



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

**Module 4: Responsibilities of heads of offices and heads of departments**

Storyboard

**Instructional Designers:**

**Melissa Laurent**

**Date: April 23, 2020**

**STORYBOARD NOTES:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course Title:** | UNICEF – PSEA | | |
| **Learning Unit Title:** | Responsibilities of heads of offices and heads of departments | | |
| **Date:** | April 23, 2020 | | |
| **Subject MATTER EXPERT(s):** |  | E-mail: |  |
| **Instructional Designer(s):** | Melissa Laurent | E-mail: | mlaurent@ellicom.com |

|  |  |
| --- | --- |
| **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** | 11 minutes |

**VERSIONS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **NAME** | **DATE** | **FILE NAME** | **DESCRIPTION** |
| Melissa Laurent | 23 April 2020 | 19-241973-UNICEF-PSEA\_Module\_04\_Responsibilities\_of\_Heads\_of\_Offices\_SB\_v.0.2 | First version for LS review |
| Nicole Robert | 27 April 2020 | 19-241973-UNICEF-PSEA\_Module\_04\_Responsibilities\_of\_Heads\_of\_Offices\_SB\_v.0.3 | LS Review |
| Melissa Laurent | 27 April 2020 | 19-241973-UNICEF-PSEA\_Module\_04\_Responsibilities\_of\_Heads\_of\_Offices\_SB\_v.0.4 | First version for LR review |
| Melissa Laurent | 28 April 2020 | 19-241973-UNICEF-PSEA\_Module\_04\_Responsibilities\_of\_Heads\_of\_Offices\_SB\_v.1.0 | First version for client review |
| Melissa Laurent | May 22, 2020 | 19-241973-UNICEF-PSEA\_Module\_04\_Responsibilities\_of\_Heads\_of\_Offices\_SB\_v.1.1 | Second version for LR review |
| Melissa Laurent | May 29, 2020 | 19-241973-UNICEF-PSEA\_Module\_04\_Responsibilities\_of\_Heads\_of\_Offices\_SB\_v.FINAL | Final script for production |
| Melissa Laurent | June 19, 2020 | 19-241973-UNICEF-PSEA\_Module\_04\_Responsibilities\_of\_Heads\_of\_Offices\_SB\_v.FINAL.v.2.0 | Updated Final script |
| Melissa Laurent | June 23, 2020 | 19-241973-UNICEF-PSEA\_Module\_04\_Responsibilities\_of\_Heads\_of\_Offices\_SB\_v.FINAL.v.3.0 | Additional updates |
| Melissa Laurent | July 31, 2020 | 19-241973-UNICEF-PSEA\_Module\_04\_Responsibilities\_of\_Heads\_of\_Offices\_SB\_v.FINAL.v.5.0 | Final |

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Module 4: Responsibilities of heads of offices and heads of departments

**Approximate Duration: 11 minutes**

| **Bloc** | **Type** | **Onscreen text / elements** | **Production Notes** | **Duration** |
| --- | --- | --- | --- | --- |
| 0 | Module No. | Responsibilities of heads of offices and heads of departments  **[]** | **[]**    A banner image will be created from one of the images in the module | **1 min** |
| 0.1 | Text - Paragraph  Bullet list | **[]**  Welcome to the module on the responsibilities of heads of offices and heads of departments. In this module, you will learn what the managerial responsibilities are for preventing and responding to sexual exploitation and abuse and advising on how to seek protection from retaliation. While this module focuses on heads of offices and heads of departments, the information is important for all managers and UN personnel.  **Learning objectives**  By the end of this module, you should be able to:   * Describe the specific responsibilities of heads of offices, heads of departments and other managers in addressing sexual exploitation and abuse by UN personnel and personnel of entities associated with the UN * Identify actions for heads of offices and heads of departments to take to prevent sexual exploitation and abuse * Explain how heads of offices and heads of departments should report allegations of sexual exploitation and abuse and protect whistleblowers   **Select the ‘START COURSE’ button to begin the module.** | **[]**UN logo  At top of lesson list |  |
| 0.2 | Lesson List | Your responsibilities | This is auto generated in RISE  No lesson numbers |  |
| 1 | Lesson No. | Your responsibilities |  | **10 min** |
| 1.1 | Image - Full width | **[]** | **[] Can replicate photo as is.**    **[Alt-text]** A UN manger has stopped by the desk of a fellow UN worker to answer her questions and provide advice. |  |
| 1.2 | Text - Paragraph with Heading  Interactive - Process | What are your specific responsibilities?  We will begin with an introduction about why you should take responsibility for the prevention of sexual exploitation and abuse.  *Select the arrows to learn more.*   |  |  | | --- | --- | | 1 | **[][1]**    Although only a few individuals commit sexual exploitation and abuse, these appalling acts tarnish everything the UN does.  When these acts come to light, everything we fought so hard to achieve is forgotten. | | 2 | **[][2]**    Our good work is drowned out by the outrage that follows. The host government will lose confidence in the UN. Local communities will turn their backs on us. We will fail those who need our support.  You may say: I joined the UN to help and protect the vulnerable in some of the most troubled parts of the world. I didn’t join to be the morality police. | | 3 | **[][3]**    That is true. But all UN personnel have responsibilities to prevent and respond to sexual exploitation and abuse, and as the head of office or head of department, you have additional obligations that come with the job.  By showing leadership in preventing and addressing sexual exploitation and abuse, you are setting the tone from the top on our collective commitment to zero tolerance for such acts.  You may ask: How can the UN hold me responsible for the acts of one bad individual whom I just supervise? | | 4 | **[][4]**    You are right. The UN does not hold you responsible for acts of sexual exploitation and abuse by others. Anyone who commits such acts will be held personally responsible for their own actions.  However, as the head of office or head of department you are responsible for creating and maintaining an environment that prevents sexual exploitation and sexual abuse and to act decisively when such acts occur. | | **Producer:** In the settings, put a space in the "step label" (hit spacebar).  **[][1]**  **[Alt-text]** A man is sitting across from a young boy in a dark room.  **[][2]**  **[Alt-text]** Concerned members of the community are protesting in the street.  **[][3]**  **[Alt-text]** UN police officer is reviewing a report of sexual abuse and making sure the paperwork is in order.  **[][4]**  **[Alt-text]** UN peacekeeper is making the stop signal with her hands. The words “STOP SEA” are written on her palms. |  |
| 1.3 | Text - Paragraph with Heading | Prevention of sexual exploitation and abuse  Heads of offices and heads of departments are, per the policy, responsible for creating and maintaining an environment that prevents sexual exploitation and sexual abuse, and they shall take appropriate measures for this purpose. |  |  |
| 1.4 | Text - Paragrapgh with Sub-heading  Interactive - Accordion | Preventative actions you can take  As a head of office or head of department, there is a lot you can do. Let’s start by looking at some specific actions you can take to prevent sexual exploitation and abuse.  *Select an item to learn more.*   |  |  | | --- | --- | | Be a role model | * Lead by example. Promote a zero-tolerance culture and set the tone from the top. * Make sure that you complete induction and refresher training sessions on the UN standards of conduct on sexual exploitation and abuse in a timely manner. * Instil pride of purpose. Remind your team of the UN’s mission in the country and of the specific mandate of your organization. Reflect on that mission and mandate on a regular basis. * Create an open, inclusive team environment in which all team members feel empowered to speak up. | | Require mandatory and ongoing learning | * Ensure all your personnel complete this mandatory online training. * Ensure continuous awareness raising and create opportunities to discuss SEA and its consequences. | | Report allegations promptly | * Make it clear to your personnel that you will not turn a blind eye and ignore suspicions, concerns, rumours or complaints of sexual exploitation and abuse and that you will take swift and decisive action if such reports are made to you. | | Ensure due diligence of partners | * Ensure all necessary actions are taken for partners’ compliance with PSEA requirements. | | Ensure clear governance structures | * Ensure appropriate governance structures are in place in your office to discharge PSEA accountabilities. * Ensure your office aligns with and contributes to UN system-wide requirements and actions. * Appoint a PSEA Focal Point within your office/department. | |  |  |
| 1.5 | Text - Paragraph with Heading  Interactive - Tabs | Report allegations immediately  Now that you know what specific actions you can take to prevent sexual exploitation and abuse, let’s find out more about what you should do when you have reason to believe that the UN standards of conduct on sexual exploitation and abuse have been violated.  *Select an item to learn more.*   |  |  | | --- | --- | | **Do not wait.** | Report allegations, concerns or suspicions of sexual exploitation and abuse by UN personnel and fellow workers immediately to the designated UN entity.  For example, you may have a suspicion because of a rumour you have heard, or you may have received a formal complaint by a member of the local population. Forward this to our investigators immediately for review.  If you turn a blind eye and ignore potential or actual sexual exploitation and abuse, then serious harm may continue without anyone being held accountable. Failing to report sexual exploitation and abuse may result in disciplinary proceedings for misconduct or other administrative actions. | | **Do not resolve.** | Do not try to resolve the issue yourself.  For example, do not try to mediate between your personnel and the alleged victim(s) and their families or broker a joint solution. | | **Do not investigate.** | Do not try to find out if the allegation involving UN personnel or fellow workers is true. That is the job of an investigation.  For example, do not try to interview the alleged victim and alleged perpetrator to find out if the allegation seems to be credible. | |  |  |
| 1.6 | Text - Paragraph with Heading | Quick quiz  As we begin the next topic, let’s check your knowledge about confidentiality as it pertains to allegations of sexual exploitation and abuse. |  |  |
| 1.7 | Quiz - MRQ | What information regarding an allegation of sexual exploitation and abuse do you need to keep confidential?  *Select all answers that apply, then click SUBMIT.*  Identity of all involved  Nationality of all involved  Nature of the allegation  **[Feedback]**   |  |  | | --- | --- | | Correct feedback: | Good job! All information about SEA allegations is confidential and may be shared only on a “need-to-know” basis. | | Incorrect feedback: | Not quite. All information about SEA allegations is confidential and may be shared only on a “need-to-know” basis. | |  |  |
| 1.8 | Text - Paragraph with Heading  Bullet list | Keep it confidential  Confidentiality is often breached through idle chatter and gossip. Here are some tips on how to keep information confidential:   * Do not gossip about the allegation and ask your subordinates who may also be aware of the allegations to also refrain from doing so. * When reporting or communicating about SEA on a need-to-know basis, do not put the name of the alleged perpetrator and alleged victim(s) in the subject line of an e-mail. * Do not leave confidential information lying around the printer or photocopier. Always mark communications about allegations of sexual exploitation and abuse as “strictly confidential”. * Do not notify the alleged perpetrator without instruction from the investigators. * Limit use of others to convey reports. * Instruct assistants who are helping you of these confidentiality requirements. |  |  |
| 1.9 | Text - Paragraph with Heading  Interactive - Timeline | Protect from retaliation  All UN funds and programmes must protect the person who made the report from retaliation, where this is a concern.   |  | | --- | | **Right to protection**  Any member of personnel who reports sexual exploitation and abuse has the right to be protected from retaliation under the applicable policy. | | **Report retaliation**  If retaliation subsequently happens, or if the person who reported the SEA allegation or any other member of personnel reasonably expects retaliation to happen, this must be reported immediately to your Ethics Office. If retaliation is found to have occurred, this will be treated as misconduct. | |  |  |
| 1.10 | Text - Paragraph with Heading  Interactive - Flashcards | Policies on retaliation  For more information about protection from retaliation or to obtain a copy of the policy, refer to your specific agency.  *Select an item below for the policy links.*   |  |  | | --- | --- | | **[Front]** | **[Back]** | | **[][1]** | Policy on Protection from Retaliation **[link1]** | | **[][2]** | Policy on Protection against Retaliation **[link2]** | | **[][3]** | UNHCR personnel can contact the Ethics Office by email at HQETHICS@unhcr.org. **[link3]** | | **[][4]** | Whistle-blower protection policy**[link4]** | | **[][5]** | Policy on Protection Against Retaliation**[link5]** | | **[][1]**  **UNDP logo**  **[link1]**<https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/Ethics_Protection%20against%20Retaliation.docx&action=default>  **[][2]**  **UNFPA logo**  **[link2]** <https://www.unfpa.org/admin-resource/policy-protection-against-retaliation>  **[][3]**  **UNHCR logo**  **[link3]**For UNHCR, **– open mail to the email address** [HQETHICS@unhcr.org](mailto:HQETHICS@unhcr.org)  **[][4]**  **Unicef logo**  **[link4]** For UNICEF, make Whistle-blower protection policy  https://unicef.sharepoint.com/sites/portals/RF/Regulatory Framework Library/FINAL Policy on Whistle-blower protection (27 June 2018).pdf  **[][5]**  **UN Women logo**  **[link5]** <https://www2.unwomen.org/-/media/headquarters/attachments/sections/about%20us/accountability/un-women-policy-on-protection-against-retaliation-en.pdf?la=en&vs=317> |  |
| 1.11 | Key Takeaways | Key takeaways  You have reached the end of this module.  Here are some of the key takeaways:   * You have an obligation to take steps to prevent sexual exploitation and abuse by ensuring that members of your team know the UN standards of conduct on sexual exploitation and abuse and how to report allegations. * You must immediately report any allegations, concerns or suspicions of sexual exploitation and abuse. Do not wait. * You must know how to advise personnel who report sexual exploitation and abuse on protection from retaliation under your organization’s applicable policy. |  |  |
| 1.12 | Button | Additional resources   |  |  | | --- | --- | | [Description] | For additional resources, consult the following website. | | [Label] | Open website |  |  |  | | --- | --- | | [URL] | [Reference documents on PSEA](https://www.un.org/preventing-sexual-exploitation-and-abuse/content/documents) | | Link to the document:  Reference documents on PSEA-  [Reference documents on PSEA](https://www.un.org/preventing-sexual-exploitation-and-abuse/content/documents) |  |
| 1.13 | Statement | You have reached the end of the module on the responsibilities of heads of offices and heads of departments. You can now close the window and proceed to the mandatory course assessment. |  |  |