

Monitoring & Audit Policy

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Monitoring & Audit Policy

Quality of partners and projects

Making quality and impact on children and communities is at the core of Help a Child. To ensure our implementing partners offer high quality projects Help a Child has developed a system of checks and balances to ensure we adhere to the quality criteria set and that we are accountable to our back donors how we spend our funds.

1. Quality criteria

In the partnership policy of Help a Child is explained that all strategic implementing partners need to adhere to our quality criteria. Help a Child expects all strategic implementing partners to adhere to quality criteria embraced by Help a Child on integrity, accountability and delivering high quality projects to beneficiaries. Help a Child is a member of the Core Humanitarian Standards (CHS) and the standards of Keeping Children Safe (Child Safeguarding). The specific quality criteria are elaborated upon in the Memorandum of Collaboration that is signed by Help a Child and every strategic implementing partner.

2. Monitoring & Audit framework

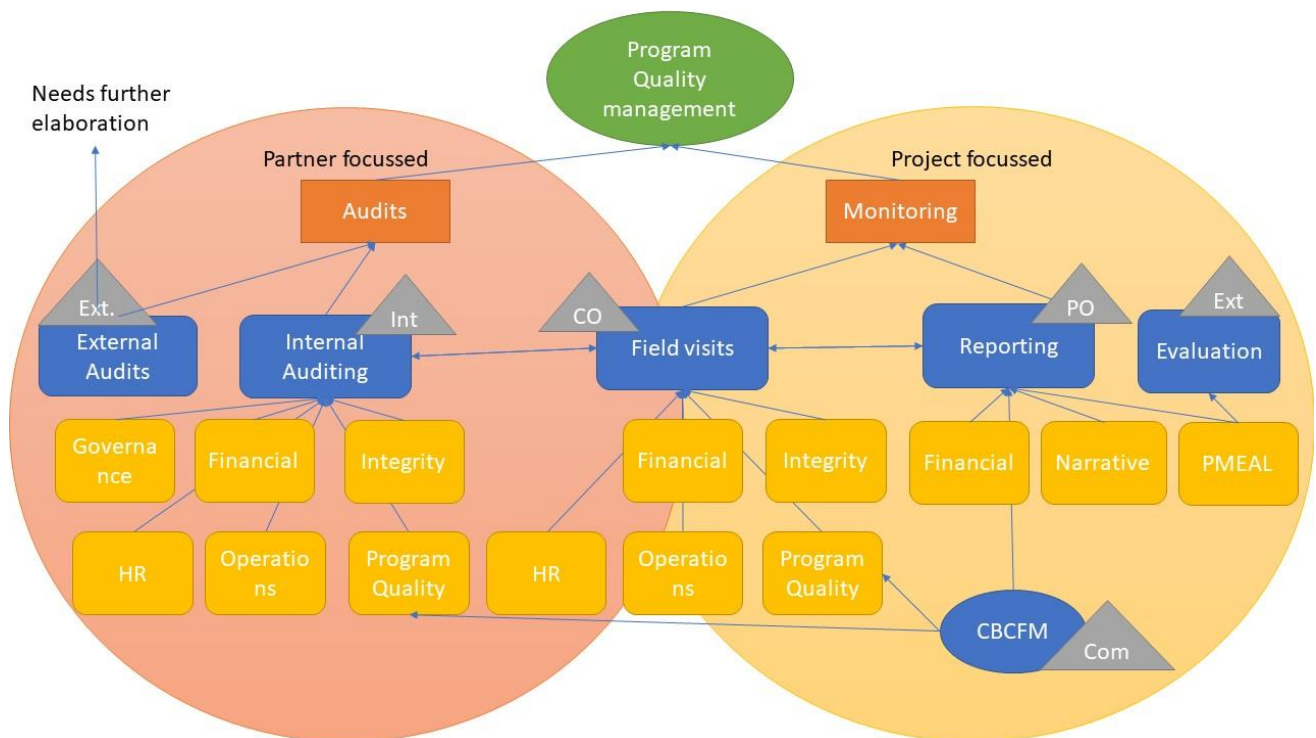
There are various ways of checking whether strategic implementing partners and projects adhere to the quality criteria set. Help a Child has developed a Monitoring framework that encompasses all checks and balances for projects and strategic implementing partners.

In short Help a Child distinguishes 7 types of information that informs on the quality of a partner or project (from left to right in the visual)

1. External audits, performed by external auditors. Help a Child requires its partners to have their financial statements and (if applicable) project report(s) audited by an independent certified auditor.
2. Internal audits, performed by Help a Child international itself by at least two international auditors, and with support of the Country Office. In this type of audit Help a Child uses its own-developed internal audit tool and checks the quality of governance, HRM, integrity & PSEAH, finance, operations, quality (CHS) and CCCD-CAM quality. As described in the partnership policy of Help a Child, every partner is audited

once in every three years. Organisational Capacity Assessments (OCA), performed by Help a Child country office. This is a tool to assess new partners in adhering to our partner quality criteria, and can help defining any gaps in the organization for capacity building. This tool is used on demand, without a set frequency.

3. Monitoring (field visit), performed by Help a Child country office, these regular monitoring visits to the field offices and locations can provide information on many aspects of the project. The field visits verify the information provided in the reports. A specific field visit template is used (one for quality, one for finance) and feeds into the internal audit. The monitoring of the Country office (field visit) is done at least 4 times a year.
4. Planning and reporting, performed by the partner organization or project staff of self-implemented projects. The plans and reports (narrative, budget, PMEAL data) inform Help a Child in set frequency on the performance of the project. The frequency of reporting depend per type of project, but is at least once per year.
5. External project evaluations, performed by external evaluation companies. This provides the information on how the project site is performing. The frequency of external evaluations depend on the type of project.
6. Community Based Feedback and Complaint Mechanisms (CBCFM), performed by the communities. The community members can raise their voice via the CBCFM procedures, these complaints and feedback provide input for planning, reporting end evaluation of the project.



3. Quality Management System

The Monitoring & Audit procedures are part of Help a Child Quality Management System (QMS). This ensures that all processes are interlinked and updated regularly, and that lessons learnt from these procedures are fed into the monitoring dashboards of the organization.

4. Manuals and processes

Help a Child has developed specific manuals and processes for each of the elements of the Monitoring and Audit framework.

External audit process flow

- [External audit Red een Kind](#)
- [External audit country office](#)

Partner audit process flow:

- [Partner audit planning process](#)
- [Partner audit execution](#)

Organizational capacity assessment process flow:

Needs to be developed

Field visit process flow:

Needs to be developed

Project Cycle Management:

Workflow:

redeekind.sharepoint.com/sites/ExpertiseProgramming/SiteAssets/Forms/AllItems.aspx?id=%2Fsites%2FExpertiseProgramming%2FSiteAssets%2FSitePages%2FHome%2FWorkflow-PMC-Main%2Epdf&parent=%2Fsites%2FExpertiseProgramming%2FSiteAssets%2FSitePages%2FHome

RACI:

[RACI PMC.xlsm](#)

CBCFM process:

[Community Based Complaints and Feedback Mechanism \(CBCFM\) – Partner Portal Help a Child](#)

5. Tools

Help a Child has developed various tools for each element of the M&A framework:

- [Partner audit tool](#)
- [Field visit monitoring template \(quality narrative\)](#)
- [Organisational Capacity Assessment \(OCA\)](#)
- [Planning & Reporting templates](#)
- [Hac Partner field Finance Monitoring tool.xlsx](#)
- [Documents to be uploaded by partner organization in advance.xlsx](#)
- [Summary report internal audit partner organization.docx](#)

6. Corrective Actions & Follow up

After submission of the summary report to the partner and the country office of Help a Child the partner becomes responsible to follow-up on the corrective actions agreed. The country office of Help a Child keeps track of the follow-up of the corrective actions and can report on this in the bi-annual and annual reports to the international office.

On the international office the Quality Management System will also be fed with the significant fundings identified. This also means that the Management Team of Help a Child will discuss bi-annually whether these points are followed up well and can be closed.