

AORC CAPACITY BUILDING 2012-2019					
Date	Location	Training Theme	Language	Participating countries	No. of participants
July 2012	South Africa	<i>Pilot: Award in Ombudsman Practice</i>	English	Botswana, Ghana, Lesotho, Malawi, Namibia, Uganda, Sierra Leone, South Africa, Tanzania, Zambia, Zimbabwe	22
Dec 2012	South Africa	<i>Pilot: Award in Ombudsman Practice</i>	English	Ethiopia, South Africa	14
Feb 2013		<i>Training on Corporate Governance - Board members</i>	English/ French	AORC Board members	15
Nov 2013	Zambia	<i>Sharpening your Teeth: Systemic Investigations</i>	French	Benin, Burkina Faso, Burundi, Chad, Djibouti, Ivory Coast, Niger, Tunisia.	16
Nov 2013	Zambia	<i>Sharpening your Teeth: Systemic Investigations</i>	English	Ethiopia, Gambia, Kenya, Lesotho, Malawi, Nigeria, Uganda, Sierra Leone, South Africa, Sudan, Tanzania, Zambia	60
Feb 2014	South Africa	<i>Ombudsman investigations (styled as Train the Trainer)</i>	English	Ghana, Lesotho, Malawi, Namibia, Uganda, Sierra Leone, Tanzania, Zambia, Zimbabwe	13
Dec 2014	South Africa	<i>The ways by which the Ombudsman works –Award in Ombudsman Practice</i>	Portuguese	Angola, Mozambique	14
May 2016	Egypt	<i>The ways by which the Ombudsman works –Award in Ombudsman Practice'</i>	Arabic	Chad, Egypt, Mauritania, Sudan, Tunisia	26
Aug - 2016	Malawi	<i>Investigation Techniques</i>	English	Malawi (<i>all costs paid by Malawi</i>)	35

Attachment B

Nov-2016	South Africa	<i>Facilitated Discussion - GMSI Victor Ayeni</i>	English, French, Arabic	Burkina Faso, Burundi, Cape Verde, Chad, Ethiopia, Ghana, Ivory Coast, Kenya, Lesotho, Libya, Madagascar, Malawi, Mauritania, Mauritius, Mozambique, Namibia, Niger, Rwanda, Senegal, Sierra Leone, South Africa, Sudan, Tanzania, Togo, Uganda, Zambia	26
Nov-2016	South Africa (before AOMA GA)	<i>Principles and Practice of Complaints Management – GMSI Susanna Reece</i>	English, French and Arabic	Burkina Faso, Burundi, Cape Verde, Chad, Ethiopia, Djibouti, Gabon, Ghana, Ivory Coast, Lesotho, Libya, Madagascar, Malawi, Mauritania, Mozambique, Namibia, Niger, Rwanda, Senegal, Sudan, Tanzania, Togo, Zambia	34
Dec-2016	South Africa	<i>Introduction to the Ombudsman Concept and Basic Investigation Techniques</i>	English	South Africa (South African Military Ombudsman staff) (<i>all costs paid for by SAMO</i>)	20
Feb-2017	Coté d'Ivoire	<i>Optional Protocol for the Convention Against Torture (OPCAT)</i>	English/ French	Benin, Burkina Faso, Burundi, Cape Verde, Chad, Coté d'Ivoire, Gabon, Gambia, Ghana, Kenya, Niger, Nigeria, Senegal, South Africa (MO), Sierra Leone, Sudan, Tanzania, Zimbabwe	37
Mar-2017	Zambia	<i>Strategic Planning: Creating the Strategy-Driven Ombudsman Process</i>	English	Botswana, Burkina Faso, Chad, Coté d'Ivoire, Djibouti, Gambia, Kenya, Lesotho, Madagascar, Malawi, Sierra Leone, South Africa, Sudan, Zambia, Zimbabwe	35
May - 2017	South Africa	<i>Pilot Attachment Program (one month residency)</i>	English	Malawi, Kenya	2
Jul-2017	Burundi	<i>Mediation techniques</i>	French/ English	Burundi, Central African Republic, Chad, Congo Brazzaville, Gabon	16 *
Feb-2018	Malawi	<i>Role of Ombudsman Institutions in Promoting Accountability, Ethics and Transparency in the Public Sector</i>	English/ French/ Arabic/ Portuguese	Guinee, Lesotho, Madagascar, Malawi, Mauritius (Children's Ombudsman), Mozambique, Senegal, Seychelles, Togo, Uganda, Zambia	18 **
Mar-2018	Djibouti	<i>Role of Ombudsman in Promoting the Human Rights & Peace, especially of Refugees and IDPs</i>	Arabic/ French/ English	Egypt, Djibouti, Kenya, Libya, Mauretania, Morocco, Somalia, Sudan, Tanzania, Tunisia	30
Apr – 2018	South Africa	<i>Pilot English language training (10 day residency)</i>	English	Angola, Ethiopia	2

Attachment B

Nov – 2018	Rwanda	<i>Anti-Corruption training</i>	Arabic/ French/ English/Portuguese	<i>Angola, Benin, Botswana, Burkina Faso, Cote D’ivoire, Djibouti, Ethiopia, Guinea, Kenya, Libya, Madagascar, Malawi, Mali, Mauritius, Mozambique, Namibia, Niger, Nigeria, RCA, Seychelles South Africa, Sudan, Tanzania, The Gambia, Tunisia, Zambia, Zimbabwe</i>	84
Mar – 2019	Durban	<i>Mediation Training</i>	Arabic/ French/ English/Portuguese	<i>Angola, Botswana, Burundi, Cote d'Ivoire, Djibouti, Egypt, Gabon, Kenya, Madagascar, Malawi, Mauritania, Mauritius, Mozambique, Namibia, Senegal, Sierra Leone, South Africa, Sudan, Sudan Sect Ombuds., Togo, Vienna, Zambia, Zimbabwe</i>	51***
TOTAL					570

*Trainings scheduled for the last quarter of 2017 were postponed (East Africa by host; Indian Ocean due to an outbreak of The Plague)

**AORC supported all participants through French / English simultaneous translation

***IOI supported all participants through French / English/Portuguese/Arabic simultaneous translation