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**Rapid Response Team Managers Face-to-Face Workshop**

*Insert here course dates, venue and country*

**Final Knowledge Assessment**

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***Note to facilitators/organizers:***

*This final knowledge assessment questionnaire should be adapted based on your final training agenda. You can provide participants with printed copies of this knowledge assessment questionnaire. If you do so, please ensure you delete this ‘Note to facilitators’ before printing it, and insert relevant information whenever text is highlighted in yellow. Also change all green text to black to hide the correct answers. Keep a copy of this version to facilitate marking answers – correct answers are provided in green text.*

*However, to facilitate data collection, compilation and analysis, we recommend you use the questions proposed on this form to develop an online questionnaire. Several online applications/websites free of charge may help you to do so, such as:*

*Google Forms*

[*https://www.google.com/forms/about/*](https://www.google.com/forms/about/)

*Survey Monkey*

[*https://www.surveymonkey.com/*](https://www.surveymonkey.com/)

*WHO does not promote nor recommend any of the above, these are just examples of free of charge websites that may be used to create online questionnaires.*

*You may also have, through your organization/employer, access to licensed websites/applications for creating online questionnaires.*

***About this knowledge assessment***

The following questions are to assess your knowledge and understanding of key principles covered during the “Rapid Response Team Managers Face-to-Face Workshop” (RRT MF2FW), which took place from Insert *here course dates, venue, and country.* Completion of the knowledge assessment is a requirement in order to receive certification that you have successfully completed the training program.

*What will happen with your responses?*

You results will be shared with you so you can identify areas where you may need to revise the training materials. A summary of responses will be provided by the course facilitation team and will help the team in continuous quality improvement of the program.

***Knowledge assessment***

**Role of the RRT management team**

Your Ministry of Health has decided to establish a rapid response management team. You and several other colleagues have recently attended the WHO RRT management training program. After the training your line manager calls you into his/her office and asks you to explain the role of the RRT management team so he can adapt your job description.

1. **What should NOT be added to your job description?**

* Organize RRT personnel roster and tasks.
* Deploy to provide assistance when there is a public health event.
* Monitor and evaluate the response activities and overall response.
* Establish clear lines of communication.
* Develop and implement policies, procedures, and tools to optimie RRT function.
* Prioritize and organize activities, tasks and workflow for the RRT.

**Preparedness phase**

The rapid response management team has assembled for their first meeting. You are re-united with some of the colleagues you were in the training program with. You reflect on the training and prioritize the guidelines, standard operating procedures, and tools that need to be adapted or developed to strengthen RRT preparedness.

1. **What are the guidelines, standard operating procedures (SOPs) and tools are NOT part of the preparedness phase?**

* RRT members job description
* RRT financial and administration SOP
* RRT deployment & post-deployment SOP
* RRT staffing and rostering tool
* RRT training SOP

**Activation**

It is early February, and reports are emerging of a highly contagious viral disease with significant morbidity and mortality rates in neighbouring countries. The Ministry of Health has identified several suspected cases in your country. Given the nature of this disease, swift and coordinated action is crucial to prevent a widespread outbreak.

As an RRT manager, you are responsible for ensuring the readiness of RRT members to deploy, providing and procuring the necessary support, establishing processes for pre-deployment, deployment and post-deployment, facilitating communication between the RRT and emergency coordination unit and monitoring response activities.

1. **What is NOT part of RRT management team’s role during the activation phase?**

* Identifying the appropriate skill sets needed to respond to the alert.
* Identify the most appropriate team members based on skills sets needed.
* Consider the decision-making criteria (factors or data) needed to activate the RRT.
* Conduct/organize a just-in-time training.
* Assess local capacity.

**Pre-deployment**

1. **What is the RRT management team’s role in the pre-deployment phase?**

* Consider the decision-making criteria (factors or data) needed to activate the RRT, Mobilize the funding, logistics, supplies & equipment needed for the response, Organize just-in time training.
* Mobilize the funding, logistics, supplies & equipment needed for the response, conduct/organize just-in-time training, conduct a pre-deployment briefing.
* Assess local capacity, Mobilize the funding, logistics, supplies & equipment needed for the response, conduct/organize just-in-time training.

**Deployment**

1. **What is NOT part of the RRT management team’s role during the deployment phase?**

* Contribute to coordination.
* Report to the emergency operating centre (EOC).
* Track RRT deployment in a database.
* Adapt RRT deployment based on needs.
* Demobilize the RRT team at the appropriate phase of the response.
* Identify the most appropriate team members based on skills sets needed.

**Post-deployment**

1. **What is the RRT management team’s role when RRT members return from deployment?**

* Review what is functioning well and what is not functional well and can be improved, Check-in with team members on their mental health and wellbeing, Conduct a post-deployment briefing.
* Review what is functioning well and what is not functional well and can be improved, Conduct/organize just-in-time training, Conduct a post-deployment briefing.
* Consider the decision-making criteria (factors or data) needed to activate the RRT, Conduct/organize just-in-time training, Conduct a post-deployment briefing.

**Occupational Health and Safety**

1. **How can the RRT management team ensure the physical, mental and social well-being of the RRT members during the various phases of the response? (select all relevant)**

* Ensure RRT members vaccinations are up to date
* Provide training on responder well-being and psychological first aid
* Provide safe and adequate living, working and transport conditions when deployed
* Establish a buddy system
* Organize post-deployment interviews to help team members debrief on their experiences.
* All of the above.

**Ethics and code of conduct**

1. **Indicate which of the following is NOT a basic recommendation for a code of conduct for Rapid Response team members.**

* Do not harm or jeopardize the safety of others.
* Act in the best interest of the individual.
* Make decisions for others when you feel they are not capable of making it themselves.
* Treat all individuals with fairness, equality, and respect.
* Maintain privacy and confidentiality.
* Do not work under the influence of alcohol and non-prescription medication.

1. **As an RRT manager you have been asked to establish some practical mechanisms to ensure the RRT members work in an ethical manner. Which of the mechanisms below does NOT support ethical practice.**

* Create/develop a code of conduct
* Promote ethics and code of conduct training
* Develop a SOP/process for misconduct
* Encourage the RRT team not to talk about ethical issues in the field.
* Ensure community involvement throughout emergency and disaster risk management

**Monitoring and evaluation**

1. **Which of the following are reasons why it is important to establish a clear Monitoring and Evaluation framework for an RRT programme?**

* Identify problems early
* Ensure resources are used efficiently
* Help the team replicate the best practices
* Use the data for decision making, such as determining if an activity should be continued, stopped, or modified to achieve better results
* Report to the donor/leadership to ensure accountability and sustainability.
* All of the above

**Management skills**

The RRT management team is a new initiative in your Ministry of Health. The Ministry would like you to decentralize RRT management and work with the provinces/districts to create RRT management structures. You know this will require change management to succeed.

1. **Which one of the below steps is NOT a step in the change management process?**

* Identify a need for change
* Plan for change
* Implement the change
* Ensure everyone complies with the change
* Maintain the change over time.

1. **Which of the following have been identified as key to successful RRT programme implementation?**

* Leadership understand and support RRT programme establishment
* RRT managers are appointed and trained
* Funding mechanisms are available and accessible
* Standard operating procedures are developed and implemented
* Surge staff are trained and available
* All of the above

1. **Which of the following is NOT a characteristic of managing a successful team?**
   * Positive reinforcement
   * Constructive criticism
   * Setting clear goals
   * Telling people what to do
   * Clear communication
2. **Which of the statements below could be a cause of conflict in the workplace?**

* Competition for resources
* Individual needs not being met
* Inadequate communication
* Age and gender differences
* Power and privilege
* All of the above

1. **An important role of a manager is conflict resolution, conflict can be constructive or destructive. Which of the items below is evidence of destructive conflict.**

* Resolves important problems or issues
* Facilitates clear communication
* Broadens perspectives and alternatives
* Provides solutions
* Diminishes cooperation and group cohesiveness
* Releases emotion, anxiety and stress.

***Thank you for taking the time to complete this assessment!***

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