

Accountability to Affected Populations (AAP) Technical Working Group

TERMS OF REFERENCE

Accountability to Affected Population (AAP) is a cross-cutting, cross-sectoral issue that is foundational to the work of all partners in the Rohingya refugee response. Operational sectors and their partners should ensure adherence to [AAP commitments](#) and implement programs accordingly.

In the Rohingya refugee response, the Communication with Communities Working Group (CwC WG) has been providing coordination and cross-sectoral support to mainstream AAP and CwC principles since its inception in 2017. For a variety of reasons, not least to ensure compliance with global standards, the coordination-streamlining process in 2022, has decided to transition the CwC WG to mainstreaming AAP.

AAP Advisor

An AAP Advisor/National Coordination Officer has been established within the ISCG secretariat that will supersede all earlier positions, including that of the CwC coordinator. One of the key responsibilities of this role is to initiate, convene, facilitate, and coordinate an AAP Technical Working Group (TWG) and connect sectors/partners with appropriate technical organizations/entities with expertise on AAP. This will be in line with the annual workplan agreed to by the ROCT for the AAP Advisor. The AAP Advisor will provide advisory and technical support, coordination, representation, capacity building, collaboration with PSEA Network. S/he will be situated in the ISCG and raise issues at the inter-sector and ROCT meeting and receive guidance on AAP from the ROCT where needed.

AAP TWG

The AAP TWG members will:

- Support sectors by attending coordination meetings as needed and support efforts to better mainstream AAP within the sectoral strategies/plans/activities/indicators, including their Joint Response Plan (JRP), AAP/CE guideline, Campaign strategy, Contingency Plans, and other strategic position papers and statements on AAP related issues, as necessary. This will also include providing technical advice to sectors and partners on two-way communication and standardized community engagement approaches (including through information hubs, religious leaders etc.).
- Assist in developing communication resource and community engagement approaches. This includes standardize key messages and IEC materials for the community, provide translation support as well as technical guidance on language for any strategic or community focused materials. The AAP Advisor will maintain a directory of key messages/IECs and share them with sectors/partners as needed.
- Develop key analysis of community perceptions and feedback periodically (based on data generated from complaints/Feedback mechanisms and other quantitative/qualitative community consultations) and share with all for understanding the needs, gaps and trends.
- Develop the capacity of partners based on identified target audience, training needs/gaps, produce a coordinated and standardized AAP capacity development package including training module, facilitators guide, links for global tools/resources, and develop/form an AAP trainers pool and facilitate AAP training across sectors and their partners.

The AAP TWG will NOT make decisions on behalf of Sectors or directly coordinate with field agencies.

AAP TWG membership

The AAP TWG will be a closed group of technical experts from organizations that have demonstrated capacity in AAP. It is not intended to be a representative platform of different types of organization.

Members of the TWG are expected to contribute based on their technical capacity for the greater interest of the whole response without being limited to their own organization's projects/activities.

The membership is for organizations and not for individuals, i.e., organizations must nominate the expert staff as focal person with an alternative/back-up person to be member of the TWG. Efforts will be put to make it a balanced group in terms of gender and context knowledge.

The nominated experts and their alternates from the following organizations will form the AAP TWG:

1. IOM
2. UNHCR
3. UNICEF
4. BBC Media Action
5. Translators without Borders (TWB)
6. RCRC Movement/IFRC

Changes in the composition or membership will be determined by the ISCG Coordinator in consultation with the ROCT. Members of the TWG are required to dedicate time and resources towards the AAP and contribute in a constructive and timely manner.

The AAP TWG will meet periodically at least once every month. Ad-hoc meetings may be organized depending on the need for technical inputs. The meetings will be chaired by the AAP Advisor or delegated person. The experts from different organizations/sectors, beyond the members of the TWG, may also be invited to participate, on an ad hoc basis/as required.