



**Prevention of Sexual Exploitation and Abuse (PSEA)**

**Module 2: Obligations of UN personnel**

Storyboard

**Instructional Designers:**

**Melissa Laurent**

**Date: April 17, 2020**

**STORYBOARD NOTES:**

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| --- | --- | --- | --- |
| **Course Title:** | Prevention of Sexual Exploitation and Abuse | | |
| **Learning Unit Title:** | Obligations of UN Personnel | | |
| **Date:** | April 17, 2020 | | |
| **Subject MATTER EXPERT(s):** |  | E-mail: |  |
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|  |  |
| --- | --- |
| **General Description** | This storyboard presents the information and activities for Obligations of UN personnel. |
| **narration** |  |
| **graphics/animation** | The diamond icon **[]** represents the placement or use of an image.  The capital letters, **[A-Z]**, represent the number of an image when there are multiple images on one screen/in one block.  The “Production Notes” column lists instructions for the production team and indicates suggested images.  Custom graphics will be prepared by ellicom. |
| **NavigatioN** | Linear |
| **INTERACTION** | Includes most available through RISE. |
| **Duration** | 20 minutes |

**VERSIONS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **NAME** | **DATE** | **FILE NAME** | **DESCRIPTION** |
| Melissa Laurent | 20 April 2020 | 19-241973-UNICEF-PSEA\_Module\_02\_Obligations\_of\_UN\_Personnel\_SB\_v.0.2 | First version for LS review |
| Nicole Robert | 22 April 2020 | 19-241973-UNICEF-PSEA\_Module\_02\_Obligations\_of\_UN\_Personnel\_SB\_v.0.3 | LS Review |
| Melissa Laurent | 23 April 2020 | 19-241973-UNICEF-PSEA\_Module\_02\_Obligations\_of\_UN\_Personnel\_SB\_v.0.5 | First version for LR review |
| Melissa Laurent | 28 April 2020 | 19-241973-UNICEF-PSEA\_Module\_02\_Obligations\_of\_UN\_Personnel\_SB\_v.1.0 | First version for client review |
| Melissa Laurent | 25 May 2020 | 19-241973-UNICEF-PSEA\_Module\_02\_Obligations\_of\_UN\_Personnel\_SB\_v.1.1 | Second version for LR |
| Melissa Laurent | 28 May 2020 | 19-241973-UNICEF-PSEA\_Module\_02\_Obligations\_of\_UN\_Personnel\_SB\_v.FINAL | Final version for production |
| Melissa Laurent | 19 June 2020 | 19-241973-UNICEF-PSEA\_Module\_02\_Obligations\_of\_UN\_Personnel\_SB\_v.FINAL.v.2.0 | Updated Final script |
| Melissa Laurent | 23 June 2020 | 19-241973-UNICEF-PSEA\_Module\_02\_Obligations\_of\_UN\_Personnel\_SB\_v.FINAL.v.3.0 | Additional updates |
| Melissa Laurent | 31 July 2020 | 19-241973-UNICEF-PSEA\_Module\_02\_Obligations\_of\_UN\_Personnel\_SB\_v.FINAL.v.5.0 | Final |

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Module 2: Obligations of UN personnel

**Approximate Duration: 20 minutes**

| **Bloc** | **Type** | **Onscreen text / elements** | **Production Notes** | **Duration** |
| --- | --- | --- | --- | --- |
| 0 | Module No. | Obligations of UN personnel  **[]** | **[]** | **1 min** |
| 0.1 | Text - Paragraph  Bullet list | **[]**  Welcome to the module on the obligations of UN personnel. In this module, you will learn how to follow the UN standards of conduct on sexual exploitation and abuse, how to report sexual exploitation and abuse and how to get victims the support they need. Personnel of entities associated with the UN are also required to follow the UN standards of conduct.  **Learning objectives**  By the end of this module, you should be able to:   * Describe your personal obligations to uphold the UN standards of conduct on sexual exploitation and abuse * Explain how to report sexual exploitation and abuse * Identify the support given to victims   **Select the ‘START COURSE’ button to begin the module.** | **[]**UN logo  At top of lesson list |  |
| 0.2 | Lesson List | Obligations of UN personnel  Reporting sexual exploitation and abuse  Support for victims | This is auto generated in RISE  No lesson numbers |  |
| 1 | Lesson No. | Obligations of UN personnel | Use the Lesson Title style | **6 min** |
| 1.1 | Image - Full width | **[]** | **[] Same image as in block 0.**    **[Alt-text]** Diverse UN personnel are standing in front of the UN building. |  |
| 1.2 | Text - Paragraph with Heading | Quick quiz  As we begin Module 2, let’s check your knowledge of the obligations of UN personnel regarding sexual exploitation and abuse. |  |  |
| 1.3 | Quiz - MCQ | All United Nations personnel are obligated to report sexual exploitation and abuse in which of the following situations?  *Select your answer, then click SUBMIT.*  Only if they can prove that sexual exploitation or abuse has taken place  Only if the perpetrator is from your agency  Whenever they reasonably suspect sexual exploitation or abuse by a fellow worker, whether in the same agency or not and whether or not within the United Nations system  Never. UN personnel are not obligated to report sexual exploitation and abuse.  **[Feedback]**   |  |  | | --- | --- | | Correct feedback: | That’s right. All United Nations personnel are obligated to report sexual exploitation and abuse whenever they reasonably suspect sexual exploitation or abuse by a fellow worker, whether in the same agency or not and whether or not within the United Nations system. | | Incorrect feedback: | Not quite. All United Nations personnel are obligated to report sexual exploitation and abuse whenever they reasonably suspect sexual exploitation or abuse by a fellow worker, whether in the same agency or not and whether or not within the United Nations system. | | Randomize answer options |  |
| 1.4 | Quiz - MCQ | As United Nations personnel, we are obligated to:  *Select your answer, then click SUBMIT.*  Know the UN standards of conduct on sexual exploitation and abuse  Comply with the UN standards of conduct on sexual exploitation and abuse  Report sexual exploitation and abuse by UN personnel or fellow workers  Cooperate with investigations into sexual exploitation and abuse by UN personnel  All of the above  **[Feedback]**   |  |  | | --- | --- | | Correct feedback: | Good work. As United Nations personnel, we are obligated to know the UN standards of conduct on sexual exploitation and abuse, comply with the UN standards of conduct on sexual exploitation and abuse, report sexual exploitation and abuse and cooperate with investigations into sexual exploitation and abuse. | | Incorrect feedback: | Nice try, but as United Nations personnel, we are obligated to know the UN standards of conduct on sexual exploitation and abuse, comply with the UN standards of conduct on sexual exploitation and abuse, report sexual exploitation and abuse and cooperate with investigations into sexual exploitation and abuse. | | Do not randomize answer options |  |
| 1.5 | Text - Paragraph with Heading  Interactive - Timeline | Four key obligations  All UN personnel have four key obligations to uphold the UN standards of conduct on sexual exploitation and abuse. They are as follows:   |  | | --- | | **1. Know**  UN personnel need to know the UN standards of conduct on sexual exploitation and abuse. | | **2. Comply**  They have to comply with the UN standards of conduct on sexual exploitation and abuse. | | **3. Report**  They have to report sexual exploitation and abuse by UN personnel and fellow workers. | | **4. Cooperate**  They have to cooperate with investigations into sexual exploitation and abuse and cooperate with service providers for victims’ assistance, as necessary. | |  |  |
| 1.6 | Text - Paragraph with Heading  Interactive - Tabs | Know the UN standards of conduct  All UN personnel need to know the UN standards of conduct on sexual exploitation and abuse. Entities associated with the UN are also required to know the UN standards of conduct on sexual exploitation and abuse.  *Select a topic to learn more.*   |  |  | | --- | --- | | **Training** | Mandatory training on the UN standards of conduct on sexual exploitation and abuse should be completed at the start of your UN assignment (e.g., within the first two months). | | **Briefings** | In addition to completing this online training, you should attend all other UN trainings and briefings offered to you on the UN standards of conduct on sexual exploitation and abuse. | |  |  |
| 1.7 | Text - Paragraph with Heading | Comply with the UN standards of conduct  All UN personnel have to comply with the UN standards of conduct on sexual exploitation and abuse. Personnel of entities associated with the UN are also required to comply with the UN standards of conduct on sexual exploitation and abuse.  Inadequate provision of welfare and recreation facilities, a high workload, and prolonged periods of work without breaks can all lead to high levels of stress. High stress levels can result in poor judgement and harmful behaviour, such as excessive drinking, drug abuse and unsafe sex. In UN field missions, there have, for example, been cases of UN international personnel buying sex from local women after drinking heavily. |  |  |
| 1.8 | Text - Paragrapgh with Sub-heading  Interactive - Accordion | Actions in daily life  UN personnel should take actions in their daily life to reduce stress and keep a healthy work-life balance. These actions can help you and others comply with the UN standards of conduct on sexual exploitation and abuse.  *Select an action to learn more.*   |  |  | | --- | --- | | **Meet up with friends** | **[][1]**    When you feel lonely, get in touch with friends. Doing fun things together can help you relax and have a sense of belonging. However, be sure to stay away from places that are inappropriate for UN personnel. | | **Pursue hobbies and sports** | **[][2]**    Under stress, people can do things that they regret later. Keep stress levels under control through hobbies, sports or meditation. | | **Call your family and friends regularly** | **[][3]**    If you are deployed with the UN to a non-family duty station, arrange to call family regularly and to meet as often as possible when you are on leave. | | **Attend UN trainings and briefings and make use of resources** | **[][4]**    There is a lot to do when you start a new job at the UN, but you should prioritize attending all UN trainings and briefings on the UN standards of conduct on sexual exploitation and abuse.  Make a point of using support and resources made available to you by the UN, such as online training, staff counsellors, PSEA Focal Points and HR advisors. | | **[][1]**  **[Alt-text]** Group of UN personnel gather at a co-worker’s home for a barbeque.  **[][2]**  **[Alt-text]** UN workers take a bicycle ride.  **[][3]**  **[Alt-text]** UN worker enjoys a video conference call with her parents.  **[][4]**  **[Alt-text]** UN workers attend a training session on the UN standards of conduct on sexual exploitation and abuse. |  |
| 2 | Lesson No. | Reporting sexual exploitation and abuse |  | **9 min** |
| 2.1 | Image - Full width | [] | **[]**    **[Alt-text]** Woman is at a UN police station making a report about a suspected case of sexual exploitation and abuse. |  |
| 2.2 | Text - Paragraph with Heading  Interactive - Tabs | Reporting: what and when should I report?  All UN personnel have an obligation to report sexual exploitation and abuse. Personnel of entities associated with the UN also have specific obligations to report. Such obligations are typically included in the legal terms and conditions of their cooperative arrangements with the UN.  Let us see what this means in practice.  *Select an item to learn more.*   |  |  | | --- | --- | | **What** | **What should you report?**  Report any suspicions, concerns and complaints that UN personnel or fellow workers have committed sexual exploitation and abuse.  Sometimes you will only be able to report a general suspicion. However, if possible, be specific and report:   * WHO\* was involved * WHAT happened * WHERE it happened * WHEN it happened   \*With due consideration regarding informed consent and confidentiality | | **When** | **When should you report allegations?**  Report allegations of sexual exploitation and abuse by UN personnel or fellow workers *immediately*! Do not wait.  Do not try to find out if the allegation is true before reporting it.  That is the purpose of an investigation. But take note of anything you may consider to be relevant for the investigation. | |  |  |
| 2.3 | Text - Paragraph with Heading  Interactive - Timeline | Reporting channels  Report sexual exploitation and abuse to UN management in your office or to the respective investigation unit.  Please note that reporting procedures and channels vary depending on the organization you belong to.   |  | | --- | | **UNDP**  The Office of Audit and Investigation is the principal channel to receive allegations of sexual exploitation and abuse within UNDP. All reports of sexual exploitation and abuse should be reported via the UNDP Investigations Hotline**[link1]**. Reports may also be submitted to senior management in the office. The manager shall immediately forward the report to OAI. | | **UNFPA**  Reports should be made to the Office of Audit and Investigation Services (OAIS) via its various reporting mechanisms**[link2]**. Reports can also be submitted to the staff member's (or other personnel's) manager. The manager shall forward the report to the Director, OAIS, without delay. | | **UNHCR**  All UNHCR personnel (no matter what kind of contract they are on) must report any issues, concerns, suspicions and complaints of SEA. UNHCR personnel are encouraged to report suspected misconduct directly to the Inspector General’s Office (IGO) by email at [inspector@unhcr.org**[link3**](mailto:inspector@unhcr.org[link3)**]**.  However, reports can also be made through a senior manager at UNHCR (e.g., head of office or representative), who in turn has the duty to report to the IGO or the [SpeakUp! Helpline](https://wrs.expolink.co.uk/UNHCR)[**link 3b**]. | | **UNICEF**  UNICEF personnel should immediately report all reasonable suspicions of sexual exploitation and abuse to their senior management (e.g., head of office or that person’s supervisor if the head of office is not appropriate) who in turn must report to the Office of Internal Audit and Investigations (OIAI) by emailing [integrity1@unicef.org](mailto:integrity1@unicef.org) [Link 4] or using the OIAI web-based form available **here**.[Link 5]  For information on additional reporting channels, including via Skype and telephone, you can visit the OIAI SharePoint page **here**.[Link 6] | | **UN Women**  The Office of Internal Oversight Services (OIOS) is the dedicated channel within UN Women to receive allegations of sexual exploitation and abuse. All reports of sexual exploitation and abuse should be reported to OIOS directly by submitting this online reporting form[Link 7], by calling the dedicated hotline at +1 (212) 963-1111, or by sending an email to [oioshotline@un.org.[Link](mailto:oioshotline@un.org.[Link) 8] | | Producer:  **[link1]**For UNDP, make **UNDP Investigations Hotline** a clickable link to:  <https://secure.ethicspoint.eu/domain/media/en/gui/104807/lang.html>  **[link2]**For UNFPA, can you make **reporting mechanisms** a clickable link to:  <https://www.unfpa.org/sites/default/files/admin-resource/2020-03_UNFPA_Overview_of_Mechanisms_for_Reporting_Wrongdoing_new.pdf>  **[link3]**For UNHCR, **– open mail to the email address** [inspector@unhcr.org](mailto:inspector@unhcr.org)  **[link3b]**Make **SpeakUp! Helpline** a clickable link to:  <https://wrs.expolink.co.uk/UNHCR>  **[link4]For UNICEF – open mail to the email address** [integrity1@unicef.org](mailto:integrity1@unicef.org)  **[link5]** Make **here** a clickable link to: <https://unicef.sharepoint.com/sites/OIAI/SitePages/invfaq.aspx?web=1>  **[link6]** Make **here** a clickable link to:  <https://unicef.sharepoint.com/sites/OIAI/>  **[link7]**For UN Women**--**Make **reporting form** a clickable link to :  <https://reportwrongdoing.unov.org>  [Link 8] For UN Women—open to the email address: oioshotline@un.org. |  |
| 2.4 | Button | |  |  | | --- | --- | | **[Description]** | For reporting in other funds and programmes, consult the list of SEA reporting units on the following site. | | **[Label]** | Go to website | | **[URL]** | <https://interagencystandingcommittee.org/accountability-affected-populations-including-protection-sexual-exploitation-and-abuse/documents-52> | |  |  |
| 2.5 | Note Block | If you are unsure of where to report allegations of sexual exploitation and abuse by someone belonging to another organization, you should report it to the Investigations unit within your organization. When unsure, always err on the side of reporting! |  |  |
| 2.6 | Text - Paragraph with Heading  Interactive - Accordion | Report in good faith  Reports should be made in good faith. If the allegation later proves to be untrue, you will not face repercussions if you reported in good faith.  *Select an item to learn more.*   |  |  | | --- | --- | | **Good faith** | Reporting in good faith means the report is made with honest and sincere intentions. | | **False complaints** | Persons who make a complaint of sexual exploitation and abuse that they know to be false are themselves violating the UN standards of conduct and may be subject to disciplinary proceedings or other administrative action.  UN personnel can be dismissed if they report a suspicion of sexual exploitation and abuse by UN personnel in bad faith, meaning, if they report a suspicion that they know to be false. | | **Anonymous reports** | You do not have to give your name when reporting a suspicion of sexual exploitation and abuse. Anonymous complaints will be treated just as seriously as non-anonymous complaints.  If you decide to report anonymously, do provide sufficient details to allow for independent corroboration of the allegation. Otherwise, it may not be possible to investigate. | |  |  |
| 2.7 | Text - Paragrapgh with Sub-heading | Retaliation for reporting  UN personnel are protected against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations, based on the applicable policies.  If you believe you have been subjected to or are at risk of retaliation as a consequence of reporting misconduct or for cooperating with an audit or investigation, you should contact your Ethics Office. |  |  |
| 2.8 | Note | We will provide whistle-blower protection policies for the individual agencies in Module 4. |  |  |
| 2.9 | Button | |  |  | | --- | --- | | **[Description]** | For more information on whistleblower protection for UN personnel, consult theReview of Whistleblower Policies and Practices in United Nations System Organizations. | | **[Label]** | View PDF | | **[URL]** | <https://www.unjiu.org/sites/www.unjiu.org/files/jiu_rep_2018_4_english_0.pdf> | |  |  |
| 2.10 | Text - Paragraph with Heading | Deciding to report SEA  When you report a suspicion of sexual exploitation and abuse, you may feel anxious or even scared. This is a normal reaction.  Let us look at a scenario where a UN staff member must decide whether to report a suspicion of sexual exploitation and abuse by a fellow UN worker. |  |  |
| 2.11 | Interactive - Process | *Select the arrows to proceed through the scenario.*   |  |  | | --- | --- | | 1 | **[][1]**  At the end of the workday, UN personnel are enjoying a drink in a bar. Oscar sees Jacques go to one of the rooms upstairs with a woman. | | 2 | **[][2]**  Later, Jacques comes out of the room with the woman, gives her a kiss and pays her money. Jacques goes back to his group of UN friends at the bar. | | 3 | **[][3]**  Oscar is back in the office the next day. He can’t stop thinking about what he saw yesterday in the bar. | | **Producer:** In the settings, put a space in the "step label" (hit spacebar).  **[][1]**    **[Alt-text 1]** A UN staff member is sitting alone at a bar. He sees a fellow UN worker walk upstairs with a woman.  **[][2]**    **[Alt-text 2]** The man at the bar is now talking to a friend. He sees the same fellow UN worker at the foot of the stairs handing money to the woman.  **[][3]**    **[Alt-text 3]** The UN staff member is sitting at his desk the next day. He is thinking about what he saw at the bar the previous night. |  |
| 2.12 | Text - Paragrapgh with Sub-heading | Question time  Answer the following questions about Oscar’s situation. |  |  |
| 2.13 | Text - Paragraph with Third level heading  Quiz - MCQ | Question 1  Should Oscar wait until he has more evidence that sexual exploitation and abuse has occurred before reporting it?  *Select your answer, then click SUBMIT.*  Yes  No  **[Feedback]**   |  |  | | --- | --- | | Correct feedback: | That is correct. Oscar should not wait. Oscar has a duty to report any suspicions that UN personnel or fellow workers have engaged in sexual exploitation and abuse immediately.  Oscar should not try to find out more information or investigate himself before reporting his suspicion to the UN. | | Incorrect feedback: | Wrong. Oscar should not wait. Oscar has a duty to report any suspicions that UN personnel or fellow workers have engaged in sexual exploitation and abuse immediately.  Oscar should not try to find out more information or investigate himself before reporting his suspicion to the UN. | |  |  |
| 2.14 | Text - Paragraph with Third level heading  Quiz - MCQ | Question 2  Oscar has decided to report his suspicion that sexual exploitation and abuse may have occurred. Can he make an anonymous complaint?  *Select your answer, then click SUBMIT.*  Yes  No  **[Feedback]**   |  |  | | --- | --- | | Correct feedback: | That is correct. If he wants, Oscar can make an anonymous complaint. Oscar does not have to give his name when reporting a suspicion of sexual exploitation and abuse. Anonymous complaints will be treated just as seriously.  However, if he decides to report anonymously, he must provide sufficient detail to allow for independent corroboration of the allegation. Otherwise, it may not be possible to investigate it. | | Incorrect feedback: | Wrong. If he wants, Oscar can make an anonymous complaint. Oscar does not have to give his name when reporting a suspicion of sexual exploitation and abuse. Anonymous complaints will be treated just as seriously.  However, if he decides to report anonymously, he must provide sufficient detail to allow for independent corroboration of the allegation. Otherwise, it may not be possible to investigate it. | |  |  |
| 2.15 | Text - Paragraph with Third level heading  Quiz - MCQ | Question 3  Oscar reported his suspicion that sexual exploitation and abuse may have occurred in good faith. A subsequent investigation concludes that sexual exploitation and abuse did not occur. Has Oscar violated the UN standards of conduct on sexual exploitation and abuse?  *Select your answer, then click SUBMIT.*  Yes  No  **[Feedback]**   |  |  | | --- | --- | | Correct feedback: | That is correct. Since Oscar reported the concern in good faith, he has not violated the UN standards of conduct on sexual exploitation and abuse. | | Incorrect feedback: | Wrong. Since Oscar reported the concern in good faith, he has not violated the UN standards of conduct on sexual exploitation and abuse. | |  |  |
| 3 | Lesson No. | Support for victims |  | **3 min** |
| 3.1 | Image - Full width | [] | **[]**    **[Alt-text]**  A woman is leading another woman by hand through a green field. They are walking toward the rising sun. |  |
| 3.2 | Text - Paragraph with Heading  Interactive - Tabs | What support do victims receive?  Once an allegation of sexual exploitation and abuse is made against UN personnel or personnel of entities associated with the UN, the UN has to make sure that alleged victims are referred to any immediate support they require and are protected from further harm.  *Select an item to learn more.*   |  |  | | --- | --- | | **Immediate** | **Immediate assistance to victims**  At this stage, although it is not known whether the allegation is true or not, the UN still has an obligation to refer alleged victims to any immediate support they require and to take immediate steps to prevent any further harm.  For example, the alleged victim may need urgent medical help, psychosocial support, emergency shelter, food and physical and legal protection from reprisals for speaking out. | | **Long-term** | **Long-term assistance to victims**  If an investigation concludes that sexual exploitation and abuse did occur, the UN will refer the victim to any longer-term assistance they require.  This could include returning to school, if the victim had dropped out of school as a consequence of sexual exploitation and abuse, or legal aid to pursue criminal proceedings or assistance with child support claims.  In addition to the support provided to victims, steps during or following the conclusion of an investigation may also include referring cases to national authorities for criminal prosecution. | |  |  |
| 3.3 | Button | |  |  | | --- | --- | | **[Description]** | For more information on victim’s assistance, select the button to view the UN Victim Assistance Protocol. | | **[Label]** | View the PDF | | **[URL]** | <https://www.un.org/en/pdfs/UN%20Victim%20Assistance%20Protocol_English_Final.pdf> | |  |  |
| 3.4 | Key Takeaways | Key takeaways  You have reached the end of this module.  Here are some of the key takeaways:   * UN personnel have an obligation to know and comply with the UN standards of conduct on sexual exploitation and abuse. Personnel of entities associated with the UN are also required to know and comply with the UN standards of conduct. * UN personnel must report any suspicions, concerns, rumours and complaints that UN personnel or fellow workers have committed sexual exploitation and abuse. Reports should be made immediately, in good faith and can be made anonymously or not. * The UN has an obligation to refer alleged victims to any immediate support they require and to take immediate steps to prevent any further harm. * Assistance will be made available to all victims of sexual exploitation and abuse irrespective of whether the victim initiates or cooperates with an investigation or any other accountability procedure. |  |  |
| 3.5 | Statement | You have reached the end of the module on the obligations of UN personnel. You can now close the window and open the next module. |  |  |