**Question 2**

The WFP Senegal Country Office has requested for a multifaceted onsite training mission of SCOPE (WFP’s corporate beneficiary registration web platform). In the training, they need their field monitors trained on use of a new feature on SCOPE that was just released; the finance team needs a refresher training on use of the payments and reconciliation module; and IT have hired new staff who would need to be trained on the whole end-to-end process on SCOPE. They would also need you to stay longer and oversee their upcoming food distribution using SCOPE in which they will use the knowledge gained during the trainings. You have been identified as the suitable candidate for this task. Describe in detail how you would go about this onsite training request from Senegal to ensure your mission is a success. **(10 marks – Maximum 1 page)**

**Answer**

To ensure the success of the onsite training request for SCOPE (WFP's beneficiary registration web platform) in Senegal, I would follow a comprehensive approach that includes **pre-training preparations, training delivery, and post-training support**. Here is a detailed outline of the steps I would take:

**Pre-training Preparations:**

1. **Understand Requirements:** Gather detailed information about the specific training needs of each group, including field monitors, finance team, and IT staff. Identify their existing knowledge levels, desired learning outcomes, and any specific challenges they might face.
2. **Develop Training Materials**: Create tailored training materials for each group, focusing on the new feature for field monitors, payments and reconciliation for the finance team, and the end-to-end process for the IT staff. These materials should be interactive, practical, and aligned with the specific tasks and responsibilities of each group.
3. **Coordinate Logistics:** Work with the WFP Senegal Country Office to finalize the training schedule, venue, and necessary equipment. Ensure all required resources, such as computers, internet connectivity, and training environments, are available and properly set up.
4. **Communication**: Establish clear communication channels with the WFP Senegal Country Office and all stakeholders involved. Share pre-training materials and provide them with any necessary instructions or prerequisites to ensure they come prepared for the training sessions.

**Training Delivery:**

1. **Group Training Sessions:** Conduct group training sessions for each target group, keeping the sessions interactive and engaging. Incorporate hands-on exercises, real-life scenarios, and case studies to provide practical experience and reinforce learning.
2. **Demonstrations and Simulations:** Use live demonstrations and simulations to illustrate the use of SCOPE's new feature for field monitors and the payments and reconciliation module for the finance team. Allow participants to practice these features in a controlled environment to build their confidence and proficiency.
3. **Questions & Answers and Discussion:** Encourage active participation, questions, and discussions during the training sessions. Address any concerns, clarify doubts, and foster knowledge sharing among participants.
4. **Practical Assignments:** Assign practical tasks or projects to participants, tailored to their roles, so they can apply their learning in a real-world setting. Provide guidance and feedback on their assignments to reinforce learning and ensure understanding.

**Post-training Support:**

1. **Follow-up Sessions:** Conduct post-training follow-up sessions to address any remaining questions or challenges that participants may have encountered while applying their knowledge in their respective roles.
2. **Remote Support:** Provide remote support channels, such as email or online forums, for participants to seek assistance or clarify doubts after the training. Promptly respond to their queries and provide guidance as needed.
3. **Supervision of Food Distribution:** Stay longer to oversee the upcoming food distribution using SCOPE. Provide on-site support, guidance, and troubleshooting assistance to ensure a smooth transition and successful utilization of SCOPE for the distribution. Conduct regular check-ins with the field monitors, finance team, and IT staff to address any issues that may arise.

**Evaluation and Feedback:**

1. **Evaluation Forms:** Distribute evaluation forms to participants to gather feedback on the training content, delivery, and overall experience. Use this feedback to identify areas of improvement and make necessary adjustments for future training initiatives.
2. **Post-Training Report:** Prepare a comprehensive post-training report summarizing the training activities, participant feedback, and recommendations for further improvements. Share this report with the WFP Senegal Country Office for their reference and future planning.

By following this approach, I would ensure a well-structured and successful onsite training mission for SCOPE in Senegal. The training would empower field monitors, finance team, and IT staff with the necessary knowledge and skills to effectively utilize SCOPE for beneficiary registration, payment reconciliation, and overall process management.