

MFAT Management Response to Pacific Capacity  
Development Programme Evaluation



Evaluation Report Recommendation	MFAT Response and Action (Agree, Partially Agree, Reject)
<p>As the COVID-19 Pandemic restrictions continue to lift, there should be an increased focus on providing in-country mentoring-based technical assistance to Pacific Members. Mentoring is the strongly preferred method of technical assistance delivery. Pacific Members feel that mentoring cultivates interaction and better learning, which in-turn increases the effectiveness of delivered activities. Effective virtual mentoring should be incorporated when in-country mentoring is not possible, or in situations where it can be used to supplement in-country mentoring. Despite the preference for in-country mentoring, it is noted there may be situations where a combination of both in-country and virtual delivery of mentoring is appropriate for particular technical assistance activities.</p>	<p>Agree – the lifting of COVID-19 travel restrictions will enable a return to pre-pandemic travel and in-country support, which is strongly preferred by mentors. Important to still retain the option of virtual delivery and/or mentoring, given the alternate benefits this format can bring.</p>
<p>The delivery of virtual training could be more focussed and personally targeted. Where possible, conducting training and workshops with smaller audiences allows both content and delivery to be focused specifically on the participants. It should also help to create an environment that encourages greater involvement, interaction and peer engagement between Pacific Member participants. When arranging more focused training sessions with smaller audiences, consideration should be given to the respective needs of the Pacific Members involved, including the existing level of AML/CFT knowledge, cultural and language requirements, and subject matter priorities.</p>	<p>Agree – important to keep taking ‘lessons learned’ and feedback on board from virtual training recipients, even as we return to in-country training.</p>
<p>To support long-term AML/CFT resilience, sustainability should be specifically assessed during the design stage of AML/CFT development programmes and activities, including what systems, processes or controls are required for Pacific Members to maintain the benefits from the delivered activities. Any proposed technical assistance and training activities should consider the relevant agencies’ organisational capacity.</p>	<p>Agree – this is an ongoing challenge to manage with activities of this nature (technical AML/CFT), and therefore requires careful consideration early on and throughout the Activity.</p>

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<p>Pacific involvement in the PACD Programme should be enhanced to include participation in all elements of the PACD Programme, not just technical assistance and training. In addition to being involved in the initial design of programme, ongoing regular feedback should be sought from Pacific Members on the PACD Programme's overall effectiveness. This includes developing feedback mechanisms to understand Pacific Members' views on whether outputs and outcomes, relevant to their jurisdiction, are being achieved. Feedback should also capture Pacific Members' suggestions to improve the design and delivery of technical assistance and training.</p>	<p>Agree – while the implementing partner has strong relationships with Pacific jurisdictions, supported by regular engagement, we need to be taking on board this feedback from partners throughout the duration of the Activity, as well as in the initial design.</p>
<p>The technical assistance and training priorities and plans should be fully defined, at the beginning of development programmes. Priorities, including what activities will be delivered, should be clearly communicated in advance to recipients of assistance and relevant stakeholders. Any changes to the plan or variations of scope, should be communicated to and agreed in a timely manner to confirm that the updated plans work for Pacific Members and relevant stakeholders.</p>	<p>Agree – clear communication (and seeking feedback to ensure this has been achieved) will continue to be important to manage expectations.</p>
<p>Consideration should be given to establishing an AML/CFT knowledge repository for Pacific Members. This will serve as a reference asset for Pacific Members that can be used to access and utilise technical assistance and training materials at any time.</p>	<p>Partially agree – we are aware of a substantial amount of existing documents, guidance, training etc., so important that if take up, this repository is publicised on an ongoing basis.</p>
<p>There should be increased coordination between the APG Secretariat and Pacific Members when scheduling training and technical assistance delivered to Pacific Island AML/CFT agencies. The impact of the COVID-19 Pandemic on Pacific jurisdictions' priorities, and the increasing amount of aid and development programmes being delivered in the Pacific, highlights the need for increased coordination efforts. Because some agencies have limited staff availability, it can be challenging for them to adapt to changing circumstances and accordingly there should be more emphasis on planning and coordinating the delivery of activities to minimise disruption to Pacific Member agencies' workplans.</p>	<p>Agree – this is a key strength of the implementing partner and one we need to fully utilise, even as borders open back up.</p>

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<p>Input into future aid programmes' priorities, design and development should be sought from planned recipients of the training and technical assistance to be delivered.</p>	<p>Agree – build on engagement from previous phase <u>and</u> ensure Pacific jurisdictions have sufficient opportunity to input their priorities into future phase design and development.</p>
<p>Consideration should be given to the role of the private sector in any future AML/CFT programmes. This could include engaging with the private sector in the Pacific (including financial institutions and other service providers) to assist in better informing future AML/CFT development programmes' objectives, outputs and outcomes.</p>	<p>Agree – the private sector are a key stakeholder in the AML/CFT space, and should be coordinated with as is possible.</p>