

# Tailored Evidence and Learning Service (TELS)

For the Uganda refugee response

## What is TELS?

Do you need a quick summary of the latest evidence from the Uganda refugee response? Do you want to bring key actors together to learn from each other? Or do you need a two-page summary of a critical resource?

The Tailored Evidence and Learning Service (TELS) is a **free service** designed to support cross-sectoral learning and the increased use of evidence and good practices in the Uganda refugee response.

## Thematic focus

Support provided through TELS falls under the following thematic areas: *self-reliance, climate & environment, refugee participation, and the humanitarian-development nexus.*

Three work streams are prioritised for the April 2023 – March 2024 period: *sustainable livelihoods, energy & localisation.*

## How to request services from TELS

TELS is **demand-driven**. Refugee response actors can request services from TELS using the **online application form** available on the U-Learn website through [ulearn-uganda.org/tels-request/](https://ulearn-uganda.org/tels-request/).

## Who can request support from TELS?

**All refugee response actors** working in Uganda, including:

- ❖ National NGOs
- ❖ Refugee Led Organisations
- ❖ Government actors
- ❖ Private sector actors
- ❖ INGOs
- ❖ UN agencies
- ❖ Innovators
- ❖ Academics

## TELS SERVICES

- ❖ **Resource curation:** Bring together, synthesis and select the most relevant existing knowledge and evidence.  
Ex. annotated bibliographies, desk reviews and analytical summaries.
- ❖ **Documenting good practices:** Capture and systematically document recent experiences and innovations of key actors from the Ugandan context.  
Ex. Good practice studies, case studies, discussion papers and deep dives.
- ❖ **Summaries & Visualisation:** Make existing evidence more accessible, considering branding and adding visuals.  
Ex. Short briefs, fact sheets, infographics, communication style products such as blogs or articles.
- ❖ **Actors mapping & convening:** Bring actors together in face-to-face or on-line events to facilitate peer-learning. Map actors and make the database accessible online to foster connections.  
Ex. roundtables, learning consultations, learning discussions, dissemination events. Online visual databases.

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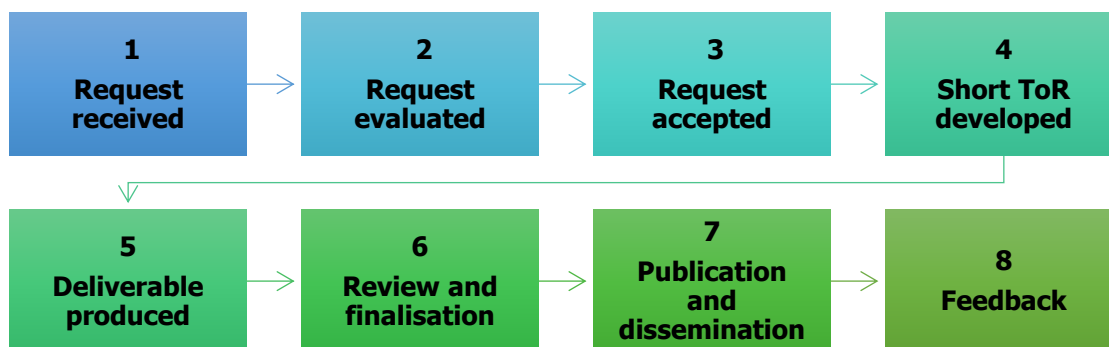
## How will my request be evaluated?

We use the following guiding criteria:

1. The request is cross-sectoral in nature.
2. The request is in line with the thematic priorities.
3. The request benefits the wider refugee response.
4. The request responds to clearly identified evidence/learning needs and/or serves a clear objective.

**U-Learn is supporting learning and research with and for Ugandan and refugee-led actors. In case of limited resources, we will privilege requests from these actor groups.**

## TELS process



### Feedback

We need feedback to constantly adapt and improve the TELS approach & process. In turn, we endeavour to keep administrative procedures and turnaround time as low as possible!

### More questions?

For more detailed guidance on eligibility criteria, thematic scope, TELS process and deliverables, get in touch!

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## About the Learning Hub

The Learning Hub (LH) is an innovative project from the [Uganda Response Innovation Lab \(U-RIL\)](#) that supports cross-sectoral learning for the Uganda refugee response. The LH works to ensure that existing evidence (resources and experiences) is effectively shared and utilised to feed into decision-making processes, and ultimately lead to changes in policy and practice.

The LH is both:

- UKaid-funded through the U-Learn Consortium: led by U-RIL, in partnership with IRC and IMPACT Initiatives to work on the uptake of evidence and insights for the Uganda refugee response.
- USAID-funded through the Uthabiti Activity, implemented by Save the Children, in partnership with U-RIL, Swisscontact, and Grameen Foundation. It is facilitating diverse resilient and sustainable livelihood strategies for refugees and host communities in Isingiro and Lamwo districts.