

DCI quality assurance protocol for events

The Digital Convergence Initiative (DCI) is the global initiative to support the digital transformation of social protection systems. Launched in 2021 as part of the USP2030 partnership, the DCI is an open and collaborative platform for governments, development partners, civil society organizations and the private sector united by a shared vision: expanding the coverage of social protection and enhancing its delivery through inclusive, interoperable digital systems.

This quality assurance protocol aims to uphold consistent quality standards, protect the initiative's reputation, and provide a safe and meaningful experience for participants. The quality assurance protocol should be applied to any event hosted by a DCI partner, whether virtual, hybrid, or in-person, organized under the DCI. Partners hosting a DCI event are responsible to ensure that event costs are covered.

1. Quality assessment criteria:

Each event should detail the following:

- **Consistency:** All events should reflect the shared DCI partnership and USP2030 values and messaging of the initiative. All events should apply consistent key messaging and approved descriptions of the initiative.
- **Diversity:** All events should strive for a balanced representation across gender, institutional and geographical background.
- **Content:** The program should be clear, relevant and aligned with the initiative's goals. It should present accurate, evidence-based content without misinformation.
- **Professionalism:** Partners must maintain high organizational and delivery standards. Speakers/facilitators must be vetted for expertise and alignment with initiative values.
- **Accessibility:** The event schedule and registration process should be clear and easy to follow. Event information should be easily accessible. Interpretation or

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translation services should be provided where applicable. Events should ensure accessibility for marginalized groups. In case of in-person events, facilities should be easily accessible (e.g., wheelchair access).

- **Participants engagement:** Mechanism for participant questions, feedback, and support must exist and be clear. Code of conduct must be communicated to participants in advance.
- **Safety & Compliance:** Events must provide a safe, inclusive, and accessible environment. Data protection and privacy compliance (GDPR or local equivalent) must be ensured. In case of in – person events compliance with local laws, venue regulations, and safeguarding rules must be ensured. Emergency plans for in-person events (evacuation, medical, security) must be prepared in advance.
- **Sustainability Standards:** Prefer eco-friendly materials, catering, and waste reduction. Hybrid or public-transport-friendly event formats encouraged.
- **Continuous Improvement:** Events should be reviewed to identify lessons learned and ensure ongoing enhancement.
- **Documentation:** Summaries of events and if possible recordings should be provided to the DCI secretariat for communication purposes.

2. Endorsement

Partners must submit the following documents at least 4 weeks prior to the planned date:

- Event concept and objectives
- Draft agenda/program
- Tentative speaker list
- Communication & marketing materials (drafts)

A minimum of two experts from the DCI secretariat for the respective assessed social protection issue will be tasked to review the submissions with the perspective of appropriate application of the above-mentioned lenses within 2 weeks.

The DCI Management Team will formally endorse events under the DCI that fulfil the above criteria by means of:

- **Issuing a statement** to the lead agency that the event has met the DCI quality assurance criteria.
- **Authorizing the use of the DCI logo and templates** on presentations and any further communication material – while displaying on the DCI website the exact requirements for obtaining this stamp/logo.

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- Announcing events that have obtained process endorsement on the DCI website.

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