Table A. Partner Media Connections

The International Federation of Red Cross and Red Crescent Societies (IFRC)	Partner Media Connections	The Geneva Learning Foundation (TGLF)
https://www.ifrc.org/	Website	https://www.learning.foundation/
https://x.com/ifrc	X / Twitter	https://x.com/DigitalScholarX
https://www.instagram.com/ifrc/	Instagram	https://www.instagram.com/thegen evalearningfoundation/
https://www.linkedin.com/compan y/ifrc/	LinkedIn	https://www.linkedin.com/compan y/geneva-learning-foundation/myc ompany/
https://www.facebook.com/IFRC/	Facebook	https://www.facebook.com/Digital Scholar
https://www.tiktok.com/@ifrc	TikTok / Telegram	https://t.me/GenevaLearning
https://www.ifrc.org/podcasts/all	Podcast	https://www.learning.foundation/podcast
https://www.youtube.com/user/ifrc	YouTube	https://www.youtube.com/@TheGenevaLearningFoundation
https://mhpsshub.org/	Zenodo	https://zenodo.org/communities/tgl f/records?q=&l=list&p=1&s=10&s ort=newest

Table B. PFA Core Processes

Process	Description
Prepare	Prepare involves gathering information, resources, and materials to share and emotionally readying oneself. It requires providers to know [1] the limits of their expertise and competence, [2] their colleagues and their roles, [3] who to call for immediate help, and [4] referral and reporting procedures.

Look	Look considers how providers can assess for signs of distress, safety concerns, and children's comfort. In all PFA stages, providers consider how situations affect them and their work.
Listen	Listen entails providers reflect on authentic engage with children and those accompanying them to create a sense of trust and promote safety, calmness, connectedness, self-efficacy, and hope. In this part, providers use various techniques and tools to discover needs and concerns expressed verbally and non-verbally.
Link	Link refers to resources and gathered information. It reinforces existing strength-based assets, protection from further harm, and connection to additional age-appropriate information, culturally-appropriate services, and needed material resources (TGLF, 2025).

Reference

The Geneva Learning Foundation/TGLF. (2025). *Certificate peer learning programme on Psychological First Aid (PFA) in support of children affected by the humanitarian crisis in Ukraine*. https://www.learning.foundation/ukraine-insights

Table C. Program Selection Criteria

Factor(s)	Description
Direct experience supporting children affected by the Ukraine humanitarian crisis	Includes roles such as teachers, social workers, health professionals, or humanitarian staff and volunteers
Commitment to actively engaging in peer learning activities	Desire to both seek help for their own challenges and to support fellow participants
Balanced sociodemographic representation to generate rich cross-pollination of ideas	Geographic location (both within Ukraine and in other countries)
	Professional role and area of work
	Level of experience with Psychological First Aid and psychosocial support
	Language (to enable meaningful peer exchange)
	Gender

Table D. Case Study Template and Feedback Rubric

Your case study title <- change this!

1. Write out your story.

You will need to focus most of your time on analysis and reflection. Only spend as much as needed so that others can understand your story.

- Describe the situation: Describe relevant details about the child and the situation while maintaining confidentiality.
- What happened? Walk through what happened, focusing on your interaction with the child and your
 own role and reactions. Focus on the specific actions you took to help the child and explain why you
 chose to do things that way.

2. Analyze and reflect on your story.

- Analyze the situation, initial response, what happened, tools and techniques, and connecting the child to additional services and support.
- Reflect on your own background and relationship to the child's community and environment.

3. Apply Psychological First Aid (PFA) principles.

Analyze your case study through the lens of Psychological First Aid (PFA).

Reflect on how PFA principles, tools, and techniques were or could have been applied in the situation vou described.

- If you did not explicitly use PFA, think about how it might have enhanced your ability to support the child.
- If you did use PFA, consider what worked well and what could be improved for future situations.

Remember: If you are not yet familiar with Psychological First Aid (PFA), you need to <u>complete the 20-minute e-learning module</u> before you start writing your case study.

You will not be penalized if you have no prior PFA training or experience. The goal is to demonstrate your understanding of PFA concepts and your ability to apply them to your case study.

4. Analyze the effect of the support you provided.

Explain how you know if your response helped the child/children you described to cope better and improve their well-being.

5. Develop an idea for a project to strengthen support.

Based on your case study's lessons learned and the needs of children in your community, describe an idea for a local project or initiative to better support their mental health and psychosocial well-being.

Certificate peer learning programme on Psychological First Aid (PFA) in support of children affected by the humanitarian crisis in Ukraine Page 1 of 1
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Guidance for peer reviewers

1. Your story

- 0 No story.
- 1 Very basic description: The case study provides limited information about the child's background, feelings, or the things the author did to help. Important details about the situation and the author's role are missing, making it difficult to understand what happened.
- 2 **Some description**: The case study includes some details about the child's background, where the interaction took place, and the main things that happened. However, the description does not go into depth, and many questions are left unanswered. The author's role and reactions are not fully explained, and it is not clear how their actions related to the child's needs.
- Good description: The case study gives a complete picture of the child's background, emotions, and specific needs, while protecting their privacy. The situation and setting are well-described, and the author's role and reactions are thoroughly explained. The specific actions taken to help the child are described, along with the reasons behind them. The child's response and any changes in their behavior are noted.
- 4 **Excellent description**: The case study creates a detailed, well-rounded picture of the child, the situation, and the interaction, while carefully protecting the child's privacy. The author shows a deep understanding of the child's unique background, stressors, and needs, and how these things influenced their approach. The specific actions taken to help the child are explained in detail, with clear reasons that consider the child's individual qualities and the cultural, religious, or social factors involved. The author's own role, reactions, and thought process are described in depth, providing valuable insights into the complexities of giving support to children in crisis situations.

2. Analyze and reflect on what you described

- 0 No analysis or reflection.
- Minimal analysis and reflection: The case study provides a very basic analysis of the situation and the author's response. There is little consideration of the child's individual characteristics, cultural factors, or the author's background. Reflection on the author's thoughts, feelings, and lessons learned is superficial or missing.
- 2 Some analysis and reflection: The case study includes some analysis of the situation, the author's response, and their background. The author considers some of the child's individual characteristics and cultural factors, but the analysis lacks depth. There is some reflection on the author's thoughts, feelings, and lessons learned, but it is not well-developed.
- Good analysis and reflection: The case study provides a thorough analysis of the situation, the author's response, and their background. The author considers the child's individual characteristics, cultural factors, and how their own background influenced their response. There is thoughtful reflection on the author's thoughts, feelings, and lessons learned, with some insights into how to improve future practice.
- Excellent analysis and reflection: The case study provides a deep and comprehensive analysis of the situation, the author's response, and their background. The author carefully considers the child's individual characteristics, cultural factors, and how their own background, assumptions, and emotions influenced their response. There is insightful reflection on the author's thoughts, feelings, and lessons learned, with clear insights into how to improve future practice and navigate challenges. The author also considers the bigger picture, such as societal and systemic factors that affected the child's distress and the author's ability to provide support.

3. Apply Psychological First Aid (PFA) principles

- 0 No analysis of case using PFA principles. (Do not penalize a learner for lack of PFA experience.)
- 1 **Minimal understanding of PFA principles.** Attempts to analyze how they apply to the case study but lacks depth and specific examples.
- 2 **Basic understanding of PFA principles.** Provides some analysis of how they were or could have been used in the case study, with a few specific examples.
- Good understanding of PFA principles. Offers a thoughtful analysis of how they were or could have been applied in the case study, using several specific examples.
- Excellent understanding of PFA principles. Presents a detailed and insightful analysis of how they were or could have been applied in the case study, using multiple specific examples. Shows an ability to adapt PFA to different situations and individual needs, and provides a clear rationale for how PFA could have enhanced the support provided to the child.

4. Analyze the effect of the support you provided

- 0 No explanation.
- Minimal explanation: The case study provides a very basic explanation of how the author knows if their response helped the child. The author does not distinguish between support provided at the time of the situation and support provided before or after. Signs of improvement in the child are vague or not mentioned.
- 2 Some explanation: The case study includes some explanation of how the author knows if their response helped the child. The author makes some distinction between support provided at the time of the situation and support provided before or after. Some signs of improvement in the child are mentioned, but they lack specificity. The rationale for attributing positive changes to the author's support is not well-developed.
- Good explanation: The case study provides a clear explanation of how the author knows if their response helped the child. The author clearly distinguishes between support provided at the time of the situation and support provided before or after. Specific signs of improvement in the child are described, such as changes in their emotional state, social interactions, physical health, or performance at school or home. The author provides a reasonable rationale for attributing positive changes to their support. If feedback or assessments were used, the author describes how they were helpful in understanding changes in the child's wellbeing.
- Excellent explanation: The case study provides a detailed and thorough explanation of how the author knows if their response helped the child. The author clearly distinguishes between support provided at the time of the situation, support provided before or after, and support provided by others. Multiple specific signs of improvement in the child are described, covering different aspects of their wellbeing. The author provides a strong, well-reasoned rationale for attributing positive changes to their support, considering other factors that may have contributed. If feedback or assessments were used, the author describes in detail how they were helpful in understanding changes in the child's wellbeing and how they could be used to track progress in future projects.

5. Project ideation

- 0 No project idea.
- 1 **Undeveloped project idea**: The case study includes a vague project idea that lacks details and connection to the lessons learned. The idea does not consider the potential role of PFA, goals, target group, resources needed, challenges, or cultural relevance.
- Basic project idea: The case study includes a basic project idea that is somewhat related to the lessons learned. The idea briefly mentions the potential role of PFA but does not fully explain how it fits into the project. The idea addresses some of the questions about goals, target group, resources, and challenges, but lacks depth and feasibility. The connection between the project idea and the community's needs is not well-established.
- Well-developed project idea: The case study includes a well-developed project idea that is clearly based on the lessons learned and the needs of children in the community. The idea explains how PFA could be helpful in strengthening support and how it fits into the project. The idea addresses most of the questions about goals, target group, activities, resources, and challenges. The project idea is feasible and culturally relevant, with a clear explanation of how it could strengthen support for children.
- 4 Comprehensive and innovative project idea: The case study includes a comprehensive and innovative project idea that is strongly grounded in the lessons learned and demonstrates a deep understanding of the community's needs and resources. The idea thoroughly addresses all of the questions, including specific actions to equip others to better support children, a clear explanation of how PFA fits into the project, well-defined goals and activities, a specific target group, necessary resources, potential challenges and solutions, expected impact on children, and cultural relevance. The project idea has a high potential for realistic implementation and meaningful impact based on the case study insights.

Table E. Example of General Program Structure

The Geneva Learning Foundation | Certificate peer learning programme on Psychological First Aid (PFA) in support of children affected by the humanitarian crisis in Ukraine

PFA inaugural exercise schedule (1-16 July 2024)

Day	Learning activity	Date and start time	Est. duration	Certification requirement
Day 1	Official launch event of the exercise	Monday 1 July 2024 13h00 CEST	1 hour	Recommended
Day 1	Start developing your project	Monday 1 July 2024	1-2 hours	Mandatory
Day 2	General Assembly: Discovery	Tuesday 2 July 2024 16h30 – 19h30 CEST	3 hours	Mandatory
Day 2	Discovery session feedback	Deadline: 2 July 2024 23h59 (11:59 PM) CEST	15 minutes	REQUIRED even if you were unable to attend
Day 3	General Assembly: Exploration	Wednesday 3 July 2024 16h30 - 19h30 CEST	3 hours	Mandatory
Day 3	Exploration session feedback	Deadline: 3 July 2024 23h59 (11:59 PM) CEST	15 minutes	REQUIRED even if you were unable to attend
Day 4	Remote coffee launch Receive the invitation to meet two fellow participants for an informal exchange	Thursday 4 July 2024	30 minutes	Recommended
Day 4	Peer support session Join 30 minutes early for technical support. Stay an additional 30 minutes for more dialogue and guidance.	Thursday 4 July 2024 17h00 CEST	30 minutes	Attend if you need support OR want to support your colleagues
Day 5	Peer support session Join 30 minutes early for technical support. Stay an additional 30 minutes for more dialogue and guidance.	Friday 5 July 2024 17h00 CEST	30 minutes	Attend if you need support OR want to support your colleagues
Day 5	Submit your project	Deadline : 5 July 2024 23h59 (11:59 PM) CEST	15 minutes	REQUIRED to complete the exercise and earn certification.
Day 8	Peer support session Join 30 minutes early for technical support. Stay an additional 30 minutes for more dialogue and guidance.	Monday 8 July 2024 17h00 CEST	30 minutes	Attend if you need support OR want to support your colleagues

The Geneva Learning Foundation | Certificate peer learning programme on Psychological First Aid (PFA) in support of children affected by the humanitarian crisis in Ukraine

Day 8	Share your feedback about the Remote coffee	Deadline: 8 July 2024 23h59 (11:59 PM) CEST	5 minutes	Recommended but not mandatory
Day 9	General Assembly: Share what you are learning from peer review	Tuesday 9 July 2024 10h00 CEST	1 hour	Mandatory. Share what you are learning from peer review
Day 10	Peer support session Join 30 minutes early for technical support. Stay an additional 30 minutes for more dialogue and guidance.	Wednesday 10 July 2024 10h00 CEST	30 minutes	Attend if you need support OR want to support your colleagues
Day 10	Submit three peer reviews	Deadline: 10 July 2024 23h59 (11:59 PM) CEST	15 minutes	REQUIRED to complete the exercise and earn certification
Day 11	Start revising your project	Thursday 11 July 2024	1-2 hours	REQUIRED to complete the exercise and earn certification
Day 11	Peer support session Join 30 minutes early for technical support. Stay an additional 30 minutes for more dialogue and guidance.	Thursday 11 July 2024 10h00 CEST	30 minutes	Attend if you need support OR want to support your colleagues
Day 12	Peer support session Join 30 minutes early for technical support. Stay an additional 30 minutes for more dialogue and guidance.	Friday 12 July 2024 10h00 CEST	30 minutes	Attend if you need support OR want to support your colleagues
Day 15	Submit revised, improved project	Deadline: 15 July 2024 23h59 (11:59 PM) CEST	15 minutes	REQUIRED to complete the exercise and earn certification
Day 16	Self-care session	Tuesday 16 July 2024 10h30 CEST	1 hour	Attend if you need support OR want to support your colleagues
Day 16	General Assembly: Final project presentations	Tuesday 16 July 2024 12h00 CEST	1 hour	REQUIRED to complete the exercise and earn certification
Day 22	Complete the feedback and evaluation	Friday 2 August 2024	15 minutes	REQUIRED to receive certification

Table F. Example of Detailed Program Structure

The Geneva Learning Foundation I Version 2.0 I 2 July 2024

Certificate peer learning programme on Psychological First Aid (PFA) in support of children affected by the humanitarian crisis in Ukraine

Peer learning exercise detailed schedule

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Zoom link to join all sessions: https://us02web.zoom.us/j/81482431870

Please block incoming calls during the live sessions.

Otherwise, you will disconnect from Zoom and may not be able to rejoin.

Day 2: Discovery

2 July 2024 CEST

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Day	Session	Date and start time	Est. duration	Attendance
Day 2	General Assembly: Discovery	Tuesday 2 July 2024	3 hours	Mandatory
		16h30 - 19h30 CEST		

When	What	How long	Where
16h30 - 17h00	Discuss your case study.	30 minutes	Plenary &
	Tutorial: everything you need to know about today's session and your		Breakout
	case study project		rooms
17h – 17h05	Opening ceremony: introduction to Discovery Day	5 minutes	Plenary
17h05 – 17h10	Session overview	5 minutes	Plenary
	A brief overview of who we are as a group and what we will do together in		
	this peer learning exercise		
17h10 – 17h15	Who we are as a group	5 minutes	Plenary
17h15 – 17h30	Invitation to share a specific situation in which you had to support	15 minutes	Plenary
	to a child or group of children at a time of crisis.		-
	How to use the Rapporteur notes		
17h30 – 17h35	Breakout groups 1	5 minutes	Breakout
	Introduce yourself, choose a note-taker and a facilitator		rooms
17h35 – 17h45	Breakout groups 2	10 minutes	Breakout
	Select one person's experience (a specific situation or case of a child or		rooms
	children they supported)		
	Summarize in the Rapporteur notes what happened		
	Summarize the group's feedback on the situation		
17h45 – 17h50	Q&A on PFA with Guides	5 minutes	Plenary
17h50 – 18h00	Breakout groups 3	10 minutes	Breakout
	Respond to the remaining questions in the Rapporteur notes		rooms
18h00 – 18h10	Breakout groups present their notes	10 minutes	Plenary
	Guides and peers give feedback		
18h10 – 18h20	Breakout groups 4	10 minutes	Breakout
	Work on a new case OR review and finalize Rapporteur notes		rooms
18h20 – 18h30	Plenary session	10 minutes	Plenary
	Guides: Q&A on LOOK		
18h30 – 18h45	Breakout groups 5	10 minutes	Breakout
	Work on a new case OR review and finalize Rapporteur notes		rooms
18h45 – 18h55	Presentation & feedback from Guides	10 minutes	Plenary
18h55 – 19h00	Closing reflections & next steps	5 minutes	Plenary
	Overview of case study project and timeline		-
	Mandatory: Post-session feedback		
19h – 19h30	Detailed presentation of the rubric	30 minutes	Plenary
	Launch of Remote coffee		
	Meet the participants		

This session's schedule may be adjusted in response to learner needs.

Day 3: Exploration

3 July 2024 CEST

Day	Session	Date and start time	Est. duration	Attendance
Day 3	General Assembly: Exploration	Wednesday 3 July 2024	3 hours	Mandatory
		16h30 – 19h30		

When	What	How long	Where
16h30 – 17h	Meet the participants.	30 minutes	Breakout
	1-2-1 discuss your case study		rooms
	Tutorial: everything you need to know about the rubric and how to develop		
	your case study		
	Tutorial: How to submit your case study		
	Tutorial: How to get the most out of the peer support sessions		
	Tutorial: How to get the most out of your Remote coffee		
17h – 17h05	Introduction to Exploration Day	5 minutes	Plenary
17h05 – 17h10	Feedback on Discovery Day	15 minutes	Plenary
	Your feedback on the first day of group work		
	Feedback from Guides to the breakout groups		
17h10 – 17h15	Feedback on feedback	5 minutes	Plenary
	Course team and Guides respond to participant feedback		
17h15 – 17h30	Invitation to share a specific situation in which you used PFA to support	15 minutes	Plenary
	a child		
	How to use the Rapporteur notes		
17h30 - 17h35	Breakout groups	5 minutes	Breakout
	Introduce yourself, choose a note-taker and a facilitator		rooms
17h35 – 17h45	Breakout groups	10 minutes	Breakout
	Select one person's PFA experience (a specific situation or case of a child or		rooms
	children they supported using PFA)		
	Summarize in the Rapporteur notes what happened		
	IMPORTANT: Focus on the PFA section in the Rapporteur notes		
	Summarize the group's feedback on the situation		
17h45 – 17h50	Q&A on PFA with Guides	5 minutes	Plenary
17h50 - 18h20	Breakout groups	30 minutes	Breakout
	Revise and improve the PFA section in the Rapporteur notes.		rooms
	If you can, complete the remaining questions in the Rapporteur notes		
18h20- 18h45	Breakout groups present their work	25 minutes	Plenary
	Guides and peers give feedback		
18h45 – 18h55	Feedback from Guides	10 minutes	Plenary
18h55 - 19h00	Closing reflections & next steps	5 minutes	Plenary
	Mandatory: Post-session feedback		
19h – 19h30	Announcement of Peer support sessions	30 minutes	Plenary
	Ask your questions about your case study project		
	Feedback on Remote coffee activity		
	Meet the participants		

This session's schedule may be adjusted in response to learner needs.

Day 9: Share experience

9 July 2024 CEST

Day	Session	Date and start time	Est. duration	Attendance
Day 9	General Assembly: Share Experience	Tuesday 9 July 2024 10.00 CEST	1 hour	Mandatory

Days 4, 5, 8, 11, and 12: Peer support sessions

Attend if you need support OR want to support your colleagues.

Each peer support session will:

- 1. Help participants with technical difficulties.
- 2. Help participants finish their work before their next deadline.
- 3. Ask questions and get support from PFA Guides who have expertise on specific themes.
- 4. Learn more and practice skills for one or more of these themes: psychoeducation, techniques for supporting children (ex: grounding and breathing, triangulation), and age-specific needs.

Join 30 minutes before the session if you have technical difficulties. We will also use the time before the session to meet informally.

Participants may decide to extend each session by an additional 30 minutes (1) to spend more time discussing a specific case and/or (2) to provide opportunities for role-playing and other practice.

The recording will be uploaded after each session.

	When	What	How long	Where
Day 4 Thursday 4 July 2024	17h – 17h30	Peer support session Psychoeducation – how it is done	30 minutes	Plenary/Group work
·		During this session, most learners will be focused on how to write up their projects. Katarzyna Topolska (HIAS Poland), our guide for psychoeducation, will participate to listen, learn, and provide guidance. Focus: Psychoeducation (role play)		
		Guides: Yuliia & Katarzyna Topolska (HIAS Poland)		
Day 5 Friday 5 July 2024	17h – 17h30	Peer support session Special techniques to use with children (breathing, grounding, triangulation, etc)	30 minutes	Plenary/Group work
Day 8 Monday 8 July 2024	17h – 17h30	Peer support session Age-specific needs: supporting children of different ages	30 minutes	Plenary/Group work
Day 10 Wednesday 10 July 2024	10h – 10h30	Peer support session	30 minutes	Plenary
Day 11 Thursday 11 July 2024	10h – 10h30	Peer support session	30 minutes	Plenary
Day 12 Friday 12 July 2024	10h – 10h30	Peer support session	30 minutes	Plenary

Day 16: Self- and team-care

16 July 2024 CEST

Day	Session	Date and start time	Est. duration	Attendance
Day 16	Self- and team-care session	Tuesday 16 July 2024 10:30	1 hour	Optional

When	What	How long	Where
10h30 -	Introduction and identifying main risks for helpers' wellbeing	15	Plenary
10h45		minutes	-
10h45 -	Group work	30	Breakout
11h15	Discussion on the most effective strategies to care for yourself and for your peers. Experience exchange.	minutes	rooms
11h15 –	Wrap up and closing the session	15	Plenary
11h30		minutes	

Day 16: General Assembly

16 July 2024 CEST

Day	Session	Date and start time	Est. duration	Attendance
Day 16	General Assembly: Final project presentations	Tuesday 16 July 2024	1 hour	Mandatory
		12:00		

When	What	How long	Where
12h00 - 12h45	Overview of what participants have achieved in a week Quick overview on action plan development and peer review	45 minutes	Plenary
12h45 - 13h00	Next steps for the programme & Closing	15 minutes	Plenary

Table G. PFA Connection Points Sharing Linked Videos and Texts

Connection Points	Link
PFA Program Webpage	https://www.learning.foundation/ukraine
PFA Telegram Group	https://t.me/+-Rf4Giq7c0dmMTdk
PFA Session Recordings-English	https://youtube.com/playlist?list=PLti7k0eaN3gShz-LjPN 2u7B6qJhHhAJ4p&feature=shared
PFA Session Recordings-Ukrainian	https://youtube.com/playlist?list=PLti7k0eaN3gTdeiSlc3g yyq4MkvRIeLF-&feature=shared
PFA E-learning Course	https://articulateusercontent.com/review/uploads/7fNSItoq Xt4WDcjprF_aWBUwK91fPU2f/GxQQ1r04/index.html#/
PFA (Case Studies)	https://doi.org/10.5281/zenodo.14732092
PFA (Experiences of children, caregivers, and helpers)	https://doi.org/10.5281/zenodo.13618862