What are the Quality Standards?
The HPass Quality Standards draw together best practice in humanitarian learning and assessment from across the global humanitarian sector.

Organisations across six regions were consulted worldwide in order to develop them – the first time such an exercise has been undertaken on this scale.

The Quality Standards are available in the form of handbooks and can be used by your organisation as guidance documents to review and improve the quality of the humanitarian learning and assessment you provide.

There are two sets of Standards, each contained in a handbook:
• Humanitarian Learning Standards
• Standards for Assessment of Humanitarian Competencies

Each handbook contains a set of standards designed to support learning and assessment providers to reflect on and improve delivery of their services.

Why are the Quality Standards important?
We all know high-calibre staff and volunteers are the most valuable asset in an emergency response, and it is essential that they are properly trained. The Quality Standards aim to ensure that quality humanitarian learning and assessment is delivered consistently across the board, with best practice recognised and rewarded.
Who should use the Quality Standards?
The Standards recognise that a wide variety of organisations are involved in the provision of humanitarian learning and assessment, from small providers operating at a local level, to large international NGOs with their own internal learning departments, from private companies to academic institutions. The Quality Standards are for use by any organisation involved in the provision of humanitarian learning or assessment. They are currently available in three languages—English, French and Spanish.

How can my organisation use the Quality Standards?
The Quality Standards handbooks have been designed so any organisation can use them as a guide to best practice delivery of humanitarian learning and assessment.

Each handbook contains eight standards designed to support learning and assessment providers to reflect on and improve delivery of their services. The handbooks set out key actions which demonstrate best practice in relation to each of the Standards. They also detail the evidence you would look for within your organisation, to determine whether you are implementing the key actions.

How the Standards work

Example: Learning Standard 1
Analysis: Relevant learning needs are identified and prioritised

Key action 1.1: The organisation or learning provider will periodically identify humanitarian learning needs using evidence. A user will assess whether there is evidence of them meeting the Standard through this key action.

Evidence might include:
- Dedicated role for humanitarian needs analysis
- Documented process for humanitarian needs analysis
- Needs analysis documents available and include identified capacity gaps, learning needs and context analysis
- Research has been used to inform learning design
- Documented evidence of consultation with learners and other stakeholders

The following materials and services are available for free:

- **Quality Standards Handbooks**
- **At-a-glance guides** summarising each set of Quality Standards
- **Self assessment forms** enabling you to assess your organisation against each set of Standards, identify strengths and weaknesses and address any support needs

The following additional services are available for a fee:

- **Support Services** for organisations wishing to receive one-to-one support to implement the Standards
- **An external Quality Review** against the Standards, enabling successful organisations to earn HPass Certified Status. The process for this is set out in the HPass Quality Manual, downloadable from the HPass website.
What are the Support Services?
The Support Services offer expert advice to enable your organisation to adopt the Quality Standards.

The following four support packages are available:

1. Support to adopt one set of Standards (either learning or assessment)
2. Support to adopt both sets of Standards (learning and assessment)
3. Targeted support for one specific Standard (see the at-a-glance guides for options)
4. Ad hoc, customised support dependent on specific needs

If you are interested in how your organisation can receive expert support to adopt the Quality Standards, please contact info@hpass.org

We will be able to set out the options and help you determine which type of support you need.

What is the purpose of the Quality Review and how can my organisation apply for one?
The Quality Review has been developed by HPass to provide an opportunity for learning and assessment providers to receive external validation, through a review of the provision of learning and assessment services, leading to HPass Certified status.

HPass Certified status is recognition that your organisation is:

- providing services that conform to the requirements of either or both of the Learning Standards and Standards for the Assessment of Humanitarian Competencies
- consistently achieving your policies and objectives related to learning and/or assessment provision
- effectively implementing the Quality Standards

It can be used to verify the quality of your services, and demonstrate quality to your learners.

For more information and to apply for a Quality Review, please contact info@hpass.org

How does the Quality Review process work?

Decide which set of Quality Standards to focus on first – learning or assessment

Review the Quality Standards handbook for your chosen Standard

Complete self evaluation to determine if you meet your chosen set of Standards, and where there are gaps

Develop an action plan to address any gaps in service provision quality

Access support services to integrate Standards into your practice, or address gaps you have identified (optional)

Apply for a Quality Review to assess the extent to which you are meeting the Standards, through a remote or in-person service

HPass Certified status will be awarded to organisations that demonstrate they are meeting the Standards. All organisations will receive a detailed assessment report.
What are the costs involved?
Fees for the Support Services and Quality Review are explained on the HPass website. Fees are dependent on an organisation’s size as determined by its annual financial turnover.

How can I access the Quality Standards?
You can find out more information about the Quality Standards and download them for free on the HPass website: [https://hpass.org](https://hpass.org)

What is HPass?
HPass is a new online platform dedicated to professional development for humanitarians. It is a collaborative initiative led by eight organisations and hosted by the Humanitarian Leadership Academy.

How can I find out more?
Contact info@hpass.org to find out more about the Quality Standards and how they could be used by your organisation or visit our website [https://hpass.org](https://hpass.org)