

INTERNATIONAL LABOUR ORGANIZATION

Promoting civic values and life skills for Adolescents through education in Iraq

TECHNICAL COOPERATION FINAL PROGRESS REPORT (FPR) IRQ/10/02/FPA

Basic Information	
Countries covered:	Iraq
Donor:	UNFPA-Iraq
Budget:	\$837,744
TC Symbol:	IRQ/10/02M/FPA
Administrative unit:	Regional Office for Arab States
P&B Outcome:	Outcome 02: Skills development : increases the employability of worker, the competitiveness of enterprise, and the inclusiveness of growth.
DWCP outcome:	IRQ102 - Skills development integrated in national development strategies Outcome 02 - Skills Development: Skills development increases the employability of workers, the competitiveness of enterprises, and the inclusiveness of growth
Start date:	October 2011
End date:	28 February 2015

Reporting Information			
Report prepared by:	Ghassan Alsaffar-Project CTA		
Report reviewed by:			
	I have reviewed the classifications and agree they are a fair and accurate reflection of progress	Reviewer initials: <initials></initials>	
Report approved by:	I have reviewed the classifications and agree they are a fair and accurate reflection of progress	Approver initials: <initials></initials>	

Instructions

This is the standardized format for final progress reporting. It is completed at the end of every technical cooperation intervention to provide an overview of progress and achievements. The Final Progress Report (FPR) is an opportunity to reflect on implementation and draw lessons learned, making an initial self-assessment on the efficiency, effectiveness, sustainability and relevance of the intervention.

FPRs should not only include the final status of outputs and immediate objectives, but also explain which factors contributed to or hindered the achievement of results, explain how the intervention was managed, identify what could have been done differently and what methods or strategies can be replicated in other technical cooperation activities.

Completing the FPR should be an inclusive process of consultation among stakeholders, implementing partners and constituents. Self-assessments in the FPR should flow from the involvement of constituents in monitoring and evaluation and be based on wrap-up workshops held at the close of an intervention.

FPRs must be submitted as per the schedule outlined in the Approval Minute. All reports should be sent in electronic copy (Word format) to PARDEV for onwards submission to the donor^a. Please delete this instruction box before finalizing the document.

Please note this is the format for final reports only. Interim reports must use a different template.

^a In some Approval Minutes the responsibility for submitting TCPRs directly to donors is delegated to the ILO responsible official if the funding agreement has been signed locally. However, these TCPRs must still be copied to PARDEV in electronic format.

Summary

The project had three objectives:

Objective one: Promoting life skills among adolescents through education in Iraq

Objective two: Strengthening protection and justice for young people in Iraq

Objective three: Assisting the government Of Iraq to develop National Youth Strategy

The project covered the governorates under the Federal Government and Kurdistan Regional Government (six governorates), in coordination with Ministry Of Labour & Social Affairs (MOLSA) and Ministry Of Education (MOE).

Within objective one: The project introduced the life skills and employability skills within the education programme of the vocational schools (MOE) and the training programme of the vocational training canters (MOLSA).

Four manuals were developed in both Arabic and Kurdish Languages, Two manuals of the four on life skills through teachers and instructors and two through peer educators.

The following results were achieved within this component (objective):

- eighty three life skills trainers trained.
- (180) schools principals and teachers were exposed to the life skills programme.
- (24) peer educators trainers trained
- (751) peer educators trained

The programme implemented in twelve vocational training centers-MOLSA- and thirty two vocational schools of MOE in six governorates.

(2245) trainees trained on life and employability skills in MOLSA-VTC's.

(3211) students in the vocational schools-MOE- received training on life and empployability skills during

The training in both the vocational schools and the vocational training centers is still going on by the two ministries.

Within objective two :The project intorduced the vocational training for juveniles out side the reformatories.The programme was very successful but it was implemented only in Kurdistan due to the deteriorated seurity situation in Baghdad.

A multi dimensional manual were developed in coordination with the American University of Beirut-AUB-The manual were translated to Kurdish.

Eight social workers and reformatories directors were trained on using the manual specially the risky behaviour management.

Currently the manual is considered as guide book for the social workers in the reformatires and a second phase of the project is currently implemented by UNFPA in Kurdistan.

Within objective three: The project build the capacities of the High Committee for youth, Ministry of Youth and youth organisations capacities in developing youth strategy. Seventy six hearing sessions for Iraqi youth were organised in all the governorates of Iraq (18 governorates). Thirteen working papers were developed by Iraqi experts and acadmia.

Based on the results of the hearing sessions and the working papers, a national youth startegy was devloped .

The strategy was endorsed by the Iraqi council of ministers in 2014. Currently the UNFPA is supporting the ministry of Youth to develop an action plan to implement the National Youth Strategy.

The project faced the following challanges :

1-The security situaion which delayed the implementation of the project activities.

2-The lack of local experience within MOLSA, MOE & MOY.

3-The weak coordination among the government and the youth NGO's.

4- The political conflicts among the political parties had negative impact on the relation between the ministries and the continuation of the project.

SECTION A: RESULTS ANALYSIS (Outputs, Immediate Objectives)

1. Outputs

Output weighting	Percent completion	Indicator targets (compare planned against actual)	Analysis of output delivery			
Objec	Objective one :Promoting life skills among adolescents through education in Iraq					
Output: 1.1:	Service providers	s manual and peer educators manual on life skills d	eveloped			
25%	100%	Planned: Develop two manuals Actual: Four manuals developed	As the project covered the two parts of Iraq (Arabic & Kurdish) the two manuals were translated to Kurdish.			
Output: 1.2	life skills trainers	& peer educators trained on life skills				
20%	Planned: Train:50 teachers,15 Peer educators trainers & 500 peer educators		The project piloted first in some vocational schools and vocational training canters then due to the positive impact of the project the three ministries decided to expand the project.			
Output: 1.3	:voctaional traini	ng centers, vocational schools and youth centers	piloting the life skills training programme			
25% 100% Planned: pilot the programme in six VTC's & fourteen vocational schools schools implemented the programme		fourteen vocational schools Actual: twelve VTC's & thirty two vocational	-Based on the evaluation, the two ministries adopted the life skills programme and expanded the coverage. The programme is still functioning			
Output 1	Output 1.4:students in vocational schools, trainees in VTC's and young persons in youth censers received training in life skills					
20% 100% Planned: 1200 trainees trained & 1500 students received training Actual: 1866 trainees trained & 2050 students received training.		received training Actual: 1866 trainees trained & 2050 students	The life skills training programme was considered as complementary to the Know About Business-KAB- programme.			
Output 1.5: young persons participated in peer education sessions						

	-	-		
10%	10% 100% Planned: 1000 young persons participated in peer education sessions. Actual : 1600 young person's participated in peer education sessions		The youth canters and youth NGO's led were the key agencies in conducting peer education sessions on five topics,	
Obj	ective two	:Strengthening protection and ju	stice for young people in Iraq	
Output 2.1:	Vocational trainin	ng,entrepurnership and life skills training implemen	ited in five reformatories	
50%	70%	Planned: Implement the programme in five reformatories Actual: The programme implemented in one reformatory.	 The training programme designed and then implemented in Kurdistan only as it was not possible to transfer the juveniles from the reformatories to the training censers in Baghdad as it was planned. The delay is due to the deteriorated security situation in Baghdad 	
Output 2.2:	new psycho-social	services support for the youth provided		
25%	60%	Planned: Five reformatories provide psycho- social support	The three reformatories in Kurdistan only provide such service. It was not possible to implement the programme in Baghdad due to the security situation	
		Actual: Three reformatories provided the services	in Baghdad	
Output 2.3	Capacity building	programme for the five reformatories conducted		
0.5%	100%	Planned : Four workshops for(80) staff	Workshops organised for seven reformatories staff	
25% 100%		Actual: seven workshops organised for (105) staff.	instead of five.	
Objective	e three : As	sisting the government Of Iraq to	develop National Youth Strategy	
Output 3.1:	Capacities of the I	high youth committee, technical committee and you	uth NGO's developed	
10%	Planned: Organise six workshops		Workshops organised in Baghdad, Erbil, Amman & Beirut. The workshops covered the issues of: developing strategy, focus groups, developing working papers, developing youth strategy and M&E tools.	
Output 3.2	: young persons p	articipated in developing the youth strategy		
15% 100% Actual: seventy two sessions organised			-33 facilitators trained. -Seventy two hearing sessions conducted in (18) governorates for 1365 young persons, 565 were young girls. -Analysis &results of the sessions printed and distributed	
Output 3.3 :	working papers c	leveloped		
Planned: No working pap		Planned: No working papers planned Actual: Twelve working papers developed	The working papers were developed by Iraq experts and academia .many young person's effectively participated in developing the papers. The papers covered several issues such as : education,health,employment,citizenship,sports	
Output 3 4.	National youth st	I rategy developed and submitted to the governmen	t of Iraq	
50%	100%	Planned: Develop National Youth Strategy and submit it to MOY. Actual: The NYS submitted to MOY. The project	The NYS was endorsed by the Council Of Minister and became a national document. Currently UNFPA is supporting MOY to develop an action plan to implement the NYS	
		assisted MOY to ensure the endorsement of the Council Of Ministers.		

(Above: repeat for each output and immediate objective, as necessary)

Rating of output delivery

CLAS	SSIFICATION ^b				
	✓ Highly satisfactory □ Almost all (>80%) outputs were delivered and the quality (>80% of planned indicator targets met) of outputs was good.	Satisfactory The majority (60-80%) of outputs were delivered and the quality (60-80% of planned indicator targets met) of outputs was fair.			
	Unsatisfactory Some (40-60%) outputs were delivered and/or were a problem with the quality (40-60% of planned indicator targets met) of outputs.	Very unsatisfactory Few (<40%) outputs were delivered and/or there was a serious problem with the quality (<40% of planned indicator targets met) of outputs.			
	Briefly explain the major factors taken into account to justify the output classification and provide any other comments				
The a import gover and y and e decer object to the	Briefly explain the major factors taken into account to justify the output classification and provide any other comments (2000 characters maximum): The achievements of outputs within objectives one and three were higher than 100%. These two objectives are the most important objectives among the three as both targeting the youth community and provide tools (the strategy) for the government, youth NGO's and Iraqi youth to improve the youth situation, enable them and strengthening the citizenship and youth participation in their local communities. Also the life skills programme became part of the regular training and education programme. This programme will build the youth capacities and strengthening their abilities to secure decent life. In spite of the excellent achievements within the first and third objectives, the achievement of the second objective was not up to the planned. However, the targeted group i.e. the juveniles, is very small group in comparison to the young persons in Iraq(around 3000 thousands). Based on above, we consider the outputs achievements were Highly satisfactory.				

^b This is a self-assessment

2. Immediate Objectives and Decent Work outcomes

2.1 Immediate Objectives

Indicator	Baseline	Indicator targets (compare planned against actual)
Immediate Objective one	Promoting life skills ar	nong adolescents through education in Iraq
-Availability of life and employability skills manual. -Availability of trainers -Deliver training for young persons on life and employability skills.	 No manual on life and employability skills No trainers No programme 	Planned: * Develop two manuals * Training 50 teachers and 15 peer educators trainers * Implement the programme in six VTC's and 14 vocational schools Actual: * Four manuals * 83 teachers & 24 peer educators trainers trained * The programme implemented in12 VTC's & 32 schools.
Immediate Objective two	: Strengthening protect	tion and justice for young people in Iraq
 Availability of manual/guide book for the reformatories. Provide psycho-social support to the juveniles Building the reformatories staff 	-No manual/guidebook available -No psycho-social services provided in the reformatories- -very simple vocational training programme available inside the reformatories.	Planned: * Develop manual/handbook * Provide vocational training programme outside the reformatories. *Provide psycho-social services for the juveniles inside five reformatories Actual: *A multidimensional manual/handbook prepared *One vocational training programme organised in Erbil *Psycho-social supports provided for juveniles in three reformatories
Immediate Objective thre	ee: Assisting the govern	ment Of Iraq to develop National Youth Strategy
-National Youth StrategyIraq never developed youth strategy *Organise six workshops * *Develop National Youth Strategy *Actual: * *Six workshops organised * *Seventy two hearing sessions for youth conducted * *Seventy two hearing papers developed * *National Youth Strategy developed and endorsed by the Iraqi Council Of Ministers.		
Analysis of immediate obj	ective achievement:	
The National Youth Strategy is	s a unique tool for the gover	gh level and quality. Both will positively impact the situation of Iraq youth. rnment, youth NGO's and Iraqi youth to create an enabling environment to then their role in their local community.

(Above: repeat for each indicator, as necessary)

2.2 Decent Work outcomes

CONTRIBUTION TO DECENT WORK OUTCOMES		
DWCP outcome(s) ^c	IRIS/SM CP code (e.g. LBN103) ^d	Brief summary of contribution (2000 characters maximum)
		The project implemented life and employability skills development programme for the Iraqi youth within MOLSA vocational training centers and MOE vocational schools.
		The programme had positive impact on the youth employability which will facilitate the transition of the youth to the labour market and strengthen their ability to maintain their jobs and progress in their work.
		The programme also developed the capacity of the youth to defend their rights in general and especially their rights at work.
		The life skills manual present the importance of participating in the trade union movements.
		The National Youth Strategy covers the issue of youth employment and suggests practical interventions to promote decent jobs for Iraqi youth and address the high rate of youth un-employment through projects targeting the youth such as creating "Youth Employment Fund".

2.3 Effectiveness analysis

a) Based on the achievement of immediate objectives, explain the likely contribution the intervention will make towards the development objective:

The project achievements contribute to the development of the Iraqi youth capacities through the life and employability skills programme and the National Youth Strategy.

b) Describe changes that are expected or have already been observed relating to the project's ultimate beneficiaries:

Based on MOLSA observations and records, trainees who participated in the life and employability skills programme got jobs in private sector in short time. Also the focus groups organized for the youth and their participation in developing the strategy strengthen their willingness and capacities to effectively participate in their communities and defend their rights.

c) Describe how the project has contributed to the achievement of national development strategies and other development frameworks such as UNDAF and PRS:

Iraq developed Poverty Reduction Strategy and employment policy. The project will facilitate the implementation of PRS and the EP as the Youth Strategy developed based on the above two documents and in close coordination with both Ministry Of Planning-MOP-which in charge of implementing the PRS and MOLSA which is in charge of the EP. The two ministries decided to create "Youth SME funds". during 2014 & 2015 around 30,000 young persons benefited from the fund.

d) Describe any lessons learned relating to the overall effectiveness of the intervention, taking into account the suitability of the technical approach or intervention model deployed. With hindsight, identify anything that would have been done differently to increase the intervention's effectiveness:

The project adopted new strategy, i.e. developing core of national Trainers and specialists to ensure sustainability and reduce the cost of internationals. The three ministries participated in the project had core of trainers who are still implementing the programmes introduced by the project. Relying on national trainers and experts proved to be an excellent tool to maintain sustainability. Also involving the

youth and giving them the opportunity to participate in the project had very positive impact on the project

^c Global projects report on their contribution to Global Products under the Outcome-Based Workplans

^d For Global projects this is the Global Product code, e.g. GL0126

achievements quality especially in developing the youth strategy.

Rating of project effectiveness

CLASSIFICATIO	N ^e				
✓ □	Highly effective Almost all (>80%) of the immediate objectives were achieved and the intervention will make a substantial contribution to the achievement of the development objective and decent work outcomes.	Effective The majority (60-80%) of the immediate objectives was achieved and the intervention will make a contribution to the achievement of the development objective and decent work outcomes.			
	Ineffective Some (40-60%) of the immediate objectives were achieved, which will result in a limited contribution to the achievement of the development objective and decent work outcomes.	Very ineffective Few (<40%) of the immediate objectives were achieved, and it is unlikely a contribution will be made to the achievement of the development objective and decent work outcomes.			
	Briefly explain the major factors taken into account to justify the effectiveness classification and provide any other comments (2000 characters maximum):				
The project was very effective as 85% of the objectives were achieved. The first and third objectives were fully achieved, in fact even more than the planned activities, while the percentage of achievement of the second objective was around 75%.					
In terms of quality and quantity the project objective was achieved up to the required standards. The cost effectiveness of the project was also very effective as we utilised national resources instead of international consultants.					
Coordinating with local NGO's contributed to the effectiveness & flexibility of the project. Core of youth issues specialists and trainers were created and trained through project life, this will ensure the technical sustainability & effectiveness of the project.					
All the programmes introduced are still functioning without the UNFPA-ILO support integrated within the regular programmes of the national partners, ministries and NGO's.					

^e This is a self-assessment

SECTION B: IMPLEMENTATION ANALYSIS

1. Factors affecting implementation

Check key reasons for shortfalls in the delivery of	outpu	its and achievement of immediate objectives:
Implementing partner (constituents or private entities) performance		ILO (Office and staff) performance
Difficulties in inter-agency coordination		Inadequate cost estimates
Lack of constituent or implementing partner commitment/ownership		Inadequate project design
ILO policy changes		Counterpart funding shortfall
Budget processing (revision/disbursement etc.) delays		Unexpected change in external environment
Community/political opposition		HR difficulties (recruitment, contracts)
Other - please specify:		

a) Explain the major challenges faced during implementation and explain how these were dealt with:

The main challenges we faced are:

1-The security situation in Baghdad had delayed the implementation of the Project activities.
2-Weak capacities of the national capacities
3-Weak coordination among the national partners, especially between the ministries and the NGOs.

b) Describe any lessons learned relating to challenges faced during implementation:

To overcome the above challenges, the project developed new strategy to respond to the situation in Iraq.

National capacity programme were developed and implemented to overcome the lack of national capacities. A high committee for youth was established from six ministries & youth NGO's. To strengthen the coordination among the national partners.

Core of national TOT was created to avoid recruiting international experts which was impossible due to the security situation in addition to reducing the cost.

2. Risk management

Key Assumptions	Risk level		Describe any mitigation measures applied
Key Assumptions	Start of project	End of project	Describe any mitigation measures apprice
	<select></select>	<select></select>	

a) Provide an overview of how assumptions and related risk levels changed throughout the lifetime of the intervention. Describe the relevance of originally-identified assumptions and highlight any new assumptions identified during implementation:

During project life the security situation was not stable and changed several times. The security in Baghdad was seriously deteriorated in June 2014. This had negative impact on implementing the activities inside Baghdad. On the contrary the security situation in Erbil has improved, accordingly most UN agencies moved to Erbil.

b) Explain the intervention's approach to risk management and how effective the risk monitoring system and mitigation measures proved to be:

To manage the above risks, the project identified and selected four local NGO's to implement the project activities as partners.

c) Describe any lessons learned related to risk management:

In spite of the fact that the situation security was not stable, the project successed in achieving its objectives. This proved that even in countries under crises, the UN agencies can play key role in implementing development programmes, promoting the peace and reduce the impact of the crises.

3. Management and Institutional arrangements

a) Describe the adequacy of management arrangements:

The CTA was in charge of designing the action plan and supervising the implementation with the support of UNFPA programme analysts in Amman, Baghdad and Erbil. Four local NGO's were selected as national partners to implement some of project activities.

b) Explain the role that partners, including ILO constituents, played during implementation. Identify any alternative arrangements that may have helped increase the effectiveness, efficiency or inclusiveness of the intervention:

The UNFPA & ILO jointly implemented the project. UNFPA was the donor and in charge of logistics and supervising the implementation of the project activities inside Iraq. ILO provided the technical assistance through the CTA and RO-Beirut specialists. All the programmes and workshops were designed by ILO.

Three ministries, i.e: MOLSA, MOE & MOY in both the Federal and Kurdistan regional governments participated in implementing the project through their staff and facilitate the implementation of the activities. Four local NGO's participated as partners in implementing the project activities.

c) Describe any lessons learned related to management and institutional arrangements:

The joint UNFPA-ILO project proved that when UN agencies worked together, the quality of outputs will be much higher, sustainable and effective. Also the partnership with local NGO's proved to be an effective option in implementing activities especially in crises.

Rating of project implementation

CLASSIFICAT	ON [†]			
✓ □	Highly efficient Almost all (>80%) outputs were of expected quality and delivered within the budget and schedule set out in the original implementation plan.		Efficient The majority (60-80%) of outputs were of expected quality and delivered within the budget and schedule set out in the original implementation plan.	
	Inefficient Some (40-60%) outputs were delivered within the budget and schedule set out in the original implementation plan.		Very inefficient Few (<40%) outputs were delivered within the budget and schedule set out in the original implementation plan.	
Briefly explain the major factors taken into account to justify the implementation classification and provide any other comments (2000 characters maximum): Around 85% of the project outputs were completely achieved in terms of quantity and quality. The flexible management in implementing the project, close cooperation among the ministries, local NGO;s and UNFPA-ILO are the main factors which ensured the high efficient implementation. the continuous participation of the beneficiaries(the youth) in designing, implementing and monitoring the programmes is another factor in securing efficiency and effectiveness>				

SECTION C: SUSTAINABILITY ANALYSIS

a) Analyze the sustainability of results, taking into consideration the institutional and technical capacities and commitment of constituents and partners:

The results/outputs of the project is sustainable from (technical, administrative and financial) perspective.

Technically the core specialists and Trainers created and trained by the project within the ministries and youth NGO's will continue the programme as they got good experience during the project life.

Administratively, the programmes introduced are integrated in the regular programme and became part of the partners(three ministries and four NGO's) mandate and commitment.

Financially the three ministries will cover the cost from their annual operational budget as of 2015.

b) Describe the intervention's exit strategy and specify agreements in place with constituents and implementing partners to ensure the continuity of project benefits:

During the design stage of the project, an exit strategy was developed. To ensure the continuation of the life skills programme , life skills units were established in both MOLSA & MOE.

To ensure the development of action plan of the youth strategy, a high committee for youth established and functioning. A technical secretariat was also established within MOY to follow up the process of developing the strategy.

c) Describe any major internal or external factors that may affect the sustainability of project results in the future:

The main factors that ensured the sustainability of the project results are the right design of the project, the Implementation strategy, the effective participation of the youth and the creation of core specialists and trainers.

The risks which have impact on the results are the security situation in Iraq and the staff turnover due to political reasons.

Rating of project sustainability

CLASSIFICATION ⁹				
Highly likely All factors influencing project sustainability have been clearly identified. The sustainability of results has been ensured and there is a firm commitment from constituents and partners to maintain an ongoing flow of project benefits.	✓ □ Likely Factors influencing project sustainability have been identified. The sustainability of results is likely and there is an understanding with constituents and partners to maintain an ongoing flow of project benefits.			
Not likely Some factors influencing project sustainability have been identified. There is no consensus among constituents and partners about concrete actions needing to be taken to ensure project sustainability.	Very unlikely Factors influencing project sustainability have not been identified. The commitment of constituents and partners maintain an ongoing flow of project benefits is unknown.			
Briefly explain the major factors taken into account to justify the sustainability classification and provide any other comments (2000 characters maximum):				
The issue of sustainability was one of the major concerns when the project designed. The outputs of the project is sustainable from (technical, administrative and financial) perspective. technically the core specialists and trainers created and trained by the project within the three ministries and youth NGO's will				

^g This is a self-assessment

continue the programme as they got good experience during the project life.

Adminstratively, the programmes introduced are integrated in the regular programmes of the project partners and became part of the partners (three ministries and four NGO's) mandate and commitment.

Financially the three ministries will cover the cost from their annual operational budget as of 2015.

SECTION D: MONITORING, EVALUATION AND KNOWLEDGE SHARING

M&E self-assessment:	YES	NO
Progress was regularly reported both internally (within the ILO) and externally (to donors and partners) against the logical framework	✓ 🗌	
A progress monitoring system was supported by data collection and analysis	✓ □	
Cost effectiveness of activities and outputs was monitored	✓ 🗌	
Constituents were able to use M&E for discussion and decision-making in their own organizations		✓ □
Baselines and data were adequate to document progress towards results		✓ □

a) Reflect on the approach to performance measurement and describe mechanisms in place for monitoring and evaluation:

During the design of the project work plan, monitoring tools and indicators were identified. Bimonthly meeting (teleconference) among Amman-Baghdad & Erbil was organized on bi-monthly basis to monitor the results.

Every UNFPA-programme analyst was required to report on the progress against the planned activities and indicators.

b) Outline efforts made to involve a broad range of stakeholders in M&E, including the role played by constituents and implementing partners:

Iraq youth & local NGO's played key role in monitoring the project results and modifying the work plan when needed.

c) If any evaluations were carried out, briefly describe how findings and recommendations were addressed by the intervention:

No

d) Describe the approach to knowledge sharing and how key achievements and success stories generated by the intervention will be captured and communicated:

UNFPA created website to share the project acheivments.All the manuals produced by the project are on the website.

ANNEXES

Include any other documentation or information that may contribute to a better understanding of progress.

Suggested Annexes include:

- A final report of constituents and/or implementing partners, describing the role they played in implementation and an overall assessment of benefits.
- Success stories from the intervention that can be used for communication/public information purposes
- A compendium of good practices
- Lessons learned
- A list of all deliverables produced by the intervention (publications, training materials, leaflets, communication etc.)