S T A N D A R D

FOR MINE RISK EDUCATION
IN
BOSNIA AND HERZEGOVINA

CONTENT

Notice

According to Article 6 under b) of the Law on Demining in Bosnia and Herzegovina (Official Gazette BiH No. 5/02), at the proposal of Bosnia and Herzegovina Mine Action Centre (hereinafter BH MAC) , the Commission for Demining approves this Standard for Mine Risk Education in BiH, with the date as shown on the cover page. The Standard is subject to amendments and revision according to revision of procedures as stated in further text. The users of this document can check the status on the BHMAC web-site (http://www.bhmac.org)

AMENDMENTS

1. The amendments to the Standard for Mine Risk Education in Bosnia and Herzegovina (hereianfter referred to as Standard) can be made, , printed and added to the table according to the prescribed procedure.

2. Amendments are discussed in the demining community in Bosnia and Herzegovina and the decision about the final version is made by the BHMAC. The   amendment is to be approved by the Commission for Demining of BH.

3. Members of the demining community accept the suggested amendment   and act accordingly from the day the amendment comes into effect.

4. Comments and suggestions for   amendments or additions   to the Standards shall be submitted to the BHMAC.

AMENDMENT RECORD

No.	Date	Chapter	Amendment details	Amendment made by (name and surname)

INTRODUCTION

Mine Risk Education is a component of mine action and its goal is to reduce the risk from mines and UXOs, which people, properties and environment are exposed to. It should be reduced to an acceptable level, which will ensure safe living and free social-economic development.

The purpose of this Standard is to promote mutual approach in the implementation of needs, including the establishment of a database system. This Standard offers instructions to organizations, which implement MRE programs and projects, as well as mine action organizations that work on data collection for planning the mine action program. .
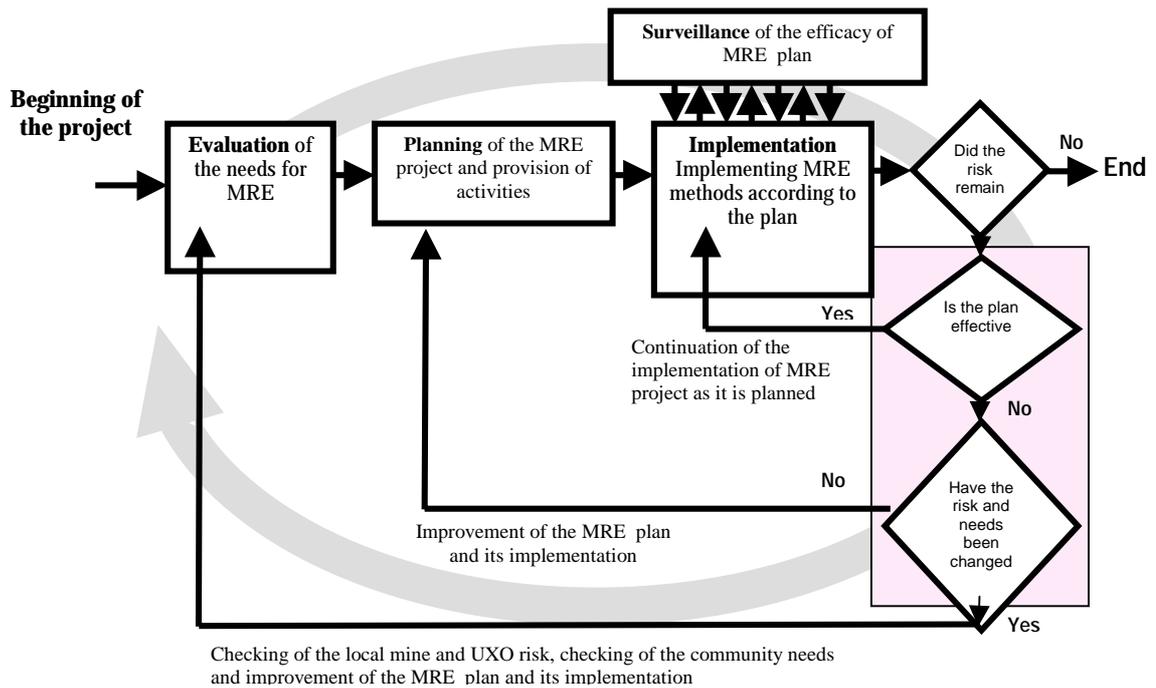
Mine Risk Education is composed of three related activities:

1. Public Information Dissemination is a one-way form of communication transmitted through mass media. It is primarily used for warning the public about risk exposure to mines and UXO, by offering relevant information and recommendations in an effective and prompt way. Such information can include messages about risk reduction on local level or public support for mine action programs on entity and state level.

2. **Education and training** reffer to all educational and teaching activities through which the risk of injury by mines or UXO is reduced and awareness of the risk is increased among individuals and communities so that they behave accordingly. Education and training is a two-way procedure, i.e. exchange of knowledge, opinons and practice during teaching and learning. Activities of education and training can be performed in formal and informal environment. [1]

3. **Community mine action liaison** is related to the system and procedure of exchange of information that refer to mine and UXO presence and their potential risk. Those information are to be exchanged between state institutions, organizations that deal with mine actions and endangered communities. The community should be informed about the planned demining actions, the nature and the length of tasks and about exact locations that are marked or cleaned. Communities inform local authorities and mine action organizations s about the site and size of the contaminated area . Involving communities in mine action activities provides additional information to the staff which is creating programs and projects and enables them to create risk reduction strategies. The goal of involving the community in mine action activities is to provide solutions for the needs and priorities of the community through the mine action projects [2].

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[1] For example, education and training in schools: teacher – student, family training: parents – children and/or children – parents, peer training: child to child in working and recreational environment, safety training about mine protection for humanitarian and other workers, and to include messages on safety in regular medical practice and safety.

Mine Risk Education Project Cycle

The MRE project cycle consists of five activities: data collection and evaluation of needs, planning, implementation, surveillance and evaluation. Shematic presentation of the MRE project cycle is presented in the picture:


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Surveillance of the efficacy of
MRE plan
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Beginning of
the project

| Evaluation of the needs for MRE | Planning of the MRE project and provision of activities | Implementation Implementing MRE methods according to the plan |

Did the risk remain — No → End

Yes

Continuation of the implementation of MRE project as it is planned

Is the plan effective

No

No

Improvement of the MRE plan and its implementation

Have the risk and needs been changed

Yes

Checking of the local mine and UXO risk, checking of the community needs and improvement of the MRE plan and its implementation

[2] All organizations that conduct -mine action activities should link the communities, i.e. endangered population to be linked with mine action activitiess, and this should start before demining. It will help develop the capacity on the level of community, risk evaluation, management of information and creation of the risk reduction strategy. In this way it will be possible to help communities in collecting necessary information and advocating for mine action activities and other kinds of aid .

Chapter I

BASIC PRINCIPLES

1. Participation of main actors

Communities contaminated with mines are the main actors in mine action. Other actors are: mine action organisations,, governments and public institutions, aid agencies and groups within the community.

In solving the needs of endangered communities and groups, the actors will take into consideration the state and local priorities of economy and development. The implementation of mine actions will support and provide other humanitarian and developmental activities.

The main actors will participate in all phases of MRE programs and projectsMRE, in the following way:

a)   Collecting data and evaluating needs, as well as cooperating and exchanging results with other actors.

b)   The main actors will be included in the planning procedure but theirs participation will not be requested if they have been completely involved in the assessment of needs.

c)   The main actors and their activities defined in the phase of planning should be a part of the implementation phase. If the community has taken over the management of the project, then the community should be implementing it. The type of monitoring and evaluation will depend on how deeply the main actors were involved in the implementation.

d)   The main actors can be directly or indirectly involved in the surveillance process (endangered communities, civil protection, Red Cross, NGOs, GOs, institutions and donors).

e)   The degree of participation of the main actors should be evaluated in every phase of the MRE project.

2. Coordination

Coordination on the state level, regional level and on the level of the organization, during the implementation of the project, is important for providing the consistency and persistency of education content, coverage of all endangered areas, efficiency of the use of resources, exchange of lessons learned and avoiding duplication of activities. BH MAC has the obligation and the responsibility to coordinate mine actions through establishing the mechanisms of coordination and planning on state and regional level.

A frame for the implementation of the data collection activities is provided by general evaluation of mine action, while the evaluation of the needs requires mutual and coordinated

activity. MRE organizations should coordinate data collection and data analysis for the evaluation of the needs by using information from existing evaluations. MRE organizations should publish the results of their own evaluations, i.e. submit the feedback to the BH MAC for the purpose of evaluation of mutual needs and in order to avoid duplication.

Effective and good quality planning requires effective and continuous coordination of activities between projects and within the projects themselves. Effective coordination will provide optimal use of the resources with minimization of duplication of activities. Project leaders will evaluate possibilities of cooperation in the process of implementation, i.e. they will identify potential associates, purpose and duration of the cooperation, as well as possible lacks.

Evaluation should estimate the level of coordination of MRE projects. Results and recommendations of the project evaluation should be presented, exchanged and coordinated.

3. Integration

On state level, BH MAC should provide an integration of the state plan of mine action with all relevant sectors and organizations that work in regions contaminated with mines/UXO. During the planning of such integrated activities, BH MAC should create an integration plan and update it regularly. A plan of integrating MRE activities with demining activities will contain management and surveillance of such integration.

In order to ensure integration of MRE into other mine action activities, as well as into other relevant sectors and humanitarian and developmental activities, it is neccessary to:

a) Collect information from organizations for mine actions and from other relevant organizations (for example, police, health, social and economic sectors, associations of citizens, hospitals and rehabilitation centres).
b) Announce information on mine accident victims collected through the evaluation, in accordance with the standards.
c) Submit to the BH MAC detailed information on suspect areas, which are collected through evaluation (in order for those data to be reliable and accurate, the staff of MRE organizations need to be trained for map reading and determination of reference points).
d) Exchange collected data with BH MAC and other organizations which conduct mine actions.

The BH MAC should encourage mine action organizations to extend their mine action interventions . For example, an organization that conducts activities of MRE education and training can consider getting involved in the process of public information disseminatin , liaison with communities, helping mine victims or demining activities.

A permanent and integrated surveillance system of mine action, established on the level of the BH MAC, allows the state program to respond to needs and priorities of endangered groups of population, while taking into account changes in the implementation of mine action and external changes. Surveillance by the BH MAC encompasses quality control of programs and projects that are conducted and ensures integration of MRE activities with other mine action activities in order to reduce the risk in communities. Additionally, it encourages an

integration of the surveillance implementation through different sectors (e.g., health, education, public works).

BH MAC ensures data registry, i.e. entering of all information on mine accidents and mine victims, and links those information with mine action activities. Such information will be used as confirmation of already defined risk areas or as indicators for determination and entry of data related to new risk areas.

The evaluation should define the level of integration of MRE with other mine action activities.

4. Participation and affirmation of community

At the beginning of a MRE project it is necessary to plan active participation of the community in data collection on community level, as well as an affirmation of the community in evaluating and implementing proposed projects. Members of an endangered community, as primary MRE actors, need to influence adjustment of MRE activities in accordance with conditions throughout the whole project.

1. The participation of the community should be ensured directly through the community members or through their representatives in the phase of data collection and assessment of needs. Members of the endangered community should be able to take part in the planning process or in the process of plan evaluation for MRE activities. The participation of the community in the planning phase can positively influence the sustainability of the project. Representatives of different groups within the community can take leading roles (in accordance with their potentials) in the process of planning.

2. The plan of mine actions within the community should be created on the base of needs expressed by the endangered community and those needs[1] should be included in the higher level of mine action planning.

3. It is necessary to take into consideration the capacities of the community, its interests, possible participation in MRE projects and its participation in defining evaluation goals. Management and surveillance of the project should be defined during the planning process.

4. MRE organizations need to cooperate with existing human resources within the community (e.g., victims who survived mine accidents, associations of farmers, women, schools, governments, deminers from the community etc.). The community should be involved in the project from its beginning, especially in the phase of the project implementation, and to take part in creating and field testing of MRE material.

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[1] "Needs" of the community often include economic needs (e.g., need for income) and, although this can not be solved through mine actions, the planning of MRE can take this into consideration and try to engage other associates who can offer help and support activities that help creation of the income.

5. Endangered communities should actively be involved in surveillance where possible in order to have feedback information on the efficiency of MRE activities. Information collected during the surveillance of MRE activities, as well as problems and the experience of the community will ensure the goals and the purpose of the MRE program to be checked on community level.

6. The active participation of the endangered community in the evaluation is a precondition for evaluating their involvement in the MRE project. Communities that were involved in the process of evaluation need to be informed about its results.

5. Management and exchange of information

1. Collection of data for the purpose of evaluation of the needs of endangered groups and communities is performed from multiple sources and includes collection, analysis and selection of available data and data collection on the field. Available data include data from the general assessment, assessment on mine impact, register on cleaned or technically assessed surfaces, data on mine victims and studies which evaluate the capacities and weaknesses of target communities. Data collection in the field is performed directly in the endangered community and includes data about the needs and priorities regarding the type of the risk and activities of the population. Collected data need to be submitted to the BHMAC in order to be included into the database. The MRE organization will use data collection forms prescribed by the Standard in order for the terminology and categorization to be in accordance with the BHMAC information system.

2. The effective planning of the MRE program and projects requires accurate, relevant and prompt information on local, state and international level. BHMAC and MRE organizations need to establish and maintain an effective management of the information system and to exchange it with other actors. Data on mine victims must be protected bearing in mind the sensibility (names and personal data of survivors and victims' family).

3. The implementation of a permanent quality control of submitted information and evaluation of importance, efficiency and coverage of conducted MRE activities will provide the transparency, validity, reliability and objectivity of results.

4. The evaluation needs to estimate the quality of collected information, the way in which they are analyzed and their suitability for project planning and to measure their influence in different phases of the project. Exchange of information between endangered communities and organizations for implementation of mine actions need to be effective and fruitful in the procedure of involving the communities[2].

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[2] For example, the time needed for transmission of information from community toward demining organizations, quality of that information and its use.

6. Focus

Mine action programs need to have a specific context and need to recognize different needs and priorities, as well as different cultural values and norms of the endangered communities.

1. Through the evaluation of needs, different needs, weaknesses and expectations of different groups should be evaluated, taking into account that evaluation should be culturally and sexually accepted, as well as adjusted to the age of the population. The evaluation should include the existing social networks within the community, community leaders and associations for local development.

2. To plan an adequate protection of the members of the endangered community, especially the most jeopardized groups, to take into account the needs and to encourage the rights of different groups without any prejudice (gender, age, ethnic affiliation etc.).

3. The information from collected data and from the evaluation should be used for the defining of the aim of the project. This way, planning will take into account all cultural implications that may rise from the evaluation of needs and all the influences between the different groups will be evaluated. This way, endangered groups will be easier to approach, even if the target groups are different (e.g., to reach children through their mothers, i.e. using the influence of mothers on children).

4. The implementation must be aimed toward the target groups, which are identified in the phase of evaluation of the needs and planning, as active participants and not passive viewers within the project.

5. The goal of the surveillance (on the program and state level) is an evaluation of the achievement of the planned goals and sustainability. The surveillance should be focused on the following:

   a) Target groups, identified during the evaluation and planning phases, should be checked and, if necessary, changed during the surveillance procedure,

   b) It should be carefully evaluated which target group should be investigated during surveillance procedure (e.g., during data collection, analysis and reporting),

   c) Data should be classified by gender, age, occupation, place of residence or other relevant categories,

   d) Geographic coverage of endangered groups of population should be taken into account,

   e) The level of acceptance and understanding of MRE messages by target groups should be evaluated in order to provide adequacy,

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f) Information on mine and UXO victims, together with needs and experience of survivors should be taken into account through direct interviews with survivors, parents of victims and communities. The surveillance procedure should rely on existing data in order to avoid exposure of survivors to needless interviews and stresses.

g) People in charge of surveillance should submit data about victims to organizations for helping mine victims,

h) The surveillance can result in recommendations for checking and improving messages that are related to mine victims, in coordination with organizations for helping mine victims.

6. The evaluation should estimate whether the goals of the MRE project have been achieved, i.e. to evaluate the influence of the project on target groups. Especially, the procedure of selecting target groups should be evaluated, together with opinions and recommendations from different target groups. Any kind of partiallity during the implementation of the project or in the process of evaluation, based on gender, national, lingual or political differences must be justified and explained.

7. Education

1. The evaluation of the needs should identify and take into account local needs and capacities related to education. It is neccessary to collect information regarding the existing knowledge and opinions that will influence the structure of the planned projects and messages (e.g., different approaches of public informing). Information can be collected through: formal and informal systems of education, existing trainings in local communities, capacities and lacks in the community and capacities for activities of education within the community.

2. Based on collected information, messages, content and techniques of education should be set properly. Especially, local ways of communication for the purpose of providing understanding and adjustment of messages, together with appropriate techniques, should be evaluated.

3. Planning of the development of education methodologies and appropriate content should be based on evaluation of needs.

a) Safety messages need to be in accordance with the evalaution of the needs, situation on the field, target groups and should be confirmed by the BHMAC and tested on the field. Material that is used in education programs and training need to be simple, clear, readable, linguistically adjusted, relevant, realistic, attractive, accurate, culturally and religiously adjusted, sustainable and permanent. Messages and material should reflect the nature of the risk which the population faces: mines, UXO or booby traps, risk or suspect areas, warning signs and marking risk areas.

b) Procedure of urgent aid (including action after the danger is noticed and action of searcinhg for victims in the mine filed) should be included in the safety messages. This should be based on evaluation of the needs and capacities (medical institutions, transport etc.) in the target group. Such messages should be approved by the BHMAC.

c) To evaluate demining plans in the endangered community and take them into account when planning MREs and creating safety messages previously approved by BHMAC.

d) Safety messages include the request for supporting the community with demining activities (e.g., respecting preparatory marking and marking during the process of demining), in order to avoid/eliminate the risk during the demining process.

4. Safety messages should be based on collected data and should allow the promotion of familiar safe behavior. During the process of collecting data, members of target groups should be interviewed regarding their perception of danger and needs and, based on those information, safety messages should be elaborated. Through such a process, target groups will give their contribution in the development of messages in the target community.

5. Principles for the creation and use of messages are the following:

a) Messages should be based on evaluation of the needs and accepted after the surveillance and evaluation,

b) Messages should be based on the analysis of mine accidents and their consequences,

c) Messages should target the population exposed to the greatest risk,

d) Before using them, messages should be tested in the filed,

e) Use messages to present the possibility of safe living in an environment contaminated with mines,

f) Use messages to explain the reasons for the recomended measures,

g) Messages should be adjusted to the local culture and religion and should not be influenced by partiallity.

6. Using the evaluation, we should estimate the quality of the education methodology and the used material and investigate the messages, the training and the components of the teaching plan and program. We should, especially, evaluate the accuracy, quality, adjustment and consistency of the safety messages.

8. Training

1. The staff which will conduct data collection and evaluation of the needs, must be trained in order to provide: understanding the reason for the collecting and analysing of data, implementation of safety standards and respecting the norms and principles during the implementation of the evaluation of needs.

2. The need for training of the staff invloved in the implementation, surveillance and evaluation of the project, need to be considered in the phase of project planning. The plan needs to forsee training staff (trainers), staff that will be trained, a program and a method of training and the neccessary budget. The plan and the program of the training will be based on the results of the evaluation of the needs, with an appropriate approach and methodology and engagement of other organizations.

3. The training of the MRE staff will include issues such as helping mine victims and demining and the staff involved in those programs will be informed about the MRE activities in order to integrate mine actions. The plan will consider the training for deminers, who will conduct the MRE during the demining process, especially in remote areas.

4.   The goal of the MRE project is to train target groups of population on mine risk and to promote and accept safe behavior among people who are at risk, including health workers and other people who work in endanegred areas or communities.

5.   All staff from a MRE organization must be trained in safety. The plan and the program of basic training in MRE and safety is standardized, and trainings in MRE organizations should be reported to the BHMAC prior to their implementation in order to get approval and to plan the surveillance. All activities related to planning and training implementation must be documented.

6.   The competency of MRE staff and the efficiency of the training program for the staff can be performed as a part of evaulation. Such activity will include evaluation of the traing goals, which will be defined during the planning phase.

Chapter II

RESPONSIBILITIES AND AUTHORITIES

Mine Action Centre of Bosnia and Herzegovina (BHMAC) has the following
responsibilities and authorities:

1. Accredits organizations and certifies their operations in accordance with the Guidelines for accrediting MRE organizations.
2. Manages, coordinates and monitors data collection, performs evaluation of the needs in accordance with the Standard and ensures the transparency of the needs for mine risk education .
3. Establishes a data base for data collected as part of the evaluation of the needs of MRE , data on conducted surveillance of MRE activities and data gained through coordination, as a part of BHMAC data base on mine action activities . Also, it provides availability of information for all actors.
4. Exchanges the collected data with relevant organizations from other sectors (health, education, agriculture, communication, information etc.).
5. Ensures accessibility to evaluation reports for actors.
6. Ensures that the state evaluation of needs for MRE contains information on planned activities and strategies of other organizations.
7. Creates guidelines/instructions about implementation of evaluation of needs.
8. Distributes the evaluation results to other relevant organizations.
9. Prepares the national MRE plan for , as part of the national mine action plan .
10. Coordinates with MRE and other organizations involved in mine action in preparation of the national plan, in order to avoid duplication of activities and needles spending of resources.
11. Provides information and resources for the purpose of helping the planning.
12. Coordinates with organizations from other sectors (e.g., education, information etc.) in planning mine action, including MRE.
13. Approves the plans of organizations within the frame of permanent process of certifying MRE operations in .
14. Provides implementation of a MRE project in accordance with needs and priorities defined in the phase of evaluation and planning.
15. Establishes operative mechanism of surveillance of implementation of activities of MRE organizations on state level.
16. Conducts the surveillance of accessibility to endangered communities and target groups.
17. Offers professional and counselling help to MRE organizations, as well as support to the implementation of MRE projects by engaging internal and external resources (technical help, professional help, media staff etc.).
18. Helps coordination between MRE organizations and other government organizations and sectors.
19. Provides the collection and analysis of information collected through surveillance, prior to the process of evaluation.
20. Monitors the changes in the state context of mine action and provides exchange of resulting information.
21. Follows the changes in general operational surrounding through collection, analysis and distribution of information gained through the surveillance of MRE and other activities (e.g., offering help to mine victims).

22. Encourages MRE organizations to conduct an evaluation of their own MRE projects.
23. Conducts the evaluation of national MRE program and activities, as part of the national mine action plan .
24. Encourages the exchange of information between MRE organizations and other relevant actors, as well as the collection and distribution of the evaluation results as «lessons learned».
25. Provides planning and acting according to the findings and results of evaluation.

An organization for MRE has the following responsibilites:

1. Obligatory accrediting of the organization and the certifying of operations of MRE, according to regulations.
2. Exchange of collected data with the BHMAC.
3. Implementation of the evaluation of needs according to the plan, MRE Standard and certified operations.
4. Involvment of main actors in the process of evaluation of the needs (e.g., individuals and groups within the endangered community) and submission of the results of evaluation.
5. Informing of other main actors.
6. Creation of plans for MRE projects through continious coordination with BHMAC.
7. Ensuring participation of the target community and local authorities in the planning process.
8. Coordination of activities with other relevant organizations (e.g., MRE and demining organizations and other humanitarian and developmental organizations), as well as with state and local authorities (e.g., Ministry of education, Ministry of health, social wellfare) in creating plans for MRE projects.
9. Informing all main actors about the implementation of MRE project and requesting approvals for the project (from associate organizations, other agencies that are involved and from endangered communities).
10. Flexible implementation of MRE projects, in accordance with principles and priorities of the state mine action program for .
11. Evaluation of the progress in achieving project goals and evaluation of the influence of the MRE project, which includes the need for planning the evaluation and providing neccessary resources for the evaluation.
12. Ensuring participation of main actors in the evaluation, especially the participation of the local community and using the evaluation results in the process of education of the staff of the MRE organization and engaged community members.
13. Ensuring the support and prompt informing of the staff conducting the evaluation – evaluators (including external associates and counsellors), together with their professional and impartial approach in accordance to the MRE Standard.
14. Distributing of evaluation results and exchanging of lessons learned from the evaluation, through BHMAC or other mechanisms of coordination, in order to ensure transparency and availability for all main actors.
15. Linking and implementation of the evaluation results with activities of evaluation of needs, project planning and taking neccessary steps.

Chapter III

MANAGEMENT OF MINE RISK EDUCATION

Managing the MRE programs and projects means managing, organizingand implementing the following phases of the project cycle: data collection, evaluation of the needs, planning and implementation of the planned project.

I DATA COLLECTION AND EVALUATION OF THE NEEDS

A basic part of any MRE program or project is the evaluation of the needs and development of the system of data collection, which will provide planning, implementation, surveillance and evaluation of activities for MRE organization.

The purpose of evaluation of the needs and data collection is identification, analysis and setting of priorities for solving local risks caused by mines and UXO, evaluation of possibilities and weaknesses of the community, as well as the evaluation of possibilities of implementation of MRE . Evaluation of needs should provide information necessary for defining field of work and goals of the MRE project.

Evaluation of the needs will follow the general evaluation of anti-mine actions, taking into account available data (BHMAC data base on mine actions or other institutional and state sources) and data collected directly from endangered community.

Systematic collection and analysis of data are crucial for the effective implementation of all MRE activities . Collected data should be analyzed in relation to values and usefulness and in cooperation with other MRE organizations and BHMAC, and regularly updated in order to register any change.

Other mine action programs and humanitarian programs and projects can also use such data. Therefore, those data should be available for them, in order to avoid duplication.

General principles

1. Evaluation based on the needs of local endangered community is the base for planning, implementation, surveillance and evaluation of the entire MRE project within a wider mine action program .
2. Evaluation of the needs should be planned and defined according to the following:

a) purpose of data collection,
b) type of the data that need to be collected,
c) data source and methods of collection (choosing the method of data collection, coverage, choosing key indicators),
d) a staff that will collect data and the need for training the staff and
e) time period needed for the data collection.

2.   After analysis, collected data are exchanged with other mine actors that are involved in the planning. Evaluation plan needs to take into account the resources (human, material and financial) and time period that is needed, as well as the possibility of cooperation and exchange of information with other organizations (mutual evaluation).

3.   Evaluation of the needs should, also, help evaluate the level of the project sustainability. In order to achieve that, the evaluation needs to:

   a) determine the level of financing for sustaining projects in the long-term, including available resources of donors and international organizations,

   b) identify associates and potential organizations for coordination and exchange of information,

   c) define a cooperation on the state level, including political and financial support from the government, and to define the existing level of skills and knowledge and potential development of capacities,

   d) take into account the difference of needs, in accordance with the frame of project actions.

5. Collection of data and evaluation of the needs is the base for developing the plan and for determining: target groups, field of work, messages, approaches and methodologies, channels of communication, duration of the project, cooperation, resources and their distribution.

II PLANNING

Strategic planning for MRE should be integrated into the entire mine action planning procedure . At the level of endangered community, planning for MRE need to be integrated with other mine action activities. The planning can be performed by endangered communities as well, as a part of the strategic plan for safe living within the community, i.e reducing the risk from mine and UXO injuries.

The purpose of the planning phase for specific MRE project is to identify the most efficient way of solving the needs of target groups, defining of immediate and final goals of the project and to establish the action plan for achieving those goals. The plan should define the program of activities, determine the goals and establish the surveillance and evaluation systems.

The planning phase should include preparatory activities, such as: identification of local capacities, mobilization of the resources, engagement and training of needed staff and development and testing of MRE methods and mechanisms in the filed.

The planning process should involve all main actors, whose participation will have influence on the immediate and final goals and activities of the program, and take into account the mine action strategy , i.e. the MRE strategy and other humanitarian and developmental strategies. The project, goals, directions, activities and responsibilities should be in accordance with the needs and expectations from all sides involved in the MRE project.

The planning is the base for effective implementation of the program or project and it needs to be a continious process based on permanent and detailed evaluation of the needs of endangered communities. The planning needs to define the way surveillance and evaluation of the program and project will be performed.

1. Public Information Dissemination Plan

Using public information dissemination program for delivering MRE messages is an effective, prompt and profitable way of informing wider public. Relevant information regarding the mine and UXO risk should encourage the adjustement of the behavior and increse the awareness on the risk among endangered population.

The plan should take into account the targeted public, type of chosen media and level of using those media. In order for the public information dissemination program to become effective , it is neccessary to know the number of users of different media (audience, readers, listeners). Also, a geographic and demographic distribution should be planned, as well as the time, frequency and intensity of messages in order to achieve the best possible results, without causing negative effects (satiation, overload or sensitivity of target groups toward mine and UXO risk).

The planning of the media campaign on the state level, whose goal will be to spread a wider media coverage, can be more effective if the MRE organization engages a professional agency for marketing. On local level, a media campaign can be effectively planned in cooperation with local media.

2. Planning of education and training activities

There are two categories of education and training activities:

a) a direct education and training performed by the MRE organizations and
b) training for trainers.

The MRE organizations can engage their staff in the implementation of the training in an endangered community (this is often the case when emergency cases occur) or train an individuals from the community for implementation of the training (training for teachers for implementation of the MRE as a part of the teaching plan and program for schools, training of volunteers from the community for the implementation of the training for members of their community or training for children who will perform peer education child-to-child etc.).

These two approaches do not exclude each other so the MRE organizations can begin with a direct training and progress toward the training for trainers.

An important part of the planning is the evaluation of the training implementation[1] (directly or through associates) and the selections of most appropriate associates, who will, in effective way, deliver messages to target groups. Following that, the time and resources needed for the training and support for trainers should be planned.

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[1] Here, the term "training" is used to define formal training and informal exchange of the knowledge. For example, training of volunteers or teachers can be structured, but in some cases does not have to appear structured or formal but can consist of numerous discussions that will help the creation of safety messages. For example, this can happen when leaders of religious communities or leaders from the community are engaged as the MRE associates.

3. Community Mine Action Liaison Plan

Involving the community in mine action activities includes the system and procedures of information exchange on mine and UXO presence and their potential risk, and is performed between state institutions, organizations that deal with anti-mine actions and endangered communities.

The procedure includes informing the community on the planned mine action activities (the type and duration of the task, properly marked and cleaned area) and communities inform the representatives of local authorities, mine action organizations and the BHMAC about the areas and the size of contaminated areas. That information can be of great help during implementation of mine action activities such as MRE, technical assessment, marking, cleaning or helping mine accident survivors. Involving the community in mine action activities creates a vital link in informing the staff that works on the program planning and ensures the creation of local strategies of risk reduction.

The goal of involving the community in mine action activities is to provide solutions for the priority needs of the community for mine action projects . All organizations that conduct mine action activities should, through their staff or associates, work on involving the communities in mine action activities.

Involving the population of endangered community in mine action activities can start before demining or marking and can help the development of capacities on the level of community so the risk evaluation could be performed, information controlled and strategies of risk reduction on local level created. That way, the communities will get help in the collection of necessary information and lobbying at relevant places, as well as advocating mine action activities and other types of aid.

Involving the community in mine action activities prior to the implementation of demining and marking procedures is important both because of the work coordination and mutual planning by MRE organizations and demining organizations that work in the same area.

Planning of the project should ensure adequate protection of the members of endangered community, especially the most endangered groups. Also, the needs should be taken into account and different groups should be encouraged in exercising their rights without any partiality (based on gender, age, ethnic affiliation etc.).

Information collected from the evaluation should be used for determining the project goal and, through planning, all cultural implications that occur from evaluation of the needs should be taken into account. All influences between different groups should be evaluated as well. This way, it will be easier to approach the endangered groups, even if the target groups are different (e.g., reaching children through their mothers).

III   IMPLEMENTATION OF THE MRE PROGRAM AND PROJECTS

Successful implementation of the MRE project depends on the accurate implementation of MRE mechanisms and methods, capability to adjust to certain conditions and timely reporting on the progress and lessons learned. MRE projects of limited field of work and duration have shorter phase of implementation, while bigger projects that have several phases require a more complex implementation and management. Due to the changes in financing or operational environment , it is possible to conduct the revision of the implementation plan or transfer of management responsibilities, in accordance with changes of needs and based on the feed-back on surveillance and evaluation of MRE projects.

Implementation of the MRE should be conducted in close cooperation with other mine action activities, and there should be the exchange of information between mine action organizations on activities they conduct.

 The MRE activities, messages and methodology should be tested or previously tested with representatives from target groups, prior to the implementation of the project.

Accepted methods for the implementation of MRE will differ depending on the type of the activity: public information dissemination , education and training or including the community in mine action activities.

1.   Implementation of Public Information Dissemination Program

The goal of the public information dissemination program is to reduce the risk from mine and UXO injuries, through raising the awareness on the risk among individuals and in the community, as well as through the promotion and encouragement of appropriate behaviour. Public information dissemination programs can be "independent" MRE projects that are implemented independently and, often, prior to other mine action activities.

Due to time limits, lack of accurate data and emergency, public information dissemination is often the most practical way of transmitting information on safety and risk reduction. Also, public information dissemination can be part of the comprehensive strategy of risk reduction within the mine action program , supporting other activities of MRE, demining or advocacy on the level of community.

Through the phases of evaluation of needs and planning it is necessary to define the time of approach to mass media (when target groups listen to the radio, watch TV, read newspapers etc.), which can be different in different target groups or in different areas. Besides using the mass media, information for public can be presented in the "small media", such as posters and leaflets. Such material can be distributed in the areas of poor access to mass media or as a support to mass media. Posters and leaflets alone have limited values; therefore, they should always be used as a support to the wider MRE project.

2. Implementation of education and training

The term «education and training» in MRE refers to all activities of education and training that are used to reduce the risk from mine and UXO injuries, through raising the awareness on the risk among individuals and in the communities, as well as through the promotion and encouragement of adequate behavior. Education and training is a two-way procedure, i.e. exchange of the knowledge, opinions and practical experience during training and learning.

Implementation of education and training activities will differ depending on the type of planned activity. Organizations can conduct direct training for the population of endangered community, education and training for target groups or training for the trainers.

Implementation of the training program for trainers will require more time for the training, support and surveillance and may include associates. Training programs will depend on skills of the trainers, associates that work on the implementation of the training and target group. Those programs may include: education based on the teaching plan and program for schools, training on safety, informal peer training, safety at home and working place and training on public health or medical training as a part of the profession.

MRE organizations that conduct, for example, child-to-child training project should closely cooperate with endangered communities and associates for the implementation on the creation of appropriate methodologies that are in accordance with aknowledged instructions for the child-to-child training.

3. Implementation of the Community Mine Action Liaison Program

The community mine action liaison refers to the system and procedures of exchanging the information on mine and UXO presence and on their potential risk between the BHMAC, mine action organizations and endangered communities. The procedure provides information for the community on planned mine action avtivities (clenaing, technical assessment or permanent marking), nature and duration of the task and exact areas that are marked, cleaned or declaring areas with no risk.

Besides, the procedure provides information to the communities, local authorities and mine action organizations about the place and size of contaminated areas. Those information can be of great help during the planning of additional activities such as general assessment, technical assessment, marking and cleaning or providing help to mine victims. The goal of the community mine action liaison is to solve the needs and priorities of the community through the mine action projects .

Liaisons between the endangered communities and mine action activities should be conducted by all mine action organizations . Those can be MRE organizations or staff in charge of MRE that come from mine action organizations .

Chapter IV

QUALITY ASSURANCE

Quality assurance in Mine Risk Education is a system of checking and activities which includes organization, planning, training, procedures, material and all phases of implementation of MRE program and projects which will confirm that management and operational procedures of mine risk education are appropriate and that the goals have been reached in a safe, prompt and effective way.

MRE Quality assurance includes: accreditation of MRE organizations and certification of operations, surveillance and evaluation.

I ACCREDITATION OF ORGANIZATIONS AND CERTIFICATION OF OPERATIONS

Accreditation of organizations and certification of operations are the evaluation and confirmation of capabilities of the organization for implementation of mine actions. Requests for accreditation are ment for organizations that conduct MRE as an independent program or as a part of integrated mine action program. The goal is to promote mutual and permanent approach that will encourage mine action organizations in the development of the quality management and operative procedures, no matter how big they are or what their experience is.

1. Accreditation of organizations is a procedure that officially recognizes MRE organization as a competent one and capable of planning and managing MRE activities in a safe and effective way. Both local and international organizations can be accredited, if their residence is in Bosnia and Herzegovina. Accreditation is issued to the MRE organization for the period of two years.

2. Certification of operations is a procedure that officially recognizes the MRE organization as a competent and capable of implementing special components of mine risk education . A certificate for operations will be issued for the confirmed capabilities needed for the implementation of: involving the community in mine actions, public informing or education and training. Issuing of certificates for operations means that the capabilities of MRE organization will not differ from the planned frame of action or purpose of the existing certificate.

Issuing accreditation for organizations and certification of operations is a process that consists of two phases:

a) **The first phase** includes a temporary evaluation by the BHMAC based on the evidence of presented documents by MRE organization, such as: organizational structure, qualifications for the leading, content of education, qualifications for training implementation and proved experience.

b) **The second phase** includes the evaluation of the fulfillment of prescribed requests and conditions regarding the staff, equipment, material and procedures, and safe and effective way of MRE implementation.

Required conditions and instructions for accreditation of organizations and certification of MRE operations are presented in the Guadilenes for accreditation of MRE organizations.

II SURVEILLANCE

Continuous surveillance of implementation of the mine risk education activities is a basic part of the MRE project cycle and its goal is to ensure trust in a timely and acceptable achievement of agreed, immediate and final goals.The effectiveness of the surveillance is reflected through the feedback on implementation, adequacy and effectiveness of MRE mechanisms and methods. The surveillance includes the control of organizational potentials of the MRE organization (the staff, procedures, mechanisms and methods) and control of the implementation of those potentials. The surveillance initiates the procedure of evaluation and checking.

1. General principles

The surveillance includes monitoring, registering and reporting. It is the procedure of periodic monitoring of procedures or implementation of activities, which defines to what extent the elements of the project plan, working schedule and expected results are developing according to the plan, in order to undertake prompt measures for the correction of disaccordance. The surveillance system should plan and provide the sustainabilty during the program. The surveillance must take into account the progress in reaching the program goals which was achieved by the MRE organizations, as well as changes in the environment.

1.1. Surveillance of the progress

Surveillance of the progress of MRE project ensures, for accredited organizations, to maintain the consistency in the implementation of the project, according to the approved plan.

Internal surveillance of the MRE organization, as a part of internal system of quality assurance of the MRE organization, should provide the implementation of the safe and effective operative procedures in accordance with the goals stated in the plan. The surveillance of the progress includes the control of the resources of the MRE organization (the staff, equipment and procedures), as well as the follow-up of the work and control of used resources.

External surveillance conducted by the BHMAC includes monitoring of the coordination of the implementation of MRE activities with the approved plan, conditions for accreditation and certification of operations, SOP (Standard Operating Procedure) of MRE organizations and the Standard, as well as with obligations defined by the contract.

Implementation of external surveillance and accreditation by the BHMAC provides the neccessary trust for the MRE activities to be performed safely and effectively, using appropriate messages, methodologies and techniques, in accordance with approved plans and obligations defined by the contract.

Implementation of external surveillance controls the internal surveillance of MRE organization as well, i.e. procedures of quality assurance within MRE organization. MRE organization is responsible for the provision of safe and effective working procedures.

MRE organization can use external surveillance in order to supplement their own system of internal quality assurance. External surveillance should confirm the quality assurance procedures and internal quality control of the MRE organization but it never replaces the responsibilty of organization in providing appropriate implementation and efefctiveness of the chosen MRE means and methods.

External surveillance conducted at the beginning of the MRE project should be used in the process of acrreditation of MRE organization (evaluations at the site).

1. 2. Surveillance of the changes

Implementation of the majority of MRE projects takes place in social environment where changes caused by the return of population or by implementation of other mine actions are taking place. Some changes can be predicted and planned after the collection phase and evaluation of data. Significant changes in the knowledge, opinions and behavior of target groups will be monitored during the implementation of the project and compared with data collected at the starting phase of data collection and evaluation of needs.

Changes will be monitored by the BHMAC on the state level and by organizations which implement MRE in their field of work.

2. General requests

2.1. Planning and preparations

The role and responsibilities of the inspection body, including the preparation and the plan of inspection visits are defined by the agreement between the BHMAC and MRE organization.

2.2. Reporting

Organizations that conduct MRE should report on their activities to the BHMAC, according to the requests. Based on the report , the BHMAC will provide exchange of collected data between relevant main actors.

2.3. Inspection visits

Prior to inspection visits, it is neccessary to create the plan and the program of visits by using all relevant documentation, including contracts and accreditations, procedures of management and operational procedures of MRE organization, previous reports on the surveillance and other information relevant for the implementation of surveillance.

Prior to the visit, the BHMAC informs the MRE organization about goals and program of the visit and about preparations that are needed (such as, for example, provision of certain documents or key staff). Time of inspection visits can not be known in advance but the visits do not need to be announced. Visits that are not announced are monitored by MRE organizations during their regular work, but such visits may disturb the regular activities and the key staff may be absent. Announced visits are usually more productive and they less disturb the activities but some problems may be hidden from inspection. Combination of those two possibilities will mainly be implemented in the process of surveillance.

3. Implementation of surveillance

1. BHMAC will supervise the MRE organization and/or its branches in order to confirm that the management and operational procedures are in accordance with conditions of accreditation. Such surveillance should be random, should not interfere with the work and should not interfere with implementation of the planned MRE activities. The frequency of the surveillance should depend on the task and previous success of the MRE organization and should be agreed between the BHMAC and MRE organization in the procedure of approving the project plan.

2. Surveillance should be a constant process and the system of surveillance should be simple. In the planning phase, neccessary resources for the implementation of the surveillance during the entire duration of MRE project should be planned.

3. Inspection visits should include: a visit to the headquarter, branch officies of the MRE organization and regional offices, surveillance of the training of the staff of the organization and engaged associates, visits to places of activity implementation and surveillance of implementation itself, surveillance of the level of involvement of the local community, surveillance and registration of behavior adjustement, surveillance of the testing and evaluation of MRE material in the filed.

4. Training of the staff and volunteers should be monitored in order to provide accurate and complete training implementation and understanding of the training content. The training can be adjusted to the concrete conditions and needs.

5. Activities of the surveillance should not expose the staff of the organization or target group to unneccessary risk which is related to the investigation and exchange of information. The MRE staff dealing with local community linkage program in the vicinity of the area to be demined must not enter that area nor should encourage people to do it. During the implementation of internal surveillance, MRE organization will provide implementation of neccessary safety measures.

6. Inspection staff will interrupt activities of the MRE if personal safety, safety of the MRE team or other people are jeoperdized. Inspection body will register the reasons for such measures, collect all evidence and immediately inform the BHMAC and the headquarter of the MRE organization. Activities should continue only after the correction of all safety mistakes and lacks is done.

7. Inspection body should evaluate the adjustement and efficacy of MRE material and its sameness with the accredited one.

8. MRE activities should be harmonised with the SOP of MRE organization and with the project plan. In case the specialist methods are used, inspection body can engage staff that posess required specialist knowledge.

9. Inspection body can be previously informed about the time of visit by representatives of the MRE organization. Disagreements regarding the safety or quality of conducted activities are registered in minutes on conducted surveillance. With his signature, the authorized representative of the MRE organization confirms that he is familiar with the content of minutes and takes responsibility for removing above mentioned disagreements.

10. If the problem of disagreements is not addressed immidiately, inspection body will send a written warning to the MRE organization and give them a reasonable deadline for solving it, according to the BHMAC procedure.

11. MRE organization must start solving the disagreement and accept the suggestions from inspection body of the BHMAC. If the problem is more complex and more serious, the BHMAC will invite the MRE organization to present their management and implementation procedures with corrections and to prove that they entirely respect the requests.

12. Data collected during the surveillance are compared with basic data from the research and with goals of the MRE project. This can be achieved through the survaillance of all elements of the procedure (entering elements, outcomes, results and influence) in regular terms. Those indicators must be measurable and should not create unneccessary expences.

13. Functions of the surveillance should not be limited to measuring the achievement of given goals but should start the procedure of evaluation and revision (when evaluation of such goals is needed). Conclusions and recommendations that result from the process of surveillance should be used for the revision and planning of activities, in order to improve the implementation and influence of the project.

III EVALUATION

1. General principles

Evaluation is a systematic and objective consideration of MRE activities, in accordance with defined goals. The result of evaluation must be a reliable and usefull information which will confirm that the needs and priorities of endangered population were covered and which will give recommendations for improvement of future MRE programs and projects, which will help donors to decide about financing of MRE projects. The goal of evaluation is to analyze aquired knowledge, opinions and behavior within target groups, evaluation of the influence and implementation of applied mechanisms and methods, as well as recommendations for changing those mechanisms and methods.

Evaluation is usually performed at the end of MRE project or upon finishing important project phase, while surveillance is a continuous procedure during the project. Evaluation and surveillance are complementary activities, clearly connected, but have separate functions. The surveillance is a procedure which ensures coordination of MRE activities with achievement of goals, influence of the project, responsibilities and lessons learned.

Evaluation can be performed by MRE organizations, BHMAC or external bodies or agencies, engaged by the donor.

Evaluation can be formative and summational.

Formative evaluation is a kind of procedure that is performed during the implementation, so the information received serve as a guideline for improvement of the project.

Summational evaluation is the evaluation which evaluates the results of the project and measures the outcome and influence of activities in relation to the defined goals.

1. Purpose of evaluation

Evaluation is a process which systematically and objectively determines the significance and validity of applied intervention or policy. Evaluation should provide usefull information that will ensure the exhange of learned lessons between the main actor and donor[1].

The purpose of evaluation can be:

a) improvement of the program or project for which evaluation is performed,

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[1] The term "objective" is used to show the need for achieving a balanced analysis, to recognize the partiality and perspective of different main actors by using different sources and methods (all main actors, including users as primary main actors).

b) aquirement of knowledge and information for wider implementation (learned lessons and missed opportunities),

c) establishment of the transparent project results.

Evaluation of MRE activities can include:

a) information about the rate of accidents (mine accidents),

b) estimation of aquired knowledge, opinions, practice, adjustment of behavior, risk reduction and reduction of the number of accidents in target groups, which are the result of MRE activities,

c) evaluation of the influence of applied methodology and instruments of MRE,

d) identification of the degree of solving the needs and expectations of target group that are related to MRE.

3. Implementation of evaluation

In the implementation of evaluation the following indicators can be used:

1. **Relevancy:** To what extent the MRE project responds to certain needs, expectations and priorities of the target group, BHMAC, organization that implement the MRE and donor.

2. **Effectiveness:** To what extent the project is achieving its immediate and final goals.

3. **Efficacy:** To what extent the quantitative and qualitative results of the project are achieved in relation to resources and project expences.

4. **Influence:** Direct or indirect, deliberate or accidental and other political, socio-economic, cultural and other issues in endangered community that need to be solved.

5. **Sustainability:** The probability that the results achieved by implementation of MRE project will continue after the financing by donor is over, together with financial and technical sustainability of the project.

Evaluation is not only an «additional activity» in the project cycle of MRE. Usually, with evaluation we check and analyze collected data, check the goals and indicators defined in the planning phase and evaluate the results of implementation of MRE project, which are gained through surveillance. Understanding the connection of those elements of the program cycle of MRE makes the base of successful evaluation.

Time of implementation of evaluation depends on its purpose and on how the recommendations of evaluation will be used. Evaluation can be performed at previously defined time, during implementation of the project or after the project is over[2]. In some cases, evaluation can be performed even one year after the project is over and its goal is the evaluation of a long term influence of the results from the conducted MRE project.

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[2] Sometimes, evaluation is performed at the beginning of the project and is usually called "evaluation" or "basic study" and makes a part of the activity of data collection and evaluation of needs.