Topic: Strengthening implementation of quality standards and coordination
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Three Key Discussion Areas:

1. **What needs to take place (and how) to strengthen the application of the INSARAG quality standards?**

- Implementation of guidelines and standards by teams
- Application of standards and coordination mechanisms should be isolated from political pressure
- Need to enhance quality performance checks between IEC and IER (between those 5 years), e.g. requirement for participating in SIMEX, trainings, deployments/a Self-assessment – annual = Exercise (in other to keep the quality) (#1)
- Increase mentor involvement in IER process, i.e. Through tracking the achievement of standards not just at the moment of an IEC/R
- Think about consequences for when standards are not met; is there any process for this? What happens with teams who do not meet the standards? Consider the political sensitivities.
- Only aware of one Red - it is unlikely that the standards across the globe have improved, but more likely that Classifiers are not willing to give Reds
- Applying standards is the responsibility of focal points, teams, as well as the whole INSARAG system (secretariat, Classifiers, team leaders)
- Appropriate training should be delivered to those persons with responsibilities such as classifiers, mentors, focal points, teams, etc.
- Participation in INSARAG system should include mentoring and capacity building
- Promote adaptation and implementation of INSARAG standards at national level
- The USAR national accreditation process and the process for INSARAG to recognize the NAP (IRNAP) as well as related support structures such as the Technical Support Group (TSG) need to be institutionalized with a regional structure and aim towards monitoring the accomplish of standards established in those processes. including checklist for self-evaluation.

2. **What should happen (and how) to further strengthen the coordination of the response?**

- Potentially affected countries to be supported to prepare their systems and processes to receive incoming assistance (in Logistic, Migration and Customs processes)
  - Capacity building
  - Training cooperation
- Language: improvement of skills in English
- Develop training courses / training material for non-classified and national teams to unify techniques
- Further strengthen the culture of cooperation (sharing experiences, lessons and improve coordination process.)

- Promote the holding of further international top table Exercise, and regional SIMEXes
- Disseminating the process and procedures to decision makers
- Include the coordination structure into the national strategy and national plans
- Further disseminate the minimum standards and INSARAG methodology to actors involved in the process
- Further promote the OSOCC and UCC coordination methodologies and their adaptation to each national context

3. **What are the key bottlenecks and / or risk factors?**

- Language, Lack of communication, Multi-lingual training material
- Lack of ability to develop relationships
- Too much focus on coordination methodology and too little on the actual victims
- Discrepancy of understanding of methodology which leads to uneven implementation of minimum standards
- Slow reaction time to incorporate improvements
- High costs involved to raise quality of teams, including in terms of political and financial costs
- Not enough access to trainings
- Inconsistency of skills and experience of trainers
- Different standards
- Time to embed standards in teams
- Continuous commitment ($, risk, understand)
- Adversity to change
- Cultural differences

Recommendations

- Promote the use, adaptation and adoption of INSARAG standards and methodology at national level for national teams
- Promote further exchange and collaboration between teams and countries to i) strengthen capacities of teams as well as ii) of countries to activate and coordinate own USAR team and receive international teams
- Ensure widest possible dissemination of INSARAG standards and methodology with appropriate information products according to each type of audience (high level decision makers, focal points, operational personnel, USAR team members, etc. – all require different info products) and ensure translation into all key languages
- Think about consequences for when standards are not met, both in response operations as well as in the mentoring and classification and re-classification process