

# Course:

## How to provide initial support to survivors of gender-based violence



**PARTICIPANT HANDBOOK**

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# 1. Course description

Welcome to the course '*How to provide initial support to survivors of gender-based violence (GBV)*', offered by UNHCR, IOM and UNICEF.

The purpose of this course is to help frontline workers and anyone else interested develop skills to deal with instances of gender-based violence and offer useful information on available services.

The course is divided into four modules. The modules introduce concepts and tools in a logical order to guarantee an effective learning experience.

The course is for anyone interested in developing the knowledge and skills to be able to support GBV survivors. However, the specific needs of humanitarian workers were taken into consideration when developing the content.

The course is completely free and there are no additional requirements to participate.

To pass the course, you must pass the assessment with a minimum score of 80% to receive a certificate.

# 2. Course objectives

At the end of the course, participants will be able to:

- Recognise the definition of GBV
- Understand the dynamics of GBV affecting people during emergency situation such as conflict, natural disasters, and forced displacement.
- Identify the guiding principles, link the principles with their description, and understand how to use them.
- Recognise the definition and importance of psychological first aid (PFA) in situations of gender-based violence, and connect each phase to its description.
- Understand the best way to behave in each phase of the PFA approach.

- Recognise the guiding principles, responsibilities and limitations of supporting child survivors of GBV.

### 3. Course structure and specific objectives

#### Module 0.

Module	Module learning objectives	Content	Practice quiz	Graded assessment
Module 0	Understanding the structure and objectives of the course  Learn how to use the e-learning platform (Leaning Passport)	Module 0	There aren't any	There aren't any

#### Module 1

Module	Module learning objectives	Content	Practice quiz	Graded assessment
Module 1	Recognize the United Nations Inter-Agency Standing Committee's definition of GBV	Videos 1, 2		End of course assessment

	Identify the causes, contributing factors, types and consequences of GBV	Video 3 Article 1 Videos 4, 5, 8 Image 1 Video 9 Image 2	Survey 1	End of course assessment
	Recognize the dynamics of GBV affecting people during emergencies, such as migrants, asylum seekers and refugees	Article 2 Videos 6, 7 Article 3 Case study	Quiz 1	End of course assessment

## Module 2

Module	Module learning objectives	Content	Practice quiz	Graded assessment
Module 2	Identify the guiding principles for working with GBV survivors and know how to apply them	Videos 1, 2 Article 1	Quiz 1	End of course assessment
	Know the definition of psychological first aid (PFA) and its importance when working with GBV survivors	Video 3 Article 2	Quiz 2	End of course assessment

	Identify the actions included in the first phase of PFA, the “Prepare” phase	Videos 4, 5 Article 3 Case study	Quiz 3	End of course assessment
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### Module 3.

Module	Module learning objectives	Content	Practice quiz	Graded assessment
Module 3	Identify the recommended actions in each phase of PFA (‘Look’, ‘Listen’ and ‘Link’) and know how to put them into practice	Video 1 Images 1, 2, 3, 4, 5 Video 2 Images 6, 7, 8, 9 Video 3 Images 7, 8, 9, 10, 11, 12, 13 Article 1	Quiz 1	End of course assessment
	Better understand how to behave in specific cases when providing PFA	Case study		End of course assessment

### Module 4.

<b>Module</b>	<b>Module learning objectives</b>	<b>Content</b>	<b>Practice quiz</b>	<b>Graded assessment</b>
Module 4	Recognize the principles for working with child survivors of violence.	Video 1 Articles 1,2		End of course assessment
	Understand why children need additional protection	Video 1		End of course assessment
	Act in the most effective way during the phases 'Prepare', 'Look', 'Listen' and 'Link' when supporting children	Videos 2, 3 Images 1, 2, 3 Video 4 Images 4, 5, 6, 7, 8 Video 5 Images 9, 10, 11		End of course assessment

## 4. Participant profile and prerequisites

The course is aimed at anyone who is interested in developing the knowledge and skills to be able to support GBV survivors. However, the specific needs of frontline workers were taken into consideration when developing the content.

To participate in the course, you will need:

- A computer or mobile phone with internet access

## 5. Course methodology and duration

The course is self-managed, allowing participants to complete it at their own pace.

The course is divided into four modules. Each module includes videos, text and quizzes.

The participant should start with module 0, which explains the general objectives and content of the course and how to use the platform. Then you can start module 1 and so on.

Module activities are generally displayed in a presentation format. To switch from one activity to another, you must press the arrow at the bottom of the screen. You can only move from one module to the next and from one activity to the next when you have completed the previous activities. Otherwise, the platform will not allow you to move forward.

The course contains practice quizzes to test the knowledge you have acquired in each module and an end-of-course assessment that will be marked and gives you access to a certificate.

Modules 0, 1, 2, 3 and 4 are compulsory, and you will only be able to take the assessment after fully completing them. The course is 2 hours long.



## 6. Assessment criteria and certificate

To obtain a course certificate, the participant must obtain a score of 80% or higher in the end of course assessment. The participant has three attempts to pass the assessment.

## 7. Communication with participants

The course organizers and facilitators can communicate with participants via the following channels:

**Notifications:** This function is located at the top of the screen on the right, represented by the bell icon. Through this function, the course coordinators and facilitators send personalised messages to the course participants. We recommend checking your notifications often, so you read messages in time.

**Noticeboard:** This function is located at the top of the screen on the right, represented by the envelope icon. Through this function, course coordinators and facilitators send general messages to all course participants. We recommend checking the noticeboard frequently to stay up to date.

**E-mail:** The course coordinators and facilitators send emails to the course participants. This channel will only be used to send essential course information or reminders. Course coordinators and facilitators will also use e-mails to provide participants with additional information about the course. This option will only be used when the participant has given consent to receive additional course information in the relevant section of their profile.

## 8. Participant support

Should participants have questions or comments about the course, they may contact the course organisers and facilitators via the following link: [Participant support](#)

Here you will find a form where you can send a question or request. In this case, the course team will reply to participants by e-mail.

## 9. Course policies

The course policies align with the Italy Learning Passport platform policies.

### 9.1. Privacy policy

At UNICEF, we care about the confidentiality and security of your personal information and do our best to keep it safe. With this Privacy Policy, we inform the [italy.learningpassport.org](https://italy.learningpassport.org) users of how the personal data we receive is processed and used.

We inform you that by completing and submitting the sign-up and registration forms, the user accepts that the data and information provided will be incorporated into a digital file that will be used to learn about user profiles and adapt the platform and courses to their needs. This data may also be shared with UNICEF's partner organizations for the same purposes mentioned above. These organizations will be required to follow the privacy policy of Italy Learning Passport.

The contact details of participants will only be used to send information and reminders about the courses in which they are registered. A participant's contact details may also be used to send further information of interest about the courses when they have given their consent in the questions section of their profile.

UNICEF will not pass on any data or information about our users to third parties. Data collected through the web will only be transferred when the user is expressly informed.

Users may exercise their rights of access, rectification, erasure and opposition. To exercise these rights, users can contact the platform management team at the following link: [Participant Support](#)

Through this policy, the user declares that they are aware of, consents to and expressly authorises that their personal data be Incorporated for the purposes expressed.

UNICEF reserves the right to modify this Policy to adapt them to new legislation, jurisprudential criteria, industry practices or interests of the entity. Any changes in it will be announced with due notice so that you are fully aware of its contents.

## 9.2 Integrity policy

The following information describes the policy on identifying, reporting and responding to instances of academic dishonesty.

Academic dishonesty is defined as a lack of integrity in an educational environment. It includes and is not limited to the following situations:

1. Plagiarism
2. Bribery
3. False information
4. Impersonation

Academic dishonesty is defined as a lack of integrity in an educational environment. It includes and is not limited to the following situations:

If dishonesty is suspected, the course team will proceed as follows:

5. Report the suspicion to the participant, so the participant can provide the necessary information to analyse the case.
6. Gather the information needed to understand and solve the case.
7. Collectively discuss among the course organisers the appropriate solution for the case.
8. Inform the participant of the decision taken to resolve the case.

In case of academic dishonesty, the sanctions may be:

9. Lowering the participant's final grade.
10. Removing the participant from the course in which they are enrolled.
11. Prohibiting the participant from taking any Italy Learning Passport courses.

### 9.3 Accessibility policy

UNICEF is committed to making the platform and course resources accessible to people with visual and hearing disabilities. In this regard, UNICEF is committed to using all the features offered by Italy Learning Passport to improve the learning experience of people with disabilities.

Implemented measures include:

12. Mainly video-based material with clear audio for the visually impaired.
13. Mainly video-based material with subtitles for the deaf.
14. The material is downloadable in html format, which allows support programmes for the visually impaired to read it.

### 9.4 Communication policy

UNICEF is committed to clear and respectful communication between course coordinators and participants, and between participants themselves. To encourage this type of communication, UNICEF recommends:

15. Using formal language appropriate to the type of course.
16. Being respectful of comments by course coordinators and other participants. Inappropriate or offensive messages will be deleted and appropriate action taken.
17. Use of designated channels to ask questions or make comments.