



The EASO Training & Professional Development Centre NEWSLETTER

5th Edition

October 2020

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Dear All,

We are delighted to welcome you to our fifth newsletter! This second issue for 2020 contains the latest news and developments at the Training and Professional Development Centre.

We wish you an enjoyable read!



#EASOtraining

New Approach to Training Design and Delivery during COVID-19

While all areas of our daily lives have been impacted by the precautionary measures following the outbreak of COVID-19, EASO has also taken precautionary measures to ensure the wellbeing of our staff and external partners.

In the light of these measures, meetings and face-to-face training activities have been suspended as of mid-March. The EASO Training and Professional Development Centre has taken a set of actions to ensure continuation of training activities.

Designing Virtually

Despite COVID, the design and upgrade of EASO modules has continued – but remotely. The Training Curriculum Design Sector is working closely with Member State experts to redesign existing modules and develop new ones ensuring that there are no overlaps and that the content is relevant to the duties and tasks of asylum and reception officials.



EASO train-the-trainer sessions

The online studies of the EASO train-the-trainer sessions have continued as scheduled in the EASO Training Plan 2020.

To enhance the virtual learning environment, as of mid-March the **Questions, Answers and General Discussions Forum** have been introduced in all online studies, with the aim to

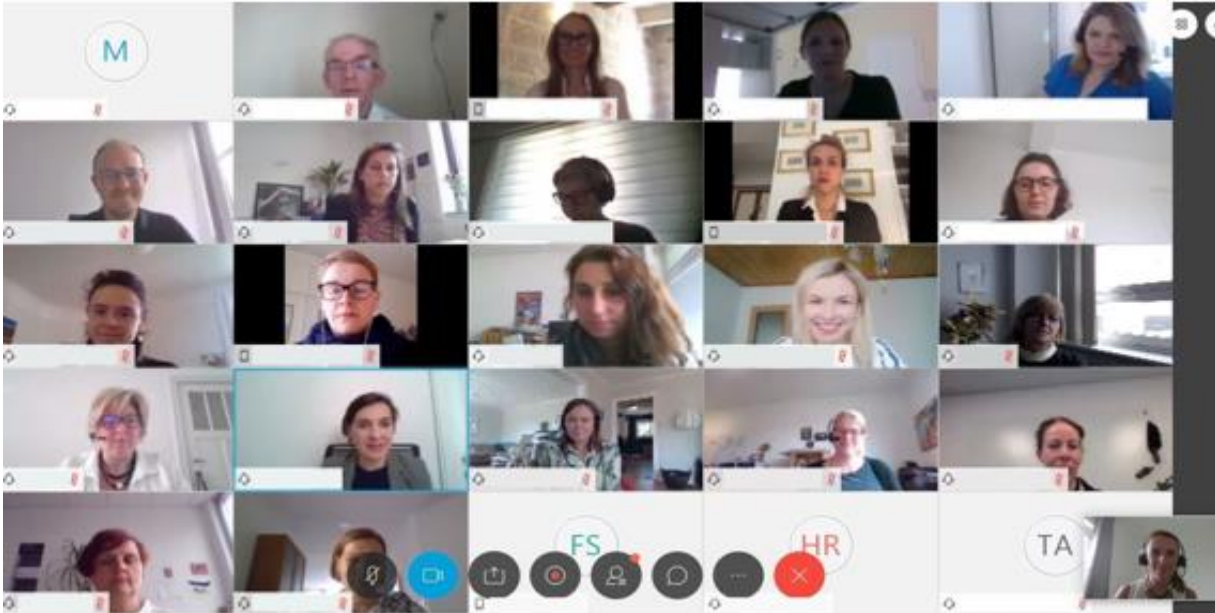
provide learners with an additional opportunity to address questions they might have to the trainers.

In addition, **practice exercises** were added to the online studies in order to enhance the learning experience in the absence of the immediate face-to-face session. The practice exercises were designed based on the activities delivered during the face-to-face session.

Face-to-face training sessions are being replaced by interactive webinars ensuring learners reach the defined learning outcomes.

Meeting with the Training National Contact Points

This new way forward was discussed with Training National Contact Points during a virtual meeting organised on the 11th of May. It was an opportunity to reflect on how EASO can provide continuity of training and ensure that delivery is as interactive and engaging as usual.



EASO Trainers' network Ad Hoc Meeting

On Wednesday, 13th May, EASO organised an **Ad Hoc Trainers' Network meeting**, with the participation of 12 Member States, to discuss the challenges related to the training delivery in the COVID-19 context. The aim of the meeting was to share experience and good practices, as well as discuss various approaches to training delivery under the current circumstances. Trainers exchanged views on challenges but also opportunities for the future.

Adapting Trainer's Manuals for online delivery

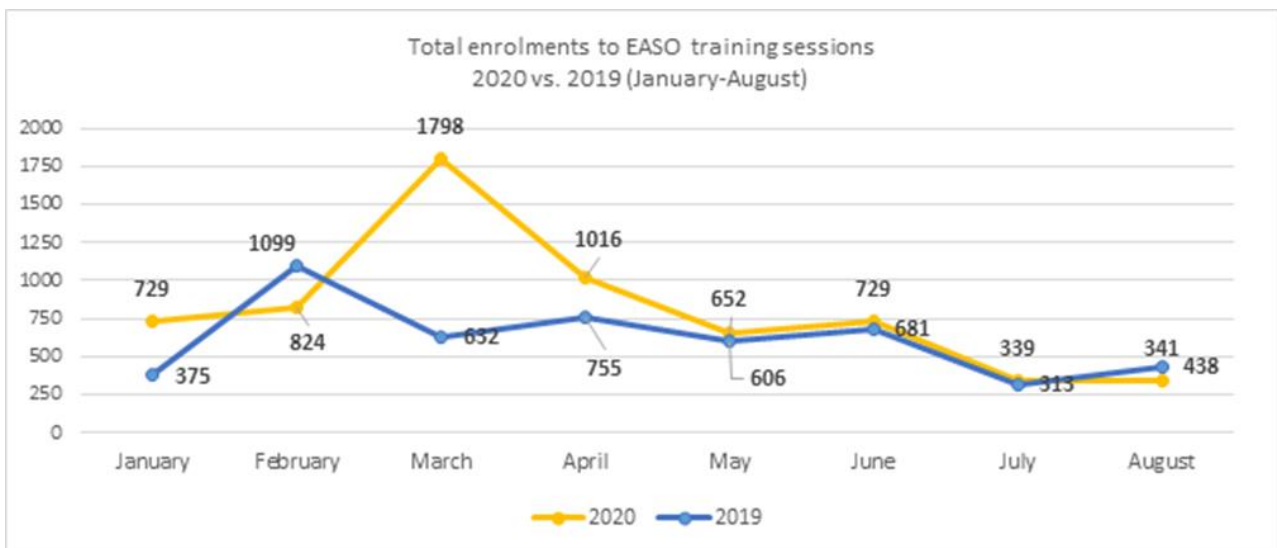
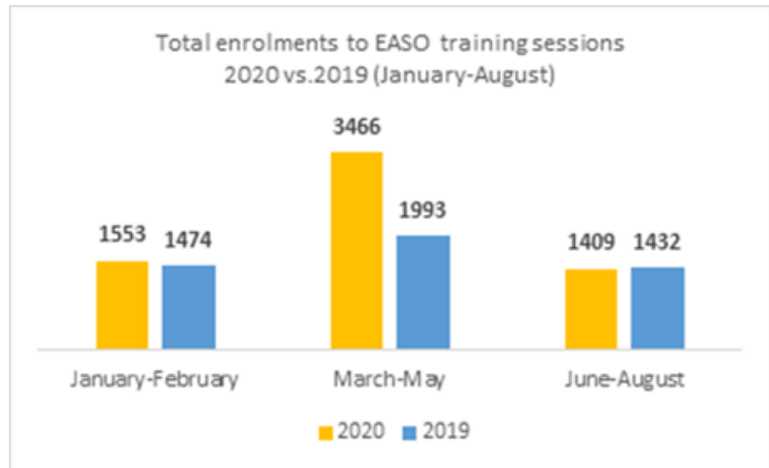
EASO is gradually adapting the existing Trainer's Manuals for all EASO modules in order to support and facilitate the virtual delivery of both the online studies as well as the face-to-face sessions.

The amended Manuals guide trainers on how to adapt the exercises in order to deliver them in the context of webinars and are made available to all EASO trainers.

The adapted manuals will help ensure the continuous training needs both in the national and operational context and support the comprehensive delivery of training and the replacement of face-to-face sessions for as long as the current restrictions are in place.

Training during COVID-19 in numbers

As a reaction to the changed working conditions of reception and asylum officials around Europe, EASO has noted a significant rise in the enrolment for EASO training. So far this year, the number of participations has increased by over 30%. Between March and April, when the initial effects of COVID-19 were being felt, the number of participations was 74% higher than the same time last year.



You find the latest EASO Training Plan for 2020 on the EASO Website, please follow the link:

[Amended EASO Training Plan 2020](#)




New EASO Webinars

Communication and Information Provision to Asylum Seekers

On 29th April, EASO delivered the training webinar on **Communication and provision of information to asylum seekers**. It was the first webinar out of a series planned on the topic of communication and information provision. The webinar focused on the Member States' duty to inform and the applicants' right to receive information. Through discussions and interactive activities, some practical solutions and tips on challenges affecting communication during emergencies were proposed. The number of available places was limited to 20 and representatives of 11 Member States attended the event.

Remote Personal Interviews

On 30th April, EASO delivered its first full day training webinar on **Remote Personal Interviews**. Due to a high interest expressed by the Member States as well as a limited number of places during the webinar, EASO will schedule consecutive webinars on the same topic in the following weeks. The webinar aims to equip learners with the necessary knowledge to conduct an interview in a remote setting. It focuses on those elements of the EASO Asylum Interview Method which need to be adjusted in a remote setting. The webinar on 30th April was attended by representatives of 15 Member States.





EASO Extensive Training Programmes

EASO Training and Professional Development Centre continues to provide support to EASO operations by fully implementing the new methodology adopted as a response to COVID-19 precautionary measures. For as long as these measures are in place, all training sessions are delivered virtually and face-to-face training sessions are being replaced by webinars.

EASO has just completed extensive training programmes in both Greece and Cyprus. Each extensive programme is composed of three phases:

- Training in the EASO three core modules (Inclusion, Interviewing Techniques and Evidence Assessment),
- Operational Training, and
- On-the-job coaching

During the first phase, the caseworkers follow training in the three core modules of the EASO Training Curriculum (Inclusion, Interview Techniques and Evidence Assessment). Upon the completion of this phase (which lasts approximately four weeks), the trainees will have acquired a solid knowledge on both the legal framework as well as practical aspects, which form the basis of the everyday work of asylum caseworkers.

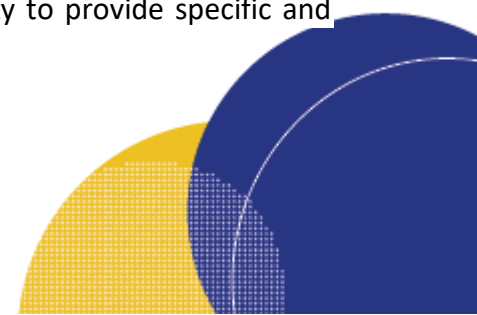
During the second phase, the interim caseworkers participate in an operational

training during which learners acquire practical knowledge related to the tasks they will perform in their duty stations. The agenda of the operational training, adapted in the current virtual delivery context, covers a wide range of sessions on topics such as Standard Operating Procedures, Country of Origin Information, Interviewing Vulnerable Persons, and Identification of Exclusion Indicators. A new session on Remote Personal Interviews is added, as a response to needs arising due to the implementation of COVID-19 restrictive measures.

Phase three, on-the-job coaching, forms the last part of the extensive training programme.

In a first step, the interim caseworkers shadow experienced caseworkers in performing their tasks before starting to perform the tasks on their own, gradually and with the support of an experienced caseworker.

In a second step, the work of the interim caseworkers will be reviewed and discussed with a coach, in small groups. This setup creates a safe environment for the newcomers to address their questions and concerns regarding their duties, while the coach has the opportunity to provide specific and efficient feedback.



Extensive Training Programme for 120 newly hired interim caseworkers in Greece

Starting on the 9th June 2020, the EASO Training and Professional Development Centre organised six extensive training programmes in order to prepare over 120 EASO interim caseworkers to assist the Greek Authorities in the asylum process. This activity was concluded by the end of September 2020.

The extensive training programmes take place in the framework of the Operating Plan signed between EASO and Greece in December 2019, according to which the Agency will double its personnel in the country, with almost three times as many caseworkers working in close cooperation with the Greek Asylum Service. The operational training was spread over four days and was followed by coaching.

EASO has been implementing coaching in the context of the Greek operations since 2017. It is worth highlighting the fact that Greek Asylum Service staff are now actively involved as coaches. Following a request from the Greek Asylum Service (GAS), based on the provisions of the Operating Plan for 2020, which foresees activities aimed to strengthen the Asylum Service HQ on training on central and local level, EASO organised a virtual training on coaching in May 2020, targeting mainly GAS staff. The officers who followed this training now form pairs with an experienced EASO coach and deliver coaching sessions for the newly recruited caseworkers jointly. This initiative aims at internal capacity building for the Greek Asylum Service, while it strengthens the cooperation between EASO and GAS on central and operational level.

Extensive Training Programme for 11 newly hired interim caseworkers in Cyprus

In the framework of the Operating Plan 2020 for Cyprus, the EASO Training and Professional Development Centre organised an Extensive Training Programme for 11 newly hired interim caseworkers to support the Cypriot Asylum Service.

The training programme started in June with phase one and during the second phase, the interim caseworkers participate in an operational training spread over five days.

Phase three, on-the-job coaching, formed the last part of the extensive training programme. EASO coaching methodology consists of two steps. In the first step, the caseworkers shadowed experienced caseworkers in conducting interviews and drafting decision and then gradually started conducting interviews and drafting decision while being shadowed. In a second step, the work of the interim caseworkers was revised and discussed with EASO coaches, in small groups.

In parallel to the Extensive Training Programme for EASO interim caseworker, the EASO Training and Professional Development Centre trained 24 newly hired caseworkers of the Cypriot Asylum Service. CAS caseworkers followed the EASO three core modules (Inclusion, Interviewing Techniques and Evidence Assessment).



Enhancing EASO Training Platform

We are happy to share with you that, following a brief shutdown in July, the EASO Training Platform (LMS) has been successfully onboarded to **EASO's own** ICT infrastructure, resulting in a **faster performing platform**. We did our best to keep you informed of disruptions to services during this time and we are grateful that all NCPs responded in the **most cooperative and flexible** way.

The in-house onboarding of the EASO LMS is the first step in the **roadmap of LMS enhancements** we are planning for the next half of 2020 and, of course, in years to come too.


The next milestone is the upgrade of our LMS to **the newest version of Moodle and**, most importantly for you our trainers and learners, the change of the **Look & Feel** of the platform. With these steps, we are aiming at a fully re-vamped LMS with stronger **promotional and informative features** directly on the front page, improved **navigation**, a more visual **dashboard** and an **enhanced** user experience.

Issuing of Online Certificates

As of September, **certificates of attendance** for Train-the-Trainers and Operational Training will be issued directly from the EASO Training Platform (LMS). This will be applied gradually, covering first any backlog of courses that were held during the summer.

The online certificate will be available to **download in .pdf format** for each individual user who fulfils two conditions: the completion of the **evaluation questionnaire** on the LMS and **attendance of the face-to-face part** of the training or virtual delivery (webinar) substituting currently the face-to-face element.

Each certificate will carry a **unique QR code** and will be accessible only to the participant.



Piloting EASO Modules: Identification of potential exclusion cases and Exclusion

On 30 June and 23-24 July, EASO Training and Professional Development Centre launched respectively the pilot of the train-the-trainer session for the new EASO Module on Identification of potential exclusion cases and the upgraded version of the EASO Module on Exclusion. Both Modules deal specifically with the exclusion clauses applicable to persons who are considered undeserving of international protection because they have committed heinous acts or serious crimes.

The online studies and trainer's manuals of those two modules were piloted for the first time in challenging conditions due to Covid-19 and the usual face-to-face session following the online studies was replaced by webinars. For this purpose, the learning activities in the Trainer's Manual had to be adapted to fit for the webinar format but the evaluation of both pilot sessions had to be valid for regular and remote training. Despite these challenging circumstances, trainers and participants maintained a vivid exchange, ensuring a positive experience.



Identification of potential exclusion cases

Identifying potential exclusion cases is the starting point tackling the assessment of the application of the exclusion clauses in the asylum process. An early and a proper identification of a potential exclusion case is important, as it will facilitate the subsequent tasks in the examination of the applicability of the exclusion clauses. In this context, EASO's Training and Professional Development Centre created a brand-new module offering a methodology to enable officials working in the asylum procedures to identify cases that may raise exclusion considerations.

"The training was helpful - it was well structured, easy to follow, and the assignment challenged me into putting in practicing what I learnt." Learner's

Who is it aimed at?

This module is dedicated to officials of Member States (such as asylum case officers, reception officers and Dublin case officers) involved in different stages of the asylum procedures. As they receive information on or from applicants or beneficiaries of international protection, they are in a position to identify potential exclusion cases.

This module requires the learner to have knowledge of the criteria for determining eligibility for international protection and a general awareness of the situation in the countries of origin to be able to understand whether the information received triggers exclusion considerations.

Learning outcomes and content

Rather than being based on a list of indicators, the methodology proposed in this module enables officials working in asylum procedures to keep an open mind on the different types of cases from a wide range of countries. The method was elaborated to comply with the principle of non-discrimination, but also to avoid overloading the case officers or the competent authority in charge of evaluating the application of the exclusion clauses with inappropriate identification.

“100% of the participants who filled the evaluation found the information in the module useful for their work”

The majority of the participants in the pilot session deemed that the information presented in the module was comprehensive and the content was clearly organised. Despite some initial small hiccups due to the remote delivery, the participants appreciated the webinar. In particular, the discussion in plenary and breakout rooms were highly appreciated, giving participants the space needed to interact with other learners and exchange their views.

After completing this module you will be able to:

- ✓ Explain the rationale and the objectives behind the exclusion from international protection and the role of identification in the exclusion process.
- ✓ Identify excludable acts and potential actors in the context of international protection procedures.
- ✓ Recognise the relevant information that triggers further examination against exclusion clauses.

The application of the exclusion clauses to persons undeserving of international protection (EASO Exclusion Module)

The pilot of this module received a lot of interest, with as many as 22 participants registered for the train-the-trainer session. Thanks to the active participation of the learners, the webinar was very interactive and integrated various training methods.

The Exclusion Module focuses on the application of Article 1F of the Refugee Convention and Articles 12(2) and 17 of the Qualification Directive.

This upgraded version of the EASO Exclusion Module has undergone substantial changes and restructuring to reflect the most recent developments in the field. The new version better equips asylum case officers with the knowledge and skills required to assess the possible application of these exclusion clauses within procedures for the determination of eligibility for international protection.

In order to fully benefit from this training module and be able to participate in the learning activities, asylum case officers must have experience in the asylum determination procedures.

Learning outcomes and content

The upgraded version of the EASO Exclusion Module provides an exhaustive overview of all the requisites for the applicability of the exclusion clauses and solid bases for their assessment.

After completing this module you will be able to:

- ✓ identify the relevant legal frameworks applicable to exclusion from international protection;
- ✓ determine the constitutive elements of the exclusion clauses in the context of refugee and subsidiary protection; and
- ✓ establish the material facts and evidence in the context of the legal provisions applicable to potential exclusion cases.

- The module explains all relevant legal frameworks required to assess the application of the exclusion clauses, including branches of international law, such as international humanitarian law and international criminal law that are determinant to assess the applicability of the exclusion clauses.
- It provides deep knowledge on the requisites relating to the grounds for exclusion and the individual responsibility as well as their interpretative elements based on the international and EU case law.

- The module deals with the establishment of material facts and evidence against the high standard of proof required in that field.

Learner's evaluations after the pilot session show an overall satisfaction with regard to the information presented in the online module that was deemed adequate to help the achievement of the learning outcomes.

In addition, the participants who completed the evaluation found the assignments were relevant to achieve the learning outcomes and that there was a clear and logical link between the online part and the face-to-face session

"The Face-to-face session was presented very well by the trainers despite the fact that it was in webinar format." Learner's feedback

Didactics Training via Webinar

EASO Didactics Training

EASO delivered its first Train-the-Trainer Didactics sessions via webinars. Apart from delivering the Didactics content via webinar, the training also includes an additional session on virtual facilitation. This session was open and made available to all EASO module trainers from all EU+ MS who wished to attend. The objective of the EASO Didactics training is to help trainees acquire the knowledge and develop the skills to be able to identify trainers' challenges and be able to describe strategies to address them, prepare efficiently a training session using EASO's material, as well as practice delivering a training session with EASO material. These objectives are achieved by looking into such topics as difficult situations, understanding a trainer's role/s, and creating a training setting which enhances learning. Trainees were also given the opportunity to put into practice their newly acquired knowledge as well as to test their presenter skills through the delivery of short presentations.



The Certification and Accreditation Working Group – Still working...virtually

Even a global pandemic has not been able to slow the momentum of the Certification and Accreditation Working Group (CAWG) and we would like to thank them for that!

Validation of the European Sectoral Qualifications Framework for Asylum and Reception Officials. .

The European Sectoral Qualification Framework for Asylum and Reception Officials (ESQF) maps the job-tasks carried out by professionals working in the field of asylum and reception and identifies the knowledge, skills responsibilities and autonomy necessary to carry out the tasks effectively and in line with the CEAS.

These competencies are aligned with the learning required to take place to ensure that asylum and reception officials are properly trained to agreed standards. The ESQF also informs EASO's Training and Professional Development Centre of what corresponding training should be developed.

Needless to say, the whole process of mapping Occupational Standards and the

corresponding learning outcomes has required the dedicated effort of many stakeholders both internally and externally.

The CAWG members have been involved throughout the process and validated the Occupational Standards during the 18th CAWG meeting held virtually in May and validated the Educational Standards by written procedure.

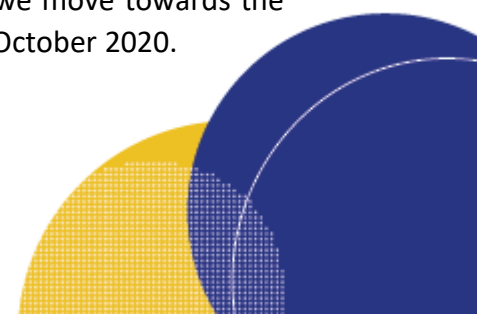
Colleagues across EASO also shared their knowledge as did members of various networks. Validation was also thanks to valuable input from partner organisations such as UNHCR, Frontex and FRA whose constructive comments were much appreciated. We can honestly say that the ESQF is a testimony to the spirit of solidarity!

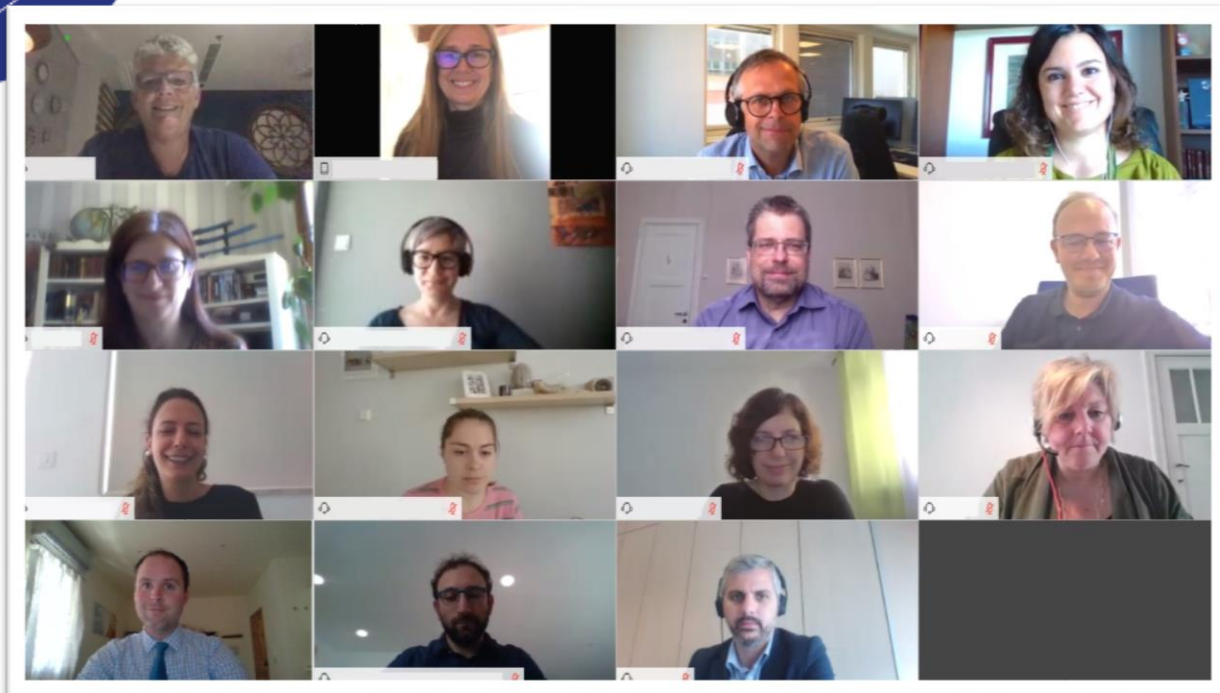
Watch this space for news of the official launch of the ESQF.

Fine-tuning the training quality standards system

EASO's Training and Professional Development Centre is building a robust training quality standards system in order to ensure that EASO training complies with European Educational Standards and Guidelines. During the 19th CAWG meeting, group members provided valuable input on how the identified measures aimed to enhance standards could be practically applied in their Member State. Working systematically through documents and discussing procedures, the group reached consensus on many important points and discussed how the transition into the new system will be managed.

Their comments and suggestions will be taken into consideration as we move towards the concluding phase culminating in the 20th CAWG meeting to be held in October 2020.





Watch this space for news on the EASO Training Quality Framework which will be launched during the Training National Contact Point meeting.

Piloting the EASO Training Needs Analysis Tool (ETNAT)

EASO is launching the EASO Training Needs Analyses Tool (ETNAT) pilot. EASO's Training Needs Analysis Tool will enable Member States to identify training needs based on the specific duties and tasks that asylum and reception officials perform.

These duties and tasks and associated learning, are mapped in the European Sectoral Qualifications Framework for Asylum and Reception Officials, that details Occupational and Educational Standards.

We are now ready to test the pilot version of the tool and request Member States to help us fine-tune the tool's features. We will be asking for feedback on the user friendliness and the accuracy with which the training modules proposed correspond to the jobholder's duties and tasks.

Ideally, participating Member States would test the tool with the three main target users, namely:

- **Human Resources personnel**, in Member State Migration Authorities, will be able to use the tool to map and build learning paths tailor-made to the profiles specific to their Member State.
- **Managers** will be able to use the tool to address training needs in their teams as well as general training needs for the whole or parts of the team.
- **Asylum and reception officials** will be able to use the tool to identify their most relevant learning path and address their individual training needs as well as relevant learning for their professional development.




Testing the pilot version – call for expression of interest OPEN

If you have not already responded to our call for expression of interest we are still keen to receive nominations from a diverse range of Member State authorities to understand if the tool is flexible enough to benefit both small and large structures with employees tending towards more specialised or versatile roles and responsibilities.

Should you wish to participate in the Pilot, you will act as a liaison between your Member State and EASO, supported by your CAWG member. As such, you will be organising the participation of users in the Pilot. In this context, you should ideally nominate one person from HR and at least one Manager as contact points.

You are kindly requested to submit your ETNAT Pilot contact points nominated by the **extended deadline of 6 October 2020** COB to certification@easo.europa.eu, Subject: ETNAT Pilot participation. Your participation in the Pilot version of ETNAT will be highly appreciated, as you will be helping us ensure the alignment of EASO training to the duties and tasks of your asylum/reception officials.

ETNAT - Four steps to establish a fit-for-purpose learning path

1. In a first step, a user of the ETNAT identifies the duties and tasks performed by an individual or a specific group of asylum and reception officials
 2. For the tasks selected, the user then establishes their relevance for fulfilling the duties as well as the frequency with which the identified tasks are performed.
 3. The ETNAT uses a specific algorithm to match these tasks with the relevant learning to perform the selected tasks and proposes an individual learning path.
 4. The learning path consists of relevant training modules grouped in a logic way to ensure that learner will acquire the knowledge, skills and competences relevant for their duties and tasks.
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Interview with Małgorzata from Poland

Here are some excerpts from an interview with Małgorzata Rachwał-Kamińska. You will be able to find the full interview on the EASO website – External Newsletter

Can you present yourself, please? When did you join EASO?

My name is Małgorzata Rachwał-Kamińska. I work in the Office for Foreigners in Poland.

What does training offer to you and your practice? What motivates you?

The world is changing very fast. We learn throughout all our lives. Training is an investment in human capital.

Back to our work as asylum officials ... when I started working, on my table there were only the 1951 Geneva Convention and the well-known UNHCR Handbook. There were no training modules. We learned the articles of the Convention by heart. Access to books and training materials was very limited at that time. We took part in study visits; we could see with our own eyes how the asylum offices function in other EU+ Member States. Poland joined the EU on May 1, 2004. It opened up new possibilities for us.

I believe training is important. If we want to develop ourselves, we must learn every day. It is important to develop our skills and improve our professional qualifications.

I started working as a caseworker. Then, for many years, I worked in the Country of Origin Information Unit. I am interested in



the topic – the role of COI in the RSD asylum procedure and the use of COI by case officers.

Asylum, migration, refugees - is very narrow or highly specialized sphere. Participation in the EASO Training Curriculum offers the opportunity to gain expertise in this field. EASO training offers a chance to gain practical skills, share experience, and learn from each other. I am the EASO AIP NCP. For me it is important that as many trained experts as possible are deployed to support countries that are under particular pressure. I like my

Henry Ford once said, "Anyone who stops learning is old, whether at twenty or eighty. Anyone who keeps learning stays young. The greatest thing in life is to keep your mind young."

job, I care about improving the quality of my work. All of these factors are reasons which motivate me.

What is your experience in delivering F2F session in virtual environment because of the current COVID situation?

The COVID-19 pandemic has changed our lives. We learn to live in a new COVID reality. The pandemic also has affected the trainings. Webinars are a perfect alternative to the Face-to-Face workshops. Together with the Expert from Germany, Gabriele Wecker, I delivered online workshop in the form of a webinar on the

EASO Inclusion Module. Two great persons from EASO supported us.

That was something new. I was a bit confused at first because I had *no eye contact* with the participants, and I couldn't use *gestures* and *body language*. *Non-verbal communication* during the training is very important for me. It helps strengthen the message. During the classroom trainings, I use *visualization* techniques that help me structure the content. I use colored cards, colored drawings and flipcharts. I missed these elements during the webinar.

On the other hand, the benefit of a webinar is that it can be conducted over the Internet *regardless of the location*. Participants can ask questions, either directly or via chat. So, in terms of content, the webinar *does not differ from the stationary workshops*. The biggest disadvantage of virtual training is the limitation of face-to-face contacts and interpersonal communication. But we all need to remain cautious to prevent the spread of coronavirus.



“Knowledge is the only thing that enrich and no one can take away from anyone”, such words said Ignacy Paderewski – Polish pianist, composer and Prime Minister of Poland 100 years ago

Interview with Thierry De Henau

Can you present yourself? What was your former work experience?

My name is Thierry De Henau. I am a French-speaking Belgian, from Brussels. I am an engineer in agricultural and environmental science. After a very brief experience in oceanographic research (for an expedition around Antarctica), I started working in the learning realm, to develop interactive videos on various topics related to tropical agriculture, mostly the culture and the production of tea. I was still a 'subject-matter expert' at the same time... Then I started developing expertise in methods and tools related to e-Learning. I first worked on a university pilot project to help teachers from secondary schools use of computers and internet for pedagogical purposes. And then, for the next 10 years I did the same, focusing on e-Learning courses and solutions, but for high schools and universities. I mostly worked for the *Université Libre de Bruxelles*. I always liked finding possible improvements in learning through good tools and scenarios.

When did you join EASO? What was your motivation?

Money! No, seriously, you know, today is an anniversary for me: I started working for EASO on September 2012, 8 years ago. In fact, during the last five years at the university, I worked as a consultant on an EU project which was the ancestor of the EASO training curriculum. I helped build the first 13 training modules and I took care of the learning management system.

The project had a Swedish father, the training modules had numerous parents all



around Europe and I was their nanny, the Thierry Poppins of this curriculum. EASO took over the project and some months after I had the opportunity to join the team, to carry on working on the Training Curriculum, its training platform and its modules. Let's say I felt I could be useful...

Of all the topics I have been working on while building courses, asylum is certainly the most interesting. And I really like this idea to build the Common European Asylum System through the common training of people working in that field.

What is your current role within EASO – Training Centre?

About five years ago, I started delivering the training on 'didactics' in the context of our *train-the-trainers* sessions. This took more and more of my time. In the new organisation, I am working in the Delivery Sector, mostly working on delivering the Didactics Module through webinars, now.

What do you enjoy most in EASO's Training Centre?

Hmmm, difficult to choose. First. I met quite nice people in EASO. I don't think it is like that in any workplace. Maybe it is because, for most of us, working for EASO is an adventurous choice. Second, I like

meeting my trainees from all around Europe - and beyond. Also, I like collaborating closely on projects, with the e-Learning team in the past or more recently on a procurement, or with training delivery colleagues on our intensive programme of webinars in June and July. I rarely drink alcohol, but I like sharing adrenalin and endorphins!

What is your motto in life?

I have in mind '*Carpe Diem* - Enjoy the present day – after all, tomorrow could be even worse' but it is more a joke about mottos than a motto... Let's say 'Sometimes, it is not serious to take things seriously'.



Virtual meetings

- 22-23 October 2020 (mornings) - 20th CAWG Meeting
- 29-30 October 2020 (mornings) - NCP Meeting
- 17-18 November (half days) - Trainers Network Meeting

ETNAT Pilot – Expression of interest

- Deadline extension – 6 October 2020



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