KNOWLEDGE ON SAFE REFERRAL

Indicator Phrasing

English: % of project staff knowledgeable on how to safely proceed when identifying a case for referral to specialised services

French: % du personnel du projet sachant comment procéder en toute sécurité lors de l'identification d'un cas à référer auprès de services spécialisés

Spanish: % del personal del proyecto que sabe cómo proceder con seguridad al identificar un caso para derivarlo a los servicios especializados

Portuguese: % da equipa do projeto com conhecimento sobre como proceder de forma segura ao identificar um caso com necessidade de encaminhamento para serviços especializados

Czech: % zaměstnanců projektu, kteří vědí jak bezpečně postupovat při identifikaci případu, který je potřeba doporučit specializovaným službám

What is its purpose?

The indicator shows the extent to which relevant project staff members are able to safely refer a person to specialised services, as per the internal policies or international minimum standards. A safe referral is among the key pre-conditions for people receiving the protection services they need.

How to Collect and Analyse the Required Data

Determine the indicator's value by using the following methodology:

1) **Define who can be considered as 'project staff'** for the purpose of this indicator. This should primarily be people who come in touch with the target population, such as field workers, project and programme managers and MEAL staff (it can also include the staff of partner organizations).

2) **Define what a staff member needs to know** in order to be considered as "knowledgeable on how to safely proceed when identifying a case for referral". When doing so, consider existing minimum standards for safe and accountable referrals (see document below), processes used by your organization as well as the local context.

3) **Prepare a simple test** assessing whether the project staff has the desired knowledge. The test can use a combination of:

   - scenarios where the person is asked to describe how s/he would respond to a given situation (i.e. there are no predefined answers)

   - statements where the staff member needs to decide whether a statement is right or wrong (and

justify why they think so)

   - questions assessing the staff member's knowledge regarding what should (not) be done when referring people

   - questions testing the staff member's knowledge of relevant services to which a person can be referred

   - questions regarding how to record a referral made

4) **Decide how many marks will be allocated to each correct answer**. For example, for a correct answer to an easier question, you can give one mark, while for correct answers to more difficult questions / scenarios you can give more marks.

5) **Decide how many marks a person needs to get** to be considered as being "aware of the key principles and practices of protection mainstreaming" (e.g. a score of at least 15 out of 20).

6) **Administer the test**. If you need to compare a staff member's awareness before and after a certain learning event (e.g. a training), you might need to design two comparable tests, so that you can administer a pre- and post-test.

7) **Count the number of staff** who achieved the minimum acceptable score (see point 5).

8) To **calculate the indicator's value**, divide the number of staff who achieved the minimum acceptable score by the total number of staff who completed the test. Multiply the result by 100 to convert it to a percentage.

Disaggregate by

[Disaggregate](#) the data by the position, gender and age group of participating staff.