

## Management Response:

### Evaluation of UNITAR's learning-related events certifications

July 2024

Geneva, Switzerland

<b>Programme undertaking</b>	All UNITAR Divisions and Programme Units		
<b>Name of project focal point</b>	NA		
<b>Name of project undertaking</b>	UNITAR's learning-related events certifications	<b>AGB #</b> N/A	N/A (multiple)
<b>Name of evaluation</b>	Evaluation of UNITAR's learning-related events certifications		
<b>Date:</b>	March 2024		

**Instructions for completing this form:** Section I informs you which recommendation is for action for which unit. Section II provides you the opportunity to insert overall comments. Section III must be filled in for each recommendation addressed to your unit. For accepted or partially accepted recommendations, please also indicate the planned actions, budget allocated and status.

SECTION 0 – Summary of response	D i v i s i o n / U n i t								
	CITSU	Peace	People	Planet	New York Office	Multilateral Diplomacy Programme	Satellite Analysis and Applied Research	Prosperity	NCD
<p><b>Recommendation 1:</b> Take steps to ensure full compliance with the UNITAR Certification Policy (including requirements for recording CoC for courses that are part of Master’s Degree programmes) and strengthen familiarity of programme unit personnel with the Certification Policy and OAL guidelines.</p>	N A	Accepted	Partially Accepted	Accepted (GCP and CWM); Partially accepted (SCYCLE)	Accepted	Partially Accepted	Accepted	Partially Accepted	Accepted
<p><b>Recommendation 2:</b> Integrate more rigorous and consistent quality control measures and standardized procedures for data entry into the EMS to ensure accurate data recording and analysis, including avoiding instances where the CoC rate is inaccurate or zero.</p>	N A	Accepted	Partially Accepted	Accepted (GCP); Partially Accepted (CWM); Rejected (SCYCLE)	Accepted	Partially Accepted	Accepted	Partially Accepted	Partially Accepted

<p><b>Recommendation 3:</b> The Communications and Information Technology Support Unit (CITSU) should prioritize the development of the application programming interface for integration of the certification data from Moodle into the EMS, as planned in 2024. Integration ensures a centralized repository for all relevant data and enables real-time information exchange and automated information transfer. This reduces the burden on programme unit personnel, allowing them to focus on quality control and data accuracy while the number of learning events and beneficiaries keeps increasing. This not only saves time but also minimizes the risk of inconsistencies and errors in reporting. Improving speed, user-friendliness and the overall interface of both systems should be considered as well. Prompts of automatic reminders on participation, certification, and evaluation data upload sent to event focal points' email addresses should also be built in the EMS.</p>	Accepted	NA	NA	NA	NA	NA	NA	NA	NA
<p><b>Recommendation 4.</b> UNITAR Programme Units delivering learning events should continuously formulate learner engagement strategies, particularly for those from activities funded from donor-supported projects, and provide individual learner support, learning from the good practices in this report. Such practices need to be adjusted depending on the size of the cohort.</p>	NA	Accepted	Partially Accepted	Accepted (GCP, CWM); Partially accepted (SCYCLE)	Accepted	Accepted	Partially accepted	Accepted	Partially accepted
<p><b>Recommendation 5.</b> UNITAR Programme Units delivering learning events should use evidence from learner analytics and evaluations to design or adjust future events in a way that maximizes learner engagement (see recommendation 4) and increases completion rates</p>	NA	Accepted	Partially Accepted	Accepted	Accepted	Accepted	Accepted	Accepted	Partially Accepted



<p><b>Recommendation 5.</b> UNITAR Programme Units delivering learning events should use evidence from learner analytics and evaluations to design or adjust future events in a way that maximizes learner engagement (see recommendation 4) and increases completion rates</p>	□	☒	☒	☒	☒	☒	☒	☒	☒
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SECTION II – Comments on Findings, Conclusions	
Strategic Implementation of Agenda 2030 (A2030)	-
Chemicals and Waste Management Programme (CWM)	
Communications and Information Technology Support Unit (CITSU)	
Green Development and Climate Change Programme (GCP)	
Hiroshima Office (HO)	-
Multilateral Diplomacy Programme (MDP)	Due to the nature and specificities of some master’s programmes and other specific activities, such as their length and the nature of the partnership and related agreement, it might be difficult to ensure full compliance with the UNITAR Certification Policy and standardize procedures for data entry into the EMS. Given the average length of a master’s cohort and related agreements (typically a year or more), we may face difficulties in meaningfully implementing the report’s recommendations within the two status update periods.
NCD, Digital Health and Capacity Building (NDC)	The current migration project with WHO Academy involves migrating courses from Open WHO onto the Academy’s learning experience platform. Since these are existing courses that need to be migrated and will be hosted on the Academy’s platform, it might be challenging to ensure full compliance with the UNITAR certification policy in terms of recommendations 3, 4 and 5. For other courses being co-developed by the Division with WHO, academic institutions, and other partners, data collection and analysis will be implemented as per data privacy laws and compatibility of their respective learning platforms. Please refer to our detailed responses to each recommendation under Section III.
New York Office (NYO)	UNITAR New York would like to work with the Headquarter to ensure the accuracy in data documentation (EMS), and the full compliance with the UNITAR Certification Policy.
United Nations Satellite Centre (UNOSAT)	The UNOSAT project team would like to thank the evaluator and team for the evaluation performed. We welcome the results, recommendations, and suggestions to improve the outcomes of our learning events. Overall, we are delighted to see the whole organisation's growth in learning events. Even though events with learning objectives are only a portion of our division’s activities, we welcome suggestions for improving our learning events, within the possibilities of our overall activities. Moreover, UNOSAT is

	committed to enhance the inclusivity in trainings. Currently, on top of the UNITAR Certification Policy, there are also commitments to multiple international frameworks e.g., UNSWAP, UN Disability, UN Youth, and Sendai.
Peacekeeping Training Programme (PTP)	The in-depth analysis was insightful, please see our answers to each recommendation below.
Peacemaking and Conflict Prevention Programme (PMCP)	Great job with in-depth analysis made. See below our answers to each recommendation.
Public Finance and Trade Programme (PFTP)	-
Social Development Programme (SDP)	SDP has been acting on these matters and will continue improving them to ensure effective learning experiences and outcomes. The Division, as well as CGN, aims to ensure full compliance with the UNITAR Certification Policy, including recording CoC for Master's Degree programmes and familiarizing programme SDP and CGN personnel with the Certification Policy and OAL guidelines. In addition, we have improved quality control measures and standardized procedures for data entry into the EMS to ensure accurate data recording and analysis. SDP will also keep focusing on learner engagement strategies and provide individual learner support, adjusting practices and using evidence from analytics and evaluations.
Sustainable Cycles (SCYCLE)	-

<b>SECTION III - RECOMMENDATIONS</b>		<b>Management Response and Planned Action</b>						
<b>Recommendation</b>		<b>Programme Unit</b>	<b>Accepted Partially Accepted Rejected</b>	<b>Proposed action</b>	<b>Budget allocated (if necessary)</b>	<b>Status (planned, under implementation, implemented)</b>	<b>Update on status in 2024 – within 6 months (planned, under implementation, implemented)</b>	<b>Update on status in 2025 – one year (planned, under implementation, implemented)</b>
1.	Programme Units delivering learning events take steps to ensure full compliance with the UNITAR Certification	A2030	No response received	No response received	No response received	No response received		
		CWM	Accepted	CWM staff to understand and internalize the UNITAR certification policy.	N/A	Planned		
		GCP	Accepted	All GCP staff to familiarise/refresh themselves with UNITAR certification	N/A	Planned		

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	Policy (see full recommendation in report).			policy. This will be raised in the next team meeting and monitoring in the same way.				
		HO	Partially Accepted	All existing HO team members to refresh themselves with UNITAR certification and other EMS related policies and guidance briefs. All new HO members to complete reviewing the PPME session recordings within one month since joining date. Division focal person to coordinate a training session for new joinees as needed. At time of uploading data, Division focal person remains available to coordinate with PPME team for any clarifications/guidance.	NA	Under Implementation		
		MDP	Partially Accepted	MDPU personnel are referred to EMS Manual and are briefed at the time of inserting data for their respective events on the EMS.		Under implementation		
		NDC	Accepted	Recommendation 1 can be successfully implemented for both the current migration project with WHO	N/A	Under implementation		

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			Academy and for future co-produced course projects.				
		NYO	Accepted	-			
		UNOSAT	Accepted	UNOSAT personnel ensures that project management involved in the course design has been made aware about the course Foundation course for training development of UNITAR, in which Certification Policy and OAL are addressed.			
		PTP	Accepted	PTPU personnel are informed on certification policy and are reminded each quarter to submit their data for their respective events to the EMS.	N/A	Implemented	
		PMCP	Accepted	Already in full compliance	N/A	Implemented	
		PFTP	Accepted	PFTP teams are aware of the requirements to comply with the certification policy.	N/A	Implemented	
		SDP	Partially Accepted	SDP and CGN keep complying with the UNITAR Certification Policy and aim to keep improving these processes SDP and CGN are currently taking steps to ensure full	N/A	Under Implementation	



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				knowledge and compliance with the UNITAR Certification Policy and will continue to enhance our efforts in line with these detailed recommendations.				
		SCYCLE	Partially Accepted	SCYCLE is not substantially working on trainings delivering certificates. But in case it does staff will familiarize with UNITAR policies to carefully observe to them.	N/A	When time comes, it will be done		
		<b>Comments:</b>						

Recommendation		Programme Unit	Accepted Partially accepted Rejected	Proposed action	Budget allocated (if necessary)	Status (planned, under implementation, implemented)	Update on status in 2024-within 6 months (planned, under implementation, implemented)	Update on status in 2025 – one year (planned, under implementation, implemented)
2.	Programme Units should integrate more rigorous and consistent quality control measures and standardized procedures for data entry into the EMS to ensure accurate data recording and analysis, including avoiding instances	A2030	No response received	No response received	No response received	No response received		
		CWM	Partially accepted	CWM conducts quality control of the information entered, however the system is still	N/A	Under implementation		

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where the CoC rate is inaccurate or zero. (See full recommendation in report).			far from intuitive and sometimes difficult to understand, therefore recording might be problematic				
	GCP	Accepted	GCP staff performs this function on a regular basis.	UN CC:Learn	Under implementation		
	HO	Partially Accepted	Division focal point and HO members from each programme implementation team, participate in the guidance and training sessions hosted by CITSU and PPME, focusing on data entry, unique beneficiaries, recording of mandatory data etc. HO members internally discuss any data related reporting challenges and duly complete the required actions for uploading valid data on EMS.	N/A	Under implementation		
	MDP	Partially accepted	MDPU personnel using the EMS participates to the regular guidance and training sessions	-	Under implementation		

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				offered by Communications and Information Technology Support Unit (CITSU) , focusing on proper data entry techniques, event classification and the significance of thorough and precise record-keeping.				
		NDC	Partially accepted	Recommendation 2 can be partially implemented as we rely on the Academy's LXP features to be ready to generate the required data. For other projects, this will be implemented as per the data privacy regulations of partner organizations.	N/A	Under implementation		
		NYO	Accepted	-	-			
		UNOSAT	Accepted	UNOSAT has a person dedicated to collect the EMS data who is familiar with practices and policies.	Implemented			
		PTP	Accepted	Already in full compliance – For nearly two years, each quarter, the	N/A	Already in full compliance		

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				focal point reaches out to team leaders of PTP's pillars to report on event beneficiary data to the EMS.				
		PMCP	Accepted	Already in full compliance	N/A	Already in full compliance		
		PFTP	Partially accepted	Programme unit endeavors to accurately upload data. It would help everyone if the UNITAR LMS could seamlessly report statistical data on EMS for added accuracy and efficiency.				
		SDP	Partially Accepted	SDP has considerably improved in our EMS reporting processes. These enhancements are evident in the more accurate and complete data registered, reflecting our commitment to integrating rigorous and consistent quality control measures and standardized	N/A	Under Implementation		

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				procedures for data entry into the EMS. SDP will continue our efforts to ensure the reliability of our data.					
				SCYCLE does not award Certificates of Completion for many of its events, which are also not classical training events, though are still entered into EMS. Hence, a zero does not mean that participants did not complete the training. This is simply the wrong conclusion. The EMS should probably better distinguish between EMS and other events such as joint workshops etc.					
		SCYCLE	Rejected						
		<b>Comments:</b>							

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Recommendation		Programme Unit	Accepted Partially accepted Rejected	Proposed action	Budget allocated (if necessary)	Status (planned, under implementation, implemented)	Update on status in 2024 within 6 months (planned, under implementation, implemented)	Update on status in 2025 – one year (planned, under implementation, implemented)
3.	CITSU should prioritize the development of the application programming interface for integration of the certification data from Moodle into the EMS, as planned in 2024. (See full recommendation in report)			Several meetings have been organized between the developer, CITSU, PPME and the programme units to review the current practice and the possible solution for integration between EMS and Moodle to import the certification data from Moodle. With the greenlight from PPME, the developers will start the development of the interface in the second week of April.	Budget allocated for the EMS development in 2024.	Under implementation.		
		CITSU	Accepted					
<p><b>Comments:</b></p> <p>PMCPU: We encountered some difficulties with merged data from Moodle (online learning platform), EMS (participating officials' personal information) although that is not related to certification data.</p>								

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Recommendation	Programme Unit	Accepted Partially accepted Rejected	Proposed action	Budget allocated (if necessary)	Status (planned, under implementation, implemented)	Update on status in 2024 within 6 months (planned, under implementation, implemented)	Update on status in 2025 – one year (planned, under implementation, implemented)
<p>4. Programme Units delivering learning events should continuously formulate learner engagement strategies, particularly for those from activities funded from donor-supported projects, and provide individual learner support, learning from the good practices in this report. Such practices need to be adjusted depending on the size of the cohort. (See full recommendation in report).</p>	A2030	No response received	No response received	No response received	No response received		
	CWM	Accepted	<p>CWM provides evaluations to their courses and promotes to use the courses to develop national curricula for national officers working on C&amp;W. The UNiversity of Cape Town in South Africa has adopted the UNITAR-Kemi courses as part of their curricula in the C&amp;W related programmes</p> <p>CWM actively updates a maillist where people are invited to participate in our activities, webinars and new courses.</p>	N/A	Under implementation		

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		GCP	Accepted	The UNCC:learn model involves significant outreach to our alumni including a range of follow up actions (newsletters, climate classrooms, fireside chats).	UN CC:Learn	Under implementation		
		HO	Accepted	<p>Almost all HO programmes are delivered on EdApp, a mobile-first learning platform which uses low-data and also has offline learning options, enabling HO programme participants from countries with low to limited network to successfully join and complete the training programmes.</p> <p>Other methods of learner support that HO actively pursues in all programmes is learner-check in through zoom sessions / online chat support along with undertaking feedback at phase as well as final</p>	Under implementation	Under implementation		



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				completion level, to record best practices as much as adjust the training for the concerns if any raised.				
		MDP	Accepted	MDPU activities are strongly based on peer-learning. For online courses, MDPU staff and course instructors monitors learner's progress and send friendly reminders so they can keep track with the course workload. Most materials of online courses are also accessible offline (in PDF format, etc.) so countries with low-speed internet connection can download the course materials.	-	Under implementation		

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				<p>Recommendations 4 and 5 can be partially implemented – we are reviewing WHO courses during migration, maintaining records of quality improvement measures, and sharing these recommendations with WHO Academy.</p> <p>This will be implemented for other projects.</p>	N/A	Under implementation		
		NDC	Partially accepted					
		NYO	Accepted	<p>UNITAR NYO frequently liaise with donors, implementing partners, and participants via emails and survey tools. For online courses, UNITAR NYO hosts the course on UNITAR E-learning platform, and maintains communications with the participants through the forum function. For in-person courses, UNITAR NYO formulates</p>	-	Under Implementation		

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			learners' engagement activities together with the help from experts (speakers and panelists), and organize follow-up activities (email surveys, interactive exercises) to ensure learning outcomes.				
	UNOSAT	Partially accepted	UNOSAT project team commits to design learning engagement strategies during the project implementation phase. Going beyond the project implementation phase reveals to be challenging due to lack of funding.		Implemented		
	PTP	Accepted	Already in full compliance	N/A	Implemented		
	PMCP	Accepted	Already in full compliance	N/A	Implemented		
	PFTP	Accepted	In full compliance	N/A	Implemented		

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				SDP and CGN are constantly developing and refining our learner engagement strategies, particularly for those initiatives financed through donor-supported projects. We are dedicated to offering tailored support to each learner, applying the effective practices identified in the report. Moreover, we are committed to enhancing our staff's capabilities to better implement these strategies, making necessary adjustments based on the size of the cohort to ensure optimal learner engagement	N/A	Under Implementation		
		SDP	Partially Accepted					
		SCYCLE	Accepted	N/A	N/A			
<b>Comments:</b>								

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Recommendation	Programme Unit	Accepted Partially accepted Rejected	Proposed action	Budget allocated (if necessary)	Status (planned, under implementation, implemented)	Update on status in 2024 within 6 months (planned, under implementation, implemented)	Update on status in 2025 – one year (planned, under implementation, implemented)	Update on status in 2026 – two years (planned, under implementation, implemented)
5. Programme Units delivering learning events should use evidence from learner analytics and evaluations to design or adjust future events in a way that maximizes learner engagement (see recommendation 4) and increases completion rates. (See full recommendation in report.)	A2030	No response received	No response received	No response received	No response received			
	CWM	Accepted	Keml, a CWM partner, uses the analytics and reports from students that have finished the four UNITAR-Keml courses and offer a follow-up programme called the International Programme on Chemicals which includes on the ground training in their home countries and in Sweden	N/A the follow is provided by the Government of Sweden	Under implementation			
	GCP	Accepted	UNCC:learn model	UN CC:Learn	Under implementation			
	HO	Accepted	Evaluations and feedback from all HO programmes are reviewed and analysed by HO team members with the aim to incorporate	-	Under implementation			

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			them in future events.					
	MDP	Accepted	At the end of each course, MDPU colleagues review each course evaluation to design and adjust future events.	-	Under implementation			
	NDC	Partially accepted	Please refer to our comments above.	N/A	Under implementation			
	NYO	Accepted	UNITAR colleagues proactivity conduct surveys and evaluations for participants during and after the conclusion of each event to guarantee the customers' satisfaction and learning outcomes.	-	Under implementation			
	UNOSAT	Accepted	Whenever new learning events are organised, feedback and analytics from past evaluations are taken into account to improve the learner's		Under implementation			

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			engagement. UNOSAT consistently incorporates feedback and inputs from past projects when applicable, considering each project's unique characteristics.					
		PTP	Accepted	Already in full compliance	N/A	Implemented		
		PMCP	Accepted	Already in full compliance	-	Implemented		
		PFTP	Accepted	Very much part of our training delivery cycle	N/A	Under implementation		
		SDP	Partially Accepted	SDP uses feedback and assessments to design and adjust our learning events, aiming to maximize engagement and boost completion rates. This process of continuous improvement is driven by feedback received from beneficiaries, donors, and our staff. By integrating this feedback, SDP	N/A	Under implementation		

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				and CGN are enhancing our processes to better meet the needs of our learners and achieve the objectives of our educational programs.					
				SCYCLE often asks participants to complete anonymously an evaluation questionnaire upon completion of a training					
		SCYCLE	Accepted						
<b>Comments:</b>									