

11. SIMULATION

Putting the learning to work

You are now in a position to put the training you have received to work! The facilitator will divide you into groups of an appropriate number. You are now going to refer back to the case studies you wrote down at the beginning of this workshop, and you are going to simulate a process under the AJA using one of your real life situations.

EXERCISE 6 – REAL LIFE SIMULATION

The objective of this exercise is to simulate a real problem and its resolution under the AJA. You are going to go through all the steps that would normally be addressed during a real life situation.

Share your case study with your group, and together choose one of the case studies that you are going to use. You should choose a case that is interesting and is going to pose a challenge for the group, rather than one which is simplistic and easily resolved.

Identify your groups

Now you are to split into two groups – one group is going to be the administrators, and one the public. Identify roles for yourself – the public group should identify who is the complainant and who is from the NGO/s.

Initiate the problem

Decide whether the problem is to be initiated by the administrator or the member of the public. Describe the setting or context of the problem. (You don't have to stick to real life situations here – you can use the case that you have chosen as a foundation and then use your imagination to make it more interesting).



BY THE END OF THIS SECTION

You will:

- Have an understanding of how the theory works in practice;
- Have had a chance to participate in each stage of the AJA process – from first notice to internal review;
- Be better prepared to deal with AJA-related problems in your work environment.

