COURSE BROCHURE

Humanitarian Emergency and Relief Operations Management

A practical program on managing humanitarian response, from needs assessment and planning to supply, distribution and accountability, grounded in humanitarian principles, Sphere standards and cluster coordination.

Code	HT-CRM-114
Category	Crisis & Emergency Management
Duration	1 week
Level	Intermediate

Introduction

Conflict, displacement, drought and floods leave large numbers of people across the region and Africa with urgent needs, and good intentions alone do not get the right assistance to the right people on time and with dignity.

Objectives

- Apply the humanitarian principles and the do-no-harm approach to response decisions
- Explain humanitarian coordination and the roles of governments, clusters and organizations
- Carry out a rapid needs assessment and set beneficiary targeting criteria
- Plan sector response and the supply chain against Sphere standards
- Set up accountability and monitoring mechanisms and report to donors

Who should attend

- Staff of government relief and disaster management bodies
- Program and project coordinators in humanitarian organizations and charities
- Supply and distribution officers in relief operations
- Red Crescent society staff and personnel of donor institutions

Skills you will develop

- Needs assessment and response analysis
- Sector program planning with Sphere
- Humanitarian supply and distribution management
- Accountability and post-distribution monitoring

Learning Outcomes

- Design a rapid assessment form and a data collection plan for a displacement site
- Estimate water, shelter and food requirements for a given displaced population using Sphere indicators
- Prepare a distribution plan covering registration, site layout and safety measures
- Set up a complaints and feedback mechanism and a post-distribution monitoring form

Course Outline

Day 1: The Humanitarian System and Its Principles

- Humanitarian principles of humanity, neutrality, impartiality and independence, and the do-no-harm approach
- Actors and coordination: governments, UN agencies, the Red Cross and Red Crescent Movement and the cluster system
- The humanitarian program cycle, the Core Humanitarian Standard (CHS) and the Sphere standards

Day 2: Needs Assessment and Response Planning

- Multi-sector rapid assessment: data sources, key informants and direct observation
- Response analysis, vulnerability criteria, targeting and registration of beneficiaries
- Writing the response plan: objectives, indicators, budget and logical framework

Day 3: Sector Response and Cash Assistance

- Water, sanitation and hygiene, shelter and non-food items with Sphere indicators
- Food security, nutrition, health, and camp coordination and camp management
- Cash and voucher assistance: market assessment, choice of delivery mechanism and its risks

Day 4: Supply, Distribution and Staff Security

- Emergency procurement, pre-positioning, warehouse and fleet management and the cold chain
- Distribution planning: site layout, beneficiary lists, verification and documentation
- Staff security management, humanitarian access and negotiation with local parties

Day 5: Accountability, Monitoring and Transition to Recovery

- Accountability to affected populations, complaints mechanisms and protection from sexual exploitation and abuse (PSEA)
- Post-distribution monitoring, situation reports, the 4W matrix, donor reporting and the move to early recovery
- Applied project: a first-month response plan for a displacement crisis, presented by teams to a mock coordination committee

Training methodology

An evolving displacement scenario that teams work on all week
Calculation exercises on Sphere indicators for water, shelter and food
Role play of a cluster coordination meeting and an access negotiation
Presentation and critical review of response plans on the final day

Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

Upcoming dates

City	Dates	Language	Fee
Istanbul	12 – 16 April 2027	AR	EUR 4,800
Dubai	19 – 23 April 2027	EN	EUR 4,500
London	26 – 30 April 2027	AR	EUR 5,700
Amsterdam	3 – 7 May 2027	AR	EUR 5,500
Online	10 – 14 May 2027	EN	EUR 1,800
Istanbul	11 – 15 October 2027	EN	EUR 4,800
Dubai	18 – 22 October 2027	AR	EUR 4,500
London	25 – 29 October 2027	EN	EUR 5,700
Amsterdam	1 – 5 November 2027	EN	EUR 5,500

Fees are per participant.

Contact us

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To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/humanitarian-emergency-relief