and Mali Plus countries.</p>
<p><b>Methodology:</b> <b>Key guidance for developing an LoU for emergency response</b></p>	<p><b>Steps to development of an LoU between the two agencies could include:</b></p> <ol style="list-style-type: none"> <li>1. Consultation between the two agencies to ensure clear understanding of the different core mandates for each specific context, operational scope and systems, strategic priorities, staffing structure and current programming of each agency. Consultation at the level of heads of office (both agencies), Senior Protection (UNHCR) and Chief of Education (UNICEF), as well as education focal points and personnel (both agencies) is necessary.</li> <li>2. Review of key policy documents and guidelines including national refugee education policies, UNHCR’s Refugee Education Strategy, UNICEF’s Strategic Plan 2014-2017 and related guidance that has been developed specifically for the Education sector.</li> <li>3. Analysis of education in emergencies needs including identification of key gaps and challenges based on available emergency situation report and assessment data and secondary data available from refugees’ country of origin*.</li> <li>4. Development of a basic EiE response plan.* Note that the response plan should be drawn up and developed in the context of broader coordination and strategic planning for emergency response with other relevant partners and sectors including national education authorities and the Refugee Protection Working Group and national Education Cluster.</li> <li>5. Identification of key areas of cooperation where agency resources can be leveraged to support and strengthen education services. UNICEF’s development programming and associated technical expertise could also be leveraged, especially in cases where sustainable education services are needed due to the likelihood of protracted displacement.</li> <li>6. Development of the LoU and Joint Plan of Action. The LoU outlines broad areas of cooperation, while the Joint Plan of Action (annexed to the LoU) details sector specific areas of cooperation.</li> </ol> <p>Please use <b>Annex 1: Guidance on planning EiE response in refugee settings</b> to assist in analysis of needs.</p>
<p><b>Other issues</b></p>	<ul style="list-style-type: none"> <li>• Additional emphasis on early childhood development and learning and secondary school access and quality as bookends to primary school success, retention and completion as well as programming for out of school children and youth.</li> </ul>
<p><b>ANNEX 1: Guidance on planning EiE response in refugee settings</b></p>	<p>Both UNICEF and UNHCR are represented on the Steering Group of the INEE and with this, develop approaches to program and policy development throughout the phases of preparedness, response and recovery in accordance with the INEE Minimum Standards as well as guidance and tools on various topics including gender, inclusive education, teacher compensation and school construction. The recently-launched conflict-sensitive education pack, developed with input from members of the INEE Working Group on Education and Fragility, with representatives from both agencies, is a tool to help support the integration of conflict sensitivity in education sector</p>

analysis, policies and programs in order to contribute to building cultures of peace.

**Guiding questions for EiE response planning in refugee contexts:**

- Does UNHCR have a Refugee Education Strategy in place and does country-level contingency planning reflect the strategy? If no country-level refugee education strategy exists, how should emergency education planning be jointly conceived and implemented to reflect the likelihood of protraction and the long-term protection concerns of accreditation, certification, quality assurance, financial and systems sustainability?
- Have you established a relationship with the District Education officer responsible for the area and are they included in the planning processes?
- What is the capacity of our implementing partners on the ground and will there be a need for additional capacity building? What is the educational history of the influx population and how can we access this information?
- Does the host country have accelerated education curricula? If not, is there a regionally acceptable accelerated education curriculum available?
- What is the nature of the refugee influx – in settlements or in host communities? How can host community schools be supported to accommodate the additional students? What percentage of the school-aged population will likely require accelerated education so that local/dedicated systems are not flooded with first-time school populations ill prepared for success?
- What is the language of instruction needs of the influx population, including refugee teachers?
- What is the availability of qualified teachers? If unqualified refugee teachers are to be recruited are adequate funds and resources planned for systematic, on-going in-service training to build foundational and relevant skills leading to qualification?
- What types of tools and guidance do we have readily available to support our efforts?
- Are standardized, harmonized teacher recruitment, compensation and management policies agreed upon by all partners? Is there a standard teacher code of conduct in use?
- What kind of human resource and infrastructure support will best prepare local educational delivery focused on learning achievement?
- In the event that scale of response is likely to overwhelm local systems, what kinds of sustainable education innovations can support host and refugee learners and teachers?
- In the event that scale of response cannot be met within minimum standards for quality, which segments of the school-going population will immediately benefit from formal education, and which segments will be provided with alternative programming in preparation for their entry into or continuation in formal programming?
- In what way can CFS infrastructure and personnel be harnessed to support alternative learning opportunities during transition to formal programming?

Both UNICEF and UNHCR supported education programs are assessed, monitored and evaluated on the basis of data collection systems that reflect the protection needs of refugees and are responsive to national EMIS, providing quality education data on enrolment, persistence, retention and grade transition. Monitoring refugee access to quality education in emergency situations anticipates protraction and

	informs adaptation of the evolving response.
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## UNICEF - UNHCR COOPERATION IN REFUGEE OPERATIONS

### Guidance for Technical Areas

#### Technical Area: Child Protection

<b>Overall goals</b>	<p>Child protection in refugee contexts encompasses the protection of refugee children from abuse, neglect, violence and exploitation, as well as their broader protection as refugees, including measures to ensure that refugee procedures are accessible to children and conducted in a child –sensitive manner and a search for durable solutions in children’s best interests.</p> <p>Child protection in refugee contexts seeks to support families and communities and strengthen the protective environment, taking into account the role of social norms in preventing violence against children and promoting positive social change towards strengthening protection. The strengthening of community networks and national child protection systems is fundamental in building a protective environment for children. Advocacy for non-discriminatory access of refugee children to national child protection services and systems is a key area of work for both agencies. In addition, the CRC and other human rights instruments have stressed the importance of protecting specific groups that face vulnerability in humanitarian situations.</p> <p>UNHCR was established by the UN General Assembly in 1950 and its functions defined by the Statute of the Office of the United Nations High Commissioner. UNHCR has thereby a mandate for the international protection and the pursuit of durable solutions for all refugees. UNHCR has a legal responsibility for the protection and well-being of individual refugees, including children. <a href="#">UNICEF's</a> mandate, based on the 1989 Convention on the Rights of the Child, encompasses the protection of children from all forms of violence, abuse and exploitation, including in emergencies involving forced displacement. Consequently, the UNHCR and UNICEF partnership is one of complementarity of roles for protecting children who are forced to flee across borders.</p>
<b>Policy framework:</b>	<p>Overall guidance for protection of refugee children is provided by the following policy documents:</p> <ul style="list-style-type: none"><li>• UNHCR Framework for Protection of Children (2012);</li><li>• UNHCR Guidelines on Determining the Best Interests of the Child and Field Handbook for the Implementation of UNHCR BID Guidelines (2008 &amp; 2010),</li><li>• UNHCR and UNICEF: Safe and Sound, What States can do to ensure respect for the Best Interests of Unaccompanied and Separated Children in Europe, ( 2014)</li><li>• UNHCR Action Against SGBV – an Updated Strategy (2011)</li><li>• UNHCR Detention Guidelines (2012)</li></ul> <p>Further guidance is provided through generic UNHCR guidance such as the Registration Handbook and the Emergency Handbook.</p> <p>In addition to the above refugee-specific guidance documents, UNICEF policy for child protection in refugee and other emergency situations is also informed by:</p> <ul style="list-style-type: none"><li>• UNICEF Strategic Plan 2014 – 2017</li><li>• UNICEF Child Protection Strategy 2008</li><li>• UNICEF Core Commitments for Children in Humanitarian Action</li><li>• UNICEF Emergency Field Handbook,</li><li>• 2009 Guidelines for the Alternative Care of Children</li></ul>

	<p>Country-specific child protection strategies and programmes should be in line with refugee protection strategies in place at country level.</p> <p><b>The following inter-agency tools and standards complement the above:</b></p> <ul style="list-style-type: none"> <li>• Minimum Standards for Child Protection in Humanitarian Action, 2012;</li> <li>• Child Protection Working Group: Inter-Agency Guidelines for Case Management and Child Protection (2014)</li> <li>• IASC Guidelines for GBV Interventions in Humanitarian Settings (2005) and the forthcoming revised IASC GBV Guidelines (2015)</li> <li>• IASC Guidelines for Mental Health and Psychosocial Response in Emergencies; Inter-Agency Guiding Principles on Unaccompanied and Separated Children, (2004)</li> <li>• UNICEF/OSRSG-CAAC/DPKO Guidelines and Field Manual on the Security Council Monitoring and Reporting Mechanism;</li> <li>• The Secretary-General's <a href="#">Special Measures for Protection from Sexual Exploitation and Sexual Abuse</a>;</li> <li>• UN Guidelines for the Alternative Care of Children (2009);</li> <li>•</li> </ul>					
<p><b>Institutional Structures</b></p>	<p>At country-level, the working relationship between UNHCR and UNICEF is specified in the Letter of Understanding (LOU). A Joint Plan of Action is annexed to the LOU, which spells out sector specific areas of cooperation. The nature of engagement will be context specific and based on discussions between UNHCR and UNICEF at country level.</p> <table border="1" data-bbox="386 1077 1428 2022"> <thead> <tr> <th data-bbox="386 1077 898 1122"><b>UNHCR</b></th> <th data-bbox="898 1077 1428 1122"><b>UNICEF</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="386 1122 898 2022"> <p><u>Country level:</u> Child protection falls under the responsibility of the Protection Unit or alternatively under the Community-Based Protection Unit. Within an office, an individual staff might be assigned as focal point for child protection or specific aspects thereof. Dedicated child protection/SGBV staff exist in a limited number of operations. Prevention and response to SGBV may be handled by another staff, separate from the Child Protection focal point. Other UNHCR staff, such as Registration, Refugee Status Determination and Resettlement staff are also dealing with individual refugee children in their work. During emergencies, UNHCR draws upon its in-house Emergency Response Teams to fill child protection and SGBV functions, on UNHCR regional specialists (where available) or on deployments through stand-by partners. Typically, the majority of UNHCR staff are operating in areas close to the point of delivery,</p> </td> <td data-bbox="898 1122 1428 2022"> <p><u>Country level:</u> Dedicated child protection staff are in place in UNICEF Country Offices, including specific staff dedicated to key areas of child protection as needed, e.g. justice for children, violence prevention/response, including gender-based violence, birth registration, and key areas of child protection in emergencies, including prevention and response to family separation/unaccompanied and separated children, release and reintegration of children recruited and used by armed forces and groups, monitoring and reporting of grave violations against children and psychosocial support. In level 2 and level 3 emergencies and in other emergency contexts, as appropriate, UNICEF calls on surge support through the in-house Immediate Response Team (IRT) or on deployments through in-house talent pools for CP and GBV, as well as stand-by partners.</p> <p><u>Regional:</u> The UNICEF Child Protection</p> </td> </tr> </tbody> </table>		<b>UNHCR</b>	<b>UNICEF</b>	<p><u>Country level:</u> Child protection falls under the responsibility of the Protection Unit or alternatively under the Community-Based Protection Unit. Within an office, an individual staff might be assigned as focal point for child protection or specific aspects thereof. Dedicated child protection/SGBV staff exist in a limited number of operations. Prevention and response to SGBV may be handled by another staff, separate from the Child Protection focal point. Other UNHCR staff, such as Registration, Refugee Status Determination and Resettlement staff are also dealing with individual refugee children in their work. During emergencies, UNHCR draws upon its in-house Emergency Response Teams to fill child protection and SGBV functions, on UNHCR regional specialists (where available) or on deployments through stand-by partners. Typically, the majority of UNHCR staff are operating in areas close to the point of delivery,</p>	<p><u>Country level:</u> Dedicated child protection staff are in place in UNICEF Country Offices, including specific staff dedicated to key areas of child protection as needed, e.g. justice for children, violence prevention/response, including gender-based violence, birth registration, and key areas of child protection in emergencies, including prevention and response to family separation/unaccompanied and separated children, release and reintegration of children recruited and used by armed forces and groups, monitoring and reporting of grave violations against children and psychosocial support. In level 2 and level 3 emergencies and in other emergency contexts, as appropriate, UNICEF calls on surge support through the in-house Immediate Response Team (IRT) or on deployments through in-house talent pools for CP and GBV, as well as stand-by partners.</p> <p><u>Regional:</u> The UNICEF Child Protection</p>
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	<p>whether in camp or in non-camp, urban situations.</p> <p><u>Regional:</u> Where applicable, Regional offices/hubs have advisory functions (e.g. Regional Community Services Officer; Regional Adviser Women and Children, Regional SGBV Adviser). However, most country offices have a direct reporting line to the respective Regional Bureau in HQ.</p> <p><u>HQ:</u> Global responsibility for protection advice, policy development, strategies and provision of protection operational support to the field lies with the Division of International Protection/Child Protection Unit in HQ and the SGBV Unit for SGBV.</p>	<p>Regional Advisor provides technical support and coordinates the regional approach to child protection in emergencies.</p> <p><u>HQ:</u> The Child Protection Section, within the Programme Division provides global guidance for policy development, implementation, coordination, technical support and oversight for child protection, including emergency response, mine action and other weapons-related issues, birth registration, case management, child protection systems, data management for protection, positive social norms, etc.</p>
<p><b>Areas of cooperation</b></p>	<p>UNHCR and UNICEF can work jointly to provide services and programmes to children either directly or through an implementing partner in all areas of child protection. More broadly joint activities and initiatives are suggested in the following areas, which may be applied across all the technical areas of child protection.</p> <p><u>Assessment and Situation Analysis</u></p> <ul style="list-style-type: none"> <li>• Conduct joint rapid needs assessments, either as specific child protection and/or SGBV assessments or as components of broader protection assessments. Assessments can include both participatory assessments and rapid assessments (using the inter-agency Child Protection Rapid Assessment (CPRA) toolkit, adapted as necessary for refugee situations). UNICEF and UNHCR can jointly develop tools, conduct training, implement assessment / analysis activities, and analyze information. Particular attention to be given to ensure that tools, assessments and analysis capture the status of the most vulnerable groups within the population for e.g. children with disabilities. Reports of joint activities to be issued as joint products.</li> <li>• Agree to joint methodologies for and tools for child protection situation analysis and monitoring in refugee sites as well as host communities, and jointly consolidate, analyze and share information.</li> <li>• Coordinate research and studies on key CP issues affecting refugee children. Research undertaken with refugee populations should be coordinated with UNHCR.</li> </ul> <p><u>Strategic planning</u></p> <ul style="list-style-type: none"> <li>• Undertake joint contingency planning in coordination with other agencies and in line with overall preparedness processes</li> <li>• Collaborate in developing child protection response plans and strategies that link to overall country refugee protection strategies and efforts for child protection systems strengthening.</li> </ul> <p><u>Advocacy</u></p> <ul style="list-style-type: none"> <li>• Joint development of an advocacy strategy for child protection in emergencies,</li> </ul>	

	<p>including advocacy for access of refugee children to national child protection and civil registration systems and inclusion in national child protection policies and action plans as appropriate.</p> <ul style="list-style-type: none"> <li>• UNICEF and UNHCR to approach advocacy either jointly or according to each organization’s respective strengths and partnerships.</li> <li>• Collaboration on engagement of media, civil society and the development of public campaigns, as is suitable to the situation.</li> </ul> <p><u>Technical support</u></p> <p>Technical support covers all areas of child protection, including prevention and response to physical violence; sexual violence; domestic violence; and harmful practices such as child marriage, recruitment and use of children by armed forces and groups, and other grave violations; family separation; children with disabilities, child labour; and interventions to address psychosocial distress; weapons and explosive remnants of war and for children in contact with the justice system.)</p> <ul style="list-style-type: none"> <li>• Jointly identify areas where technical support is required.</li> <li>• Jointly develop tools and resources.</li> <li>• Joint activities to support implementation of the best interests procedure for vulnerable children, including UASC.</li> <li>• UNICEF can provide technical expertise on child protection programme design and approaches, and monitoring and evaluation, as well as in any of the above mentioned technical areas. UNHCR can contribute technical expertise on specific aspects of child protection in refugee contexts and on broader refugee protection</li> </ul> <p><u>Capacity building</u></p> <ul style="list-style-type: none"> <li>• Joint identification of areas where capacity building is required. UNHCR and UNICEF can develop a joint capacity building strategy for child protection, including areas such as children with disabilities.</li> <li>• Undertake joint training and other capacity building activities for UNHCR/UNICEF staff, partners and governmental counterparts, as well as children and communities, with each agency contributing as possible according to their expertise and resources.</li> <li>• UNHCR and UNICEF to make available to each other’s staff and partners online and other capacity building opportunities on child protection, SGBV and refugee protection, where possible.</li> </ul> <p><u>Human and material resources</u></p> <ul style="list-style-type: none"> <li>• UNICEF secondment of child protection technical specialists to UNHCR operations where required by UNHCR.</li> <li>• Contribution of materials for child protection emergency responses, especially Child Friendly Space materials, which are appropriate for all children, including children with disabilities.</li> <li>• Joint UNICEF/UNHCR Child Protection in Emergencies Training for UNICEF and UNHCR Standby Partners (SBP) at global level.</li> </ul>
<p><b>Cooperation with government</b></p>	<p>Both UNHCR and UNICEF work in partnership with governments.</p> <p>UNHCR traditionally works with the Ministry responsible for refugee affairs, typically the Ministry of Interior, Ministry for Refugee Affairs etc., and their district and local level structures.</p>

	<p>UNICEF partners with Governments, including key government ministries, in developing, monitoring and implementing the Country Programme Action Plan (CPAP) which outlines the country-based programme strategy, structure and operational modalities for each sector.</p>	
	<p><b>UNHCR</b> strives to strengthen national asylum and refugee protection capacities and procedures. UNHCR is also committed to strengthen national child protection systems in line with its mandate. UNHCR works closely with police and the judiciary, e.g. in relation to physical security of refugees, access to justice for survivors of SGBV and in relation to custody issues. Border guards and immigration officials are also key counterparts especially in relation to ensuring access to territory for asylum seekers and refugees. UNHCR is also increasingly engaging with other ministries such as Social Welfare and Education, as well as national civil registration authorities – traditional UNICEF counterparts – which represents an opportunity for collaboration with UNICEF. In repatriation operations UNHCR’s cooperation with governments (Country of Asylum, Country of return) is defined through specific Tripartite agreements (which often also include child specific provisions).</p>	<p>In Child Protection, <b>UNICEF</b> government counterparts include the Ministries of Social Affairs, Youth and Gender, Labour and Social Development, Education as well as national civil registration authorities to address risks of all forms of violence including sexual violence, exploitation, and abuse, and to provide equitable access to protection services for vulnerable children; and the Ministries of Interior and Justice as well as the judiciary on issues related to justice for children and birth registration. UNICEF works with government partners to promote legal reforms in adherence to international standards, and to build capacity and sustainable response in key areas of child protection, using an approach to strengthen systems for child protection at local, national, regional and global levels.</p>
<p><b>Other partnerships</b></p>	<p><b>UNHCR</b> delivers child protection services through direct implementation, including direct provision of services to refugee communities and vulnerable persons. UNHCR also works in partnership with UN agencies, international and national non-governmental organizations, and civil society groups. UNHCR can conclude specific Project Partnership Agreements (PPA – formerly IP agreement) with NGOs to cover jointly agreed activities funded by UNHCR. Refugee communities are key partners for UNHCR and community structures and mechanisms are key for delivering services and protection.</p> <p><b>UNICEF</b> works in close collaboration with UN agencies and international and national NGO/civil society partners, community and religious leaders, and with children and young people, as well as through inter-agency mechanisms to achieve results in delivery of child protection programmes and services in emergencies and refugee situations. Partnerships with NGOs/CBOs are formalized through Partnership Cooperation Agreements (PCA) and through small-scale Funding Support Agreements (SSFSA).</p> <p>Through these partnerships, whether in common or complementary, UNICEF and UNHCR work to establish comprehensive protection programmes for refugee children. This also includes sharing information on relationships with Government ministries and other national or international partners, to inform and improve CP</p>	

	<p>system strengthening, highlighting complementarity respective strengths. Information sharing between UNICEF and UNHCR on child protection partners and partnerships, including sharing information on main elements, deliverables and timelines of relevant PPAs/PCAs is important to ensure coordinated and cost-effective responses.</p>
<p><b>Coordination</b></p>	<p>Child protection coordination in refugee contexts falls within the broader umbrella of protection coordination in UNHCR. In refugee operations UNHCR maintains the leadership and coordination of protection including child protection and SGBV.</p> <p>Coordination is often arranged through a Protection Working Group (PWG). Specific CP and SGBV groups may be established as needed, operating under the broader umbrella of the PWG, with UNHCR co-chairing with the government, UNICEF or other UN agencies, or NGO partners as appropriate in the context. UNICEF may also facilitate coordination of MHPSS, depending on the context.</p> <p>Operational coordination in refugee emergencies occurs primarily at field level as opposed to capitals. Capital level coordination bodies can play a role in coordinating approaches in operations with multiple locations and specifically when it comes to advocacy at national level.</p> <p>At the global level, UNICEF leads the Child Protection Working Group (CPWG) and co-leads, with UNFPA, the Global GBV Area of Responsibility (AoR). Both the CPWG and the GBV AoR sit within the Global Protection Cluster. Where a cluster approach, including a CPWG and/or GBV AoR, has been established for IDPs and other populations in areas with a refugee operation, the coordinators and relevant UNHCR refugee coordination and technical staff should maintain a strong working relationship to ensure information-sharing and coordination of child protection and GBV activities.</p> <p>In emergency-affected countries, UNICEF works in partnership with Government partners, including national child protection authorities, to convene <b>national child protection coordination mechanisms</b>, which may be, based on mutual agreement between UNHCR and UNICEF, adapted to accommodate refugee situations, e.g. child protection networks/working groups that bring together government agencies, non-governmental organisations (NGOs), community-based organisations (CBOs), UN agencies and other national and international actors involved in child protection activities to enhance the protection of children through well-coordinated interagency response, including service provision, information sharing, policy development, legal reform, capacity building, data collection and monitoring and advocacy efforts.</p> <p>Monitoring and Reporting on Grave Violations against Children in Armed Conflict: UNICEF co-chairs country level MRM Task Forces. As a UN entity and member of the MRM Country Task Force, UNHCR participates in and contributes to the MRM mechanism when persons of concern are affected by grave violations.</p>
<p><b>Methodology</b></p>	<p>Child protection in refugee situations is a specific technical area within child protection and is a specific element of the refugee protection scheme. Refugee child protection is implemented through various methodologies including the following (but not exhaustive):</p> <p><u>Identification, Registration, Documentation and Case Management of refugee children:</u></p>

- Refugee registration is a key starting point for identification of vulnerable children at heightened risk when done at individual level (in height of emergency registration might first be done at household level). Presence of a child protection focal point/partner at registration point is key to ensure timely and multi-sectoral responses as early as possible.
- Individual case management for children in refugee operations is guided by the best interests procedure, and is part of the overall refugee case management, meaning management of the refugee claim and identification of durable solutions. Therefore, UNHCR must oversee all aspects of case management for refugee children, excluding case management undertaken by national child protection authorities. This will also guide decisions regarding information sharing protocols. Standard operating procedures (SOPs) are needed to establish the roles and responsibilities of UNHCR, UNICEF and case management agencies/partners regarding working procedures for the care and protection of vulnerable children, including unaccompanied and separated children.

#### Information Management Systems:

- ProGres is the information management system used for registration and documentation of refugees. The Inter-Agency Child Protection Information Management System (IA CP IMS) can also be used in refugee operations but information sharing protocols between UNHCR and partner using the IA CPIMS need to be agreed upon. The Gender-Based Violence Information Management System (GBVIMS) is also used in refugee operations for the collection, management and sharing of GBV-related data generated through service delivery.
- PRIMERO, an inter-agency initiative under development by UNICEF and partners is the next generation of these systems (CPIMS, GBVIMS and MRMIMS). It seeks to improve access to services and strengthen strategies for the prevention of child vulnerability, providing a platform that will manage the information on a range of child vulnerabilities and violations and will allow secure and confidential information exchange across numerous issues of child protection, and among diverse partners. The objectives of the new system include improving interoperability and strengthening information sharing with ProGres. This includes the development of data exchange procedures and tools to enhance security and statistical compatibility, ensuring confidentiality, avoiding duplication and more comprehensive and effective case management.

#### Monitoring and Evaluation:

- UNHCR's Results Based Framework (RBF) and its planning and reporting tool 'FOCUS' are key monitoring references as they define objectives, outputs and indicators across the organization. The RBF includes specific impact and performance indicators on child protection as well as others that relate to child protection. The indicators are reported on by UNHCR and its partners and inform planning and aim to improve programming for protection.
- UNICEF's Humanitarian Performance Monitoring System contains child protection indicators developed from the Core Commitments for Children. Monitoring the implementation of a child protection programme in refugee contexts is carried out jointly with partners and is a continuous process. The

monitoring system is not simply to generate results-based information, but to use information to inform programme response.

Education is a protection intervention:

- For UNHCR, education is part of UNHCR's broader protection mandate and is guided by overall protection considerations including durable solutions. UNHCR seeks to achieve close linkages and complementarity between education and child protection programming.

Community involvement in the protection of children:

- Community-based protection is a key programmatic approach for UNHCR and UNICEF.
- UNHCR and UNICEF recognize that community based child protection mechanisms are important components of comprehensive child protection programmes. This means that refugee community workers play an important role in CP work, including in some situations aspects of individual case work and follow up.

Child protection systems strengthening:

- Child protection systems are an integral part of the strategies of both UNHCR and UNICEF. This is therefore a key area of cooperation for both agencies in a refugee situation. UNHCR and UNICEF should ensure that their respective child protection strategies to strengthen systems are linked and complementary, and identify joint activities where possible.