

JANUARY 2024

# Core Training for Lawyers and Legal Service Practitioners on Providing Child- Friendly Legal Services

**Training of trainers manual**

# Acknowledgements

This training package was developed by the UNICEF Europe and Central Asia Regional Office and was written by international consultant from Coram International, Awaz Raof. The author would like to give huge thanks to Ina Verzivolli, UNICEF ECARO Child Protection Specialist, for her leadership and management of the project, Professor Dame Carolyn Hamilton for her technical advice and guidance, and Sihana Bina for her assistance. Many thanks go to Frances Sheahan for sharing her experiences and recommendations on developing the training at the outset of the project. Many thanks also go to the Reference Group from UNICEF country offices in the Europe and Central Asia region for their important feedback in the development of this training.

This training was tested with participants from Albania, Azerbaijan, Bulgaria, Greece, Moldova and Türkiye, during a training-of-trainers held in Türkiye in August 2023. Many thanks are given to the participants for their commitment, time and invaluable suggestions which helped develop this training.

The development of this training would also not have been possible without the recommendations from a pilot roll out of the training in Türkiye in December 2023. The author would like to thank the UNICEF Türkiye Country Office, particularly Goktan Kocuyildirim, Ilayda Onal Toprak and Evrim Kahramanoglu, for arranging the training-of-trainers and pilot roll out, the facilitators in the roll out, Elif Canan Güngör, Merih Meltem Anayaroğlu, Lütfiye Seher Kaşıkara, Özlem Nişancıoğlu, Hatice Özlem Durgut and Simay Sönmezateş, and the participants, for their time and important feedback.

Cover photo:

© UNICEF Ukraine/UNI522100/ Oleksii Filippov

# TABLE OF CONTENTS

<b>PART 1 OF 3 – INTRODUCTION .....</b>	<b>4</b>
About this manual.....	4
Overview of this manual.....	4
Agenda for the TOT .....	4
<b>PART 2 OF 3 – COURSE CONTENT.....</b>	<b>5</b>
TOT Module 1: Welcome and introductions .....	5
TOT Module 2: Facilitation Skills.....	14
TOT Module 3: Closing .....	20
<b>PART 3 OF 3 – ANNEXES.....</b>	<b>22</b>
Pre-TOT Assessment Form.....	22
Post-TOT Assessment Form .....	26
Training-of-Trainers Evaluation Form .....	30

# PART 1 OF 3 – INTRODUCTION

## About this manual

Welcome to this five-day training of trainers (TOT) for the core training for lawyers and other legal service practitioners on providing child-friendly legal services. This manual sets out the materials you will need to participate in this TOT.

## Overview of this manual

This manual is divided into the following three parts:

- **Part 1** provides an introduction to the TOT and the training course, the objectives of the TOT and guidance on how to use this manual;
- **Part 2** contains the content and materials for the TOT;
- **Part 3** annexes the evaluation form for this TOT.

## Agenda for the TOT

SESSION	CONTENT / DESCRIPTION OF THE SESSION	TIMING ESTIMATES
TOT Module 1: Welcome and Introduction to the TOT		
TOT 1.	Opening ceremony, welcome and introductions	1 hour
Delivery of the training course for the rest of Day 1, 2, 3 and first half of day 4		
Resume TOT on second half of day 4		
TOT 2.	Learning preferences	15 mins
TOT 3.	What makes a good facilitator?	45 mins
TOT 4.	Preparing for the training	45 mins
Continue TOT on day 5		
TOT 5(1)	Facilitation in practice	1 hour 30
Break		15 mins
TOT 5(2)	Facilitation in practice	2 hours
Lunch and energiser		1 hour lunch 15 mins energiser
TOT 6.	Tips and challenges	1 hour
TOT 7.	Closing ceremony	30 mins

# PART 2 OF 3 – COURSE CONTENT

## TOT Module 1: Welcome and introductions

**TOT SESSION 1: OPENING CEREMONY, WELCOME AND INTRODUCTIONS**

**Timing:** 1 hour

**Core Training for  
Lawyers and Other  
Legal Service  
Practitioners on  
Providing  
Child-Friendly Legal  
Services**

**TRAINING OF TRAINERS**

2024



**TOT MODULE 1**

Welcome and Introductions

Welcome to this TOT on the core training for lawyers and legal service providers on providing child-friendly legal services.

# TOT Session 1

Opening ceremony, welcome and introductions

## INTRODUCTIONS

- Name
  - Country
  - Organisation
  - Professional title
- 



To kick start the TOT, let's introduce ourselves to each other.

## BACKGROUND

- UNICEF ECARO has commissioned this regional training
- Target audience: lawyers and legal service practitioners
- 'Legal services' – legal advice, assistance and representation
- Training takes a child rights-based approach
  - Based on the UN Convention on the Rights of the Child
  - UNICEF Guidelines on Child-Friendly Legal Aid (CFLA Guidelines)
  - Other international and regional standards

The TOT and training on providing child-friendly legal services were developed by the UNICEF Europe and Central Asia Regional Office (ECARO) to support the development of knowledge, attitudes and skills of lawyers and other practitioners providing legal services to children. The training is rooted in the UN Convention on the Rights of the Child (CRC), the Guidelines on Child-Friendly Legal Aid and other international standards and good practices on providing child-friendly legal services and child-friendly justice.

01

**Develop knowledge and understanding of the training so that you are ready to prepare for and deliver the training**

02

**Develop your training facilitation skills so that you are prepared to facilitate the training**

03

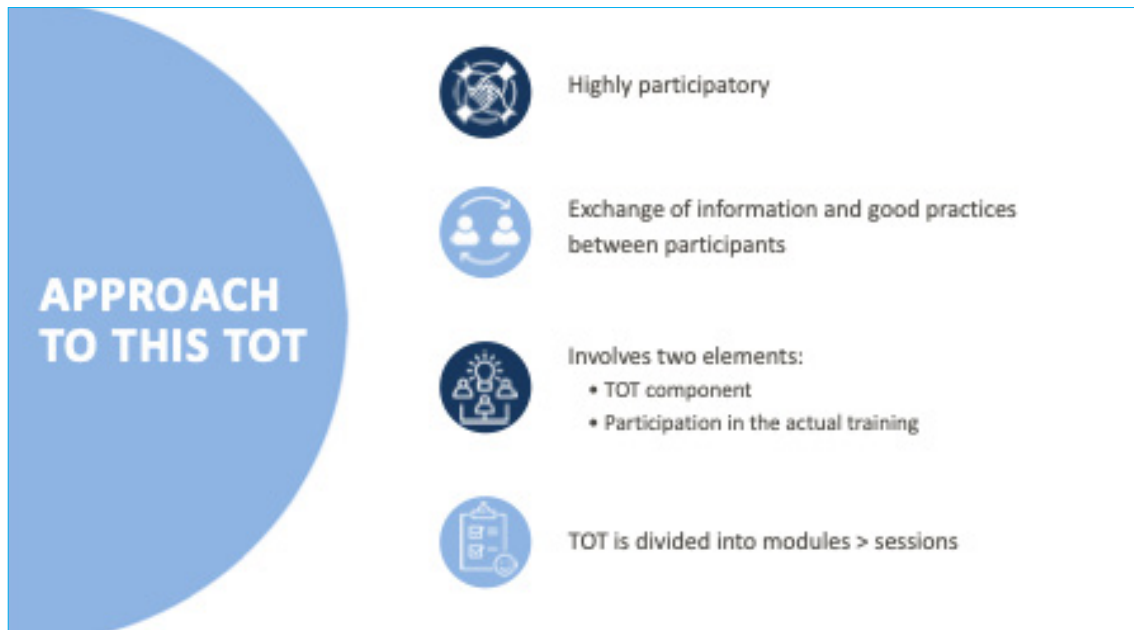
**Develop your skills to respond effectively to common challenges when facilitating a training**

## TOT OBJECTIVES

---

The **objectives** of this TOT are to:

1. Develop your knowledge and understanding of the content of the training on providing child-friendly legal services so that you are ready to prepare for and deliver the training;
2. Develop your training facilitation skills so that you are prepared to facilitate the training in a participatory manner; and
3. Develop your skills in responding effectively to common challenges that may arise during the delivery of the training.



Both this TOT and the training on providing child-friendly legal services are designed to be highly interactive. The facilitators are here to support you and other participants to exchange information and to help develop your knowledge, skills and attitudes, rather than relying solely on presenting information to you.

In order for you to be prepared for rolling out the training on providing child-friendly legal services, it is important that you complete the training as a participant. For this reason, this TOT will include two parts:

- The 'training-of-trainers' component of the course focusing on the development of your facilitation skills; and
- Participation in the actual training on providing child-friendly legal services so that you can go through the content of the course and see how it is intended to be delivered in practice.

The TOT is divided into modules. Some of these modules will relate to the 'TOT' component of the course whilst others will relate to the delivery of the training on providing child-friendly legal services. This manual contains the materials for the TOT components only; where a module relates to the delivery of the training on providing child-friendly legal services, please refer to the participant's handbook for that training.



## AGENDA

### Day 1:

- TOT Module 1 – welcome and intro
- Modules 1-3 of the training on child rights, child-friendly legal services and A2J

### Day 2:

- Modules 3-5 of the training on child development and child-sensitive communication

### Day 3:

- Modules 5-7 of the training on working with others and effective participation in formal proceedings

### Day 4:

- Modules 7-8 of the training on effective participation in formal proceedings (role plays), privacy, confidentiality and data protection
- TOT Modules 2-4 on learning preferences, what makes a good facilitator and preparations

### Day 5:

- TOT Modules 5-7 on practicing facilitation, tips and challenges and closing ceremony

An overview of the agenda is on the slide, but please refer to the full agenda at the beginning of this manual for details.



For this TOT, you should have the following materials in front of you:

- This handbook;
- The training package for providing child-friendly legal services, which includes the following:
  - The facilitator's handbook and annexes;
  - The participant's handbook and annexes;
- A copy of the Guidelines on Child-Friendly Legal Aid;
- Pens to write notes in the spaces provided in the handbooks.

We will go through the handbooks provided to orientate you to the materials and approach.

## Facilitator's Handbook

Has three parts:

1. Introduction, background, preparation required, how to tailor the course to the national context, materials and equipment needed, suggested energisers
2. Course content and materials
3. Annexes
  - Optional Modules
  - Evaluation form for facilitators
  - Template certificates

## Training on Providing Child-Friendly Legal Services

- Designed to be delivered in person
- 9 core modules – approx. 19 hours 10 minutes
- Can deliver it over consecutive days or in chunks over a longer period

## Core course content

1. Welcome and Introductions
2. Introduction to Children's Rights
3. Child-Friendly Legal Services and Access to Justice
4. Child Development and Psychology
5. Child-Sensitive Communication
6. Working with Others
7. Effective Participation in Formal Proceedings
8. Privacy, Confidentiality and Data Protection
9. Closing

## Sessions are introduced as follows

**Session [No.]:** [Title]

**Timing:** [ ] hours, divided as follows:

a. [ ] minutes – (activity)

b. [ ] minutes – (PPT presentation)

**Training objectives:** By the end of this session, participants will:

1. ....

2. ....

## Icons in the facilitator's handbook



Activity or exercise



Question to the group and/or group discussion

## Icons in the facilitator's handbook



Completing a questionnaire or form



Play a video

## Tailoring the training – important!



Indicates need for facilitator to undertake some additional preparation to tailor content to the national context e.g.

- Including information about relevant national laws on child-friendly legal services
- Tailoring facts of case studies
- Dubbing videos / finding alternative videos in national language

The content of this training is designed to be delivered to lawyers and other legal service providers across Europe and Central Asia and can therefore be delivered in a range of jurisdictions and contexts. The knowledge-based content in this training is based on international and regional standards that are either binding on European and Central Asian States under international or regional law or which should be applied as a matter of good practice. The speaker notes in the facilitator’s handbook explain the authority for, or origins of, each standard.

However, for certain activities, the facilitator’s handbook provides guidance on incorporating information relating to your jurisdiction. This is important for ensuring that the training is relevant and applicable to the national context. To do this, you will need to undertake some additional preparatory work, the details of which are explained in the handbook under the relevant activities and marked by the symbol on the slide. **To get the most out of the training, it is important to tailor the training in advance of any roll out and it should be reviewed for accuracy by a national legal expert.**

## Knowing the training content inside out

- This is important for delivering an effective training
- During this TOT, the facilitator will deliver the training so you can see how it is intended to be delivered
- BUT this TOT is not sufficient, on its own, to prepare you for the training
  - Reread!
  - Tailor!
  - Practice!



## Switch!

---

Please switch to the Participant's Handbook for the training on providing child-friendly legal services



## TOT Module 2: Facilitation Skills

### TOT SESSION 2: LEARNING PREFERENCES

Timing: 15 mins

## TOT MODULE 2

### Facilitation Skills

---

## TOT Session 2

### Learning preferences



VARK is a short questionnaire used to identify a person's preferred way(s) of learning.<sup>1</sup> It is based on the idea that everyone learns in different ways and that it is useful for students/training participants can tailor or adapt their learning strategies according to their preferences. Fleming and Mills proposed four key ways to learning: visual; aural and auditory; reading and writing; and kinesthetic, hence the acronym, 'VARK'.<sup>2</sup>

**Visual:** this describes a preference for 'the depiction of information in maps, diagrams, charts, graphs, flow charts, and all the symbolic arrows, circles, hierarchies, and other devices, that people use to represent what could have been presented in words.'<sup>3</sup>

**Aural and auditory:** this describes a preference for information that is heard or spoken.<sup>4</sup> This includes group discussions, speaking and talking things through.<sup>5</sup>

**Read/write:** this describes a preference for 'information displayed as words'.<sup>6</sup>

1 VARK Learn, *How to use VARK to improve learning: A guide for teachers*, <https://vark-learn.com/using-vark/guide-for-teachers/>, accessed 2 August 2023.

2 VARK Learn, *How to use VARK to improve learning: A guide for teachers*, <https://vark-learn.com/using-vark/guide-for-teachers/>, accessed 2 August 2023.

3 VARK Learn, *VARK Modalities: What do Visual, Aural, Read/write & Kinesthetic really mean?*, <https://vark-learn.com/introduction-to-vark/the-vark-modalities/>, accessed 2 August 2023.

4 VARK Learn, *VARK Modalities: What do Visual, Aural, Read/write & Kinesthetic really mean?*, <https://vark-learn.com/introduction-to-vark/the-vark-modalities/>, accessed 2 August 2023.

5 VARK Learn, *VARK Modalities: What do Visual, Aural, Read/write & Kinesthetic really mean?*, <https://vark-learn.com/introduction-to-vark/the-vark-modalities/>, accessed 2 August 2023.

6 VARK Learn, *VARK Modalities: What do Visual, Aural, Read/write & Kinesthetic really mean?*, <https://vark-learn.com/introduction-to-vark/the-vark-modalities/>, accessed 2 August 2023.

**Kinesthetic:** this describes a preference for “perceptual preference related to the use of experience and practice (simulated or real).”<sup>7</sup> This includes demonstrations, simulations, videos, case studies and practice.<sup>8</sup>

For this reason, this training incorporates a range of training modalities: discussions, PPT slides, videos, case studies, role plays, text, to name a few. You are encouraged to draw upon these range of modalities when rolling out the training, and not sticking solely to one form. It is beneficial to explain complex concepts using a combination of these methods to appeal to participants’ different learning preferences. It also helps to make the training more interesting and engaging!<sup>9</sup>

### TOT SESSION 3: WHAT MAKES A GOOD FACILITATOR?

**Timing:** 45 mins



The facilitator will lead you through a group discussion on what makes a good facilitator?

Space for notes:

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

7 Fleming & Mills, 1992, pp. 140-141, referenced in VARK Learn, *VARK Modalities: What do Visual, Aural, Read/write & Kinesthetic really mean?*, <https://vark-learn.com/introduction-to-vark/the-vark-modalities/>, accessed 2 August 2023.

8 VARK Learn, *VARK Modalities: What do Visual, Aural, Read/write & Kinesthetic really mean?*, <https://vark-learn.com/introduction-to-vark/the-vark-modalities/>, accessed 2 August 2023.

9 VARK Learn, *How to use VARK to improve learning: A guide for teachers*, <https://vark-learn.com/using-vark/guide-for-teachers/>, accessed 2 August 2023.



**TOT SESSION 4: PREPARING FOR THE TRAINING****Timing:** 45 mins

## TOT Session 4

### Preparing for the training

#### Preparing for the training

- Tailoring the materials
- Know the material inside out: rereading > preparing > practicing
  - **Prepare and practice with your co-facilitator(s)**
- Logistics

Recall the discussions in TOT Session 1 on tailoring the materials. This includes preparing answers to the sessions on the national framework, preparing some slides and narrative relating to your jurisdiction (e.g. the status of its ratification of the CRC and its Optional Protocols), tweaking case studies so that they are relevant to the national context, dubbing videos or finding alternative videos in the national language which convey the same message.

Please note that the case studies and role play exercises in this training have been selected carefully to address common barriers and challenges to providing child-friendly legal services across a range of contexts. Though training providers are encouraged to adapt the case studies

and role play exercises according to the national context, careful attention should be paid to ensuring that the core issues intended to be explored in the case study or role play (e.g. non-discrimination against children with disabilities or special measures for children who are victims of sexual offences) are not removed.

**Remember:** you may be delivering the training with a co-facilitator(s). This can bring many benefits; for example, you can draw upon each other's different experiences to enrich discussions in the group. To make the most out of this, it will be important for you to meet, plan and practice delivering the training together in advance. This will help ensure that you have a shared understanding of the division of roles and responsibilities between you and a complementary approach to facilitation.

## Logistics

- Venue selection
- Equipment is available and materials are printed
- Arranging refreshments and lunch at the appropriate times
- Informing participants about the venue and agenda in advance
- Any arrangements to reimburse travel expenses are communicated and carried out
- Preparing completion certificates
- Health and safety procedures are communicated to participants
- Other?

The logistics can 'make or break' a training so it is important that these are planned well in advance. These include arranging a venue which is suitable for the size of the group; ensuring that the equipment necessary for delivering the training is available and that the materials are printed (see below for 'Materials required'); arranging refreshments and lunch for the appropriate times according to your agenda; informing participants about the venue and agenda in advance; ensuring that any arrangements for reimbursing participants' travel expenses to/from the training are communicated to participants and carried out; arranging that the completion certificates are prepared and signed by the relevant representatives of the training provider; ensuring that any representatives of the training provider providing opening or closing statements are aware of this so that they can prepare their remarks in advance; familiarising yourself with health and safety procedures such as the nearest fire exits and fire safety protocols and communicating these to participants.



Do you have any other tips on how to prepare for delivering the training?

**TOT SESSION 5: FACILITATION IN PRACTICE****Timing:** 3 hours 30 minsA presentation slide for TOT Session 5. It features a vertical line on the left side. The text reads "TOT Session 5" in a large, bold font, followed by "Facilitation in practice" in a smaller font. The slide has a white background with a dark blue vertical bar on the right side.

## TOT Session 5

### Facilitation in practice



For this session, the facilitator will allocate invite you to work in pairs and will allocate sessions from the training for you to prepare. The facilitator will give you time to prepare the session in order to deliver as if you are the facilitator. If time remains after all groups have presented their sessions, the facilitator will allocate you another session to prepare with another participant, and so on.

**TOT SESSION 6: TIPS AND CHALLENGES****Timing:** 1 hourA presentation slide for TOT Session 6. It features a vertical line on the left side. The text reads "TOT Session 6" in a large, bold font, followed by "Tips and challenges" in a smaller font. The slide has a white background with a dark blue vertical bar on the right side.

## TOT Session 6

### Tips and challenges



For this session, the facilitator will lead a discussion on common challenges encountered when facilitating trainings and strategies for addressing these.

Space for notes:

---

---

---

---

---

---

---

---

---

---

### **TOT Module 3: Closing**

#### **TOT SESSION 6: CLOSING CEREMONY**

**Timing:** 30 mins



Image by Zartine on Freepik

### **Please complete:**

- Post-training assessment form
- Evaluation form appended to the TOT Manual

### **Roll out logistics**

- Collect pre- and post-training assessment forms from participants
  - Each participant should put their unique number on the form (to be allocated to them at the beginning of the training)
- Collect evaluation forms from participants
- You should fill in the evaluation form for facilitators (appended to FH)

**Certificates  
and  
thank you!**



# PART 3 OF 3 – ANNEXES

## Pre-TOT Assessment Form

Participant's Number: .....

Please place a ✓ in the relevant box to mark your response.

1. What is your level of understanding about the following:	None	Poor	Average	Good	Excellent
---	------	------	---------	------	-----------

a. The meaning of 'children's rights'

---

b. Meaning of 'child-friendly legal services'

---

c. Meaning of a 'child friendly justice system'

---

d. The right to access justice

---

e. Key international standards and guidelines on providing child-friendly legal services

---

2. How would you rate yourself in the following?	Very poor	Poor	Average	Good	Excellent
--	-----------	------	---------	------	-----------

a. Acting and making decisions in the best interest of the child

---

b. Ensuring that the child's views are heard in decisions and processes affecting the child

---

c. Protecting the child from discrimination

---

d. Keeping the child safe

---

e. Upholding the child's right to their holistic development

---

- 
- f. Child-sensitive communication
- 
- g. Building a relationship of trust with a child client
- 
- h. Ensuring the child's effective participation in formal proceedings
- 
- i. Working collaboratively with family members of the child client
- 
- j. Working collaboratively with other professionals and practitioners involved in the child's case
- 
- k. Providing child-friendly legal services to children with disabilities
- 
- l. Providing gender-sensitive legal services
- 
- m. Confidence in delivering a training
- 
- n. Presenting material on child-friendly legal services
- 
- o. Facilitating activities and discussions on child-friendly legal services
- 

3. How important would you rate the following when providing legal services to children?	Not important	Slightly important	Moderately important	Very important	Essential
a. Acting and making decisions in the best interest of the child					
b. Ensuring that the child's views are heard in decisions and processes affecting the child					

---

c. Protecting the child from discrimination

---

d. Keeping the child safe

---

e. Upholding the child's right to their holistic development

---

f. Child-sensitive communication

---

g. Building a relationship of trust with a child client

---

h. Ensuring the child's effective participation in formal proceedings

---

i. Working collaboratively with family members of the child client

---

j. Working collaboratively with other professionals and practitioners involved in the child's case

---

k. Providing child-friendly legal services to children with disabilities

---

l. Being aware of gender differences and inequalities and adapting our behaviour accordingly

---

4. If you replied 'not important,' 'slightly important' or 'moderately important' to any of question 3, please provide reasons for your response.

---

---

---

---

---

---

---

---

---

---





# Post-TOT Assessment Form

Participant's Number: .....

Please place a ✓ in the relevant box to mark your response.

1. What is your level of understanding about the following:	None	Poor	Average	Good	Excellent
---	------	------	---------	------	-----------

a. The meaning of 'children's rights'

---

b. Meaning of 'child-friendly legal services'

---

c. Meaning of a 'child friendly justice system'

---

d. The right to access justice

---

e. Key international standards and guidelines on providing child-friendly legal services

---

2. How would you rate yourself in the following?	Very poor	Poor	Average	Good	Excellent
--	-----------	------	---------	------	-----------

a. Acting and making decisions in the best interest of the child

---

b. Ensuring that the child's views are heard in decisions and processes affecting the child

---

c. Protecting the child from discrimination

---

d. Keeping the child safe

---

e. Upholding the child's right to their holistic development

---

- 
- f. Child-sensitive communication
- 
- g. Building a relationship of trust with a child client
- 
- h. Ensuring the child's effective participation in formal proceedings
- 
- i. Working collaboratively with family members of the child client
- 
- j. Working collaboratively with other professionals and practitioners involved in the child's case
- 
- k. Providing child-friendly legal services to children with disabilities
- 
- l. Providing gender-sensitive legal services
- 
- m. Confidence in delivering a training
- 
- n. Presenting material on child-friendly legal services
- 
- o. Facilitating activities and discussions on child-friendly legal services
- 

3.	How important would you rate the following when providing legal services to children?	Not important	Slightly important	Moderately important	Very important	Essential
a.	Acting and making decisions in the best interest of the child					
b.	Ensuring that the child's views are heard in decisions and processes affecting the child					

- 
- c. Protecting the child from discrimination

---

  - d. Keeping the child safe

---

  - e. Upholding the child's right to their holistic development

---

  - f. Child-sensitive communication

---

  - g. Building a relationship of trust with a child client

---

  - h. Ensuring the child's effective participation in formal proceedings

---

  - i. Working collaboratively with family members of the child client

---

  - j. Working collaboratively with other professionals and practitioners involved in the child's case

---

  - k. Providing child-friendly legal services to children with disabilities

---

  - l. Being aware of gender differences and inequalities and adapting our behaviour accordingly
-





8. How would you rate the duration of the Training on Providing Child-Friendly Legal Services?

Too long

Too short

Just right

Please place a ✓ in the relevant box to indicate the extent to which you agree or disagree with each of the following statements about the **Training of Trainers (TOT)** components on the training.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
--	----------------	-------	----------------------------	----------	-------------------

9. The TOT has prepared me to deliver the training

10. The TOT materials were easy to use

11. The TOT materials were helpful to my learning

12. How would you rate the trainer of the TOT?

Excellent

Very good

Good

Fair

Poor

13. Was there anything relating to child-friendly legal services that you think was missing from the training? If so, please specify what you think was missing.

14. What suggestions do you have for improving this course? If you need more space, please use the back of this form.

15. Do you have any other comments? (If you need more space, please use the back.)

16. What is your overall rating of this training course?

Excellent

Very good

Good

Fair

Poor

unicef 

---

for every child