

WASH PROMOTERS' KNOWLEDGE AND SKILLS

Output indicator

Indicator Phrasing

English: % of WASH promoters that passed both theoretical and practical test

French: % des promoteurs EHA qui ont réussi à la fois les tests théoriques et pratiques

Portuguese: % de promotores de água higiene e saneamento (WASH) que foram aprovados em ambos os testes teórico e prático

Czech: % propagátorů bezpečné vody, sanitace a hygieny, kteří složili teoretický i praktický test

What is its purpose?

The indicator assesses the proportion of persons responsible for promoting hygiene/ water /sanitation-related behaviours that have the required knowledge and skills. The "promoters" can be volunteers, health workers but also school teachers or other influential community members.

How to Collect and Analyse the Required Data

It is recommended that the promoters' knowledge is assessed by a theoretical test and their skills by a practical test:

THEORETICAL TEST:

The theoretical test needs to focus on the following knowledge:

- 1) the main **messages** the promoter is expected to communicate to the target audience (for example, correct explanation of the "f-diagram")
- 2) the main principles of the **communication** technique/ information transfer
- 3) the **SBC materials** the promoter is supposed to use

Set clear criteria for passing the test (for example, when at least 75% of the answers are correct).

PRACTICAL TEST:

The practical test needs to be based on an observation of the promoter's practical skills. Focus on the

following skills:

- 1) the promoter creates a positive and **friendly environment** during the session
- 2) the promoter describes the **purpose** of the session in an understandable and attractive way
- 3) the promoter describes the topics in a **practical** and understandable way
- 4) the promoter **repeats** the main messages often enough
- 5) the promoter uses techniques to draw **audience's interest**
- 6) the promoter **interacts** with the audience

For other criteria, review the checklist included in the Make Me a Change Agent publication (see below; pages 130 - 131).

Set clear criteria for passing the test (for example, when the promoter follows at least 4 out of 6 observed practices).

To **calculate the indicator's value**, divide the number of WASH promoters that passed both theoretical and practical test by the total number of tested WASH promoters. Multiply the result by 100 to convert it to a percentage.

Important Comments

1) Keep in mind that observation-based tests **usually cannot be done at the time of the project's endline** (when all activities are over) and the data for the indicator therefore needs to be collected in the course of the project, in the course of the WASH promotion activities.

2) Observation-based practical tests are relatively time consuming - **ensure that you have a sufficient number of data collectors / observers** (at the same time, they are 100% worth the effort as they tell you much more than an ordinary written test does; furthermore, their results can be used for addressing the gaps in WASH promoters' skills).

Access Additional Guidance

- The FSN Network, CORE Group (2015) [Make Me a Change Agent](#)