# Tailored Evidence and Learning Service (TELS)

## For the Uganda refugee response

**August 2021**

## What is TELS?

Are you delivering, supporting, or planning to support emergency and resilience activities for refugees in Uganda? Do you need a quick summary of the latest research within the Uganda refugee response? Do you want to bring key actors together to learn from each other? Or do you need an engaging visualisation of a critical resource?

The Tailored Evidence and Learning Service (TELS) is a free service provided by U-Learn; it is designed to support response stakeholders with cross-sectoral learning to increase the use of evidence and good practices in the Uganda refugee response.

## Thematic focus.

The TELS supports learning and evidence requests concerning the following themes: *Self-Reliance*, *Participation,* and *the Humanitarian-Development Nexus*.

Requests related to the following topics will be considered priority (until March 2022): *Private sector/Innovators*, *Cash & Social Protection*, and *Accountability to Affected Populations*.

## How to request services from TELS.

Refugee response actors can request services from TELS using the **online application form** on the U-Learn website available here (ulearn-uganda.org/tels-request/).

## Who can request support from TELS?

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

- ❖ Government Actors
- ❖ INGOs
- ❖ UN Agencies
- ❖ National NGOs
- ❖ Private Sector Actors
- ❖ Innovators
- ❖ Faith-based Organisations
- ❖ Refugee Led Organisations
- ❖ Academic Institutions

### TELS SERVICES

- ❖ **Resource Curation**: Bring together and select the most relevant existing knowledge and evidence.
  E.g.: annotated bibliographies and analytical summaries.

- ❖ **Documentation & Research**: Capture and systematically document recent experiences and innovations of key actors from the Ugandan context.
  E.g.: Good practice studies, case studies, and discussion papers.

- ❖ **Synthesis & Summaries:** Make existing evidence and knowledge more accessible and actionable.
  E.g.: Short briefs, fact sheets, visuals, communication style products such as blogs or articles.

- ❖ **Convene**: Bring actors together in face-to-face or online events to facilitate peer-learning.
  E.g.: round-tables, learning consultations, learning discussions, or dissemination events.

*Services are subject to the availability of resources at the time of the request.*

UKaid
from the British people

U-LEARN

# Tailored Evidence and Learning Service (TELS)
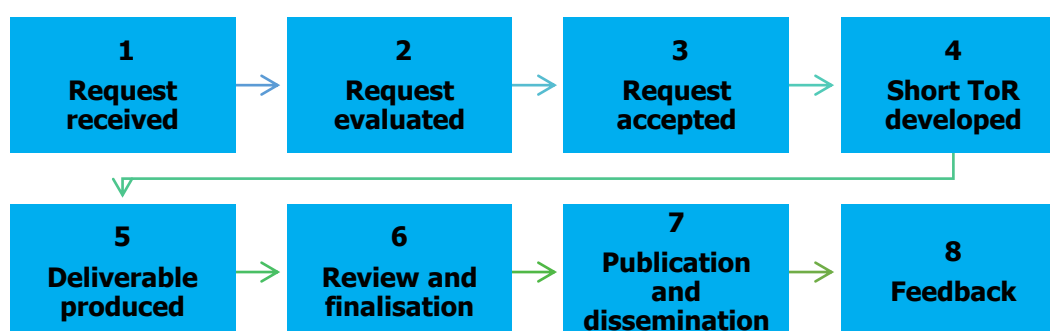For the Uganda refugee response

## 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; not only the requesting organization.
4. The request responds to a clear identified evidence/learning need and/or serves a clear objective to improve refugee response programmes and policies.

## TELS process?
The TELS process is outlined in detail in the full ToR, and summarised in the graphic here:

| 1 Request received | 2 Request evaluated | 3 Request accepted | 4 Short ToR developed |
|---|---|---|---|
| 5 Deliverable produced | 6 Review and finalisation | 7 Publication and dissemination | 8 Feedback |

## Have more questions?
For more details, download the full TELS Terms of Reference, which provides detailed guidance on eligibility criteria, thematic scope, the TELS process, and deliverables. Have more questions still? Send us an email at info@ulearn-uganda.org.

## About U-Learn
The Uganda Learning, Evidence, Accountability, and Research Network (U-Learn) is a 3-year UKAID funded consortium. We believe the refugee response is most impactful when it maximises the use of quality evidence, and deeply integrates refugee voices and preferences.

### How do we work?
We act as a public good – supporting a wide range of refugee response actors to continually improve their programming by making use of high-quality learning, evidence, and insights.

### What do we do?
We specialise in Accountability to Affected Populations (AAP), Research, and Learning. We deliver a range of assessments, convener events, training, resource curation, and technical assistance to support actors across the response.

Given U-Learn is established to deliver public goods for the Uganda refugee response all TELS deliverables will be published at ulearn-uganda.org/ and disseminated via other channels as relevant.

UKaid
from the British people

U-LEARN