

NEWSLETTER



**The EASO Training & Professional
Development Centre**



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9th Edition

December 2021

Dear All,

We are delighted to welcome you to our final newsletter for 2021! This issue contains the main achievements and latest news from the Training and Professional Development Centre.

We wish you an enjoyable read!

#EASOtraining

Training Overview - 2021

During 2021, EASO continued to provide operational support in the area of training, in the framework of the Operating Plans signed between EASO and the following Member States: Cyprus; Greece; Italy; Malta; Spain and Lithuania.

Training-related support covered all areas of the asylum procedure, namely reception, access to procedure, asylum status determination (first instance) and appeals procedure. The training sessions organised targeted national officials, as well as EASO deployed staff, supporting them in developing the knowledge and skills needed in order to perform their tasks, in compliance with the EU acquis. Furthermore, through the participation in Train-the-Trainer courses, EASO supported the strengthening of national pool of trainers. In more detail:

In the area of **reception**, EASO Training and Professional Development Centre continued to provide support in capacity building of national reception systems, through either a series of training sessions, based on EASO Training Curriculum Modules (Introduction to International Protection, Reception, Reception of Vulnerable Persons Level A & B, Communication and Information provision to asylum seekers, Introduction to International Protection) as well as tailor-made sessions, based on the needs identified. In addition, online induction courses were designed and delivered for Spain and Greece, while they are under development for Malta and Cyprus.

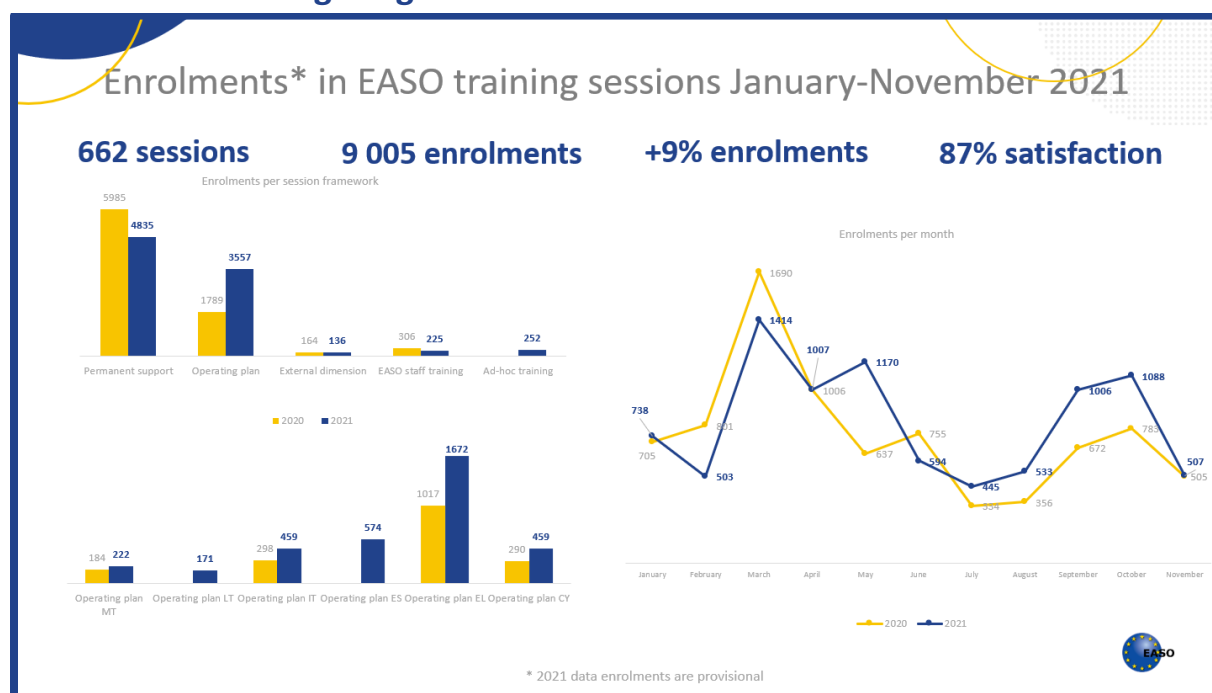
Aiming to enhance the capacity of national authorities regarding **access to the asylum procedure**, EASO Training and Professional Development Centre organised and delivered a series of training sessions on Registration, Communication and Information Provision to Asylum Seekers, Identification of Dublin Indicators, Trafficking of Human Beings (Level 1 – Identification of THB Indicators), as well as a series of tailor-made sessions on access to procedure, mainly focusing on vulnerability-related aspects.

Regarding the **asylum status determination procedure (first instance)**, EASO Training and Professional Development Centre continued to deliver a series of training sessions on EASO Training Curriculum core (Inclusion, Interview Techniques, Evidence Assessment); advanced and specialised modules (inter alia Interviewing Vulnerable Persons, Sexual Orientation; Gender and Gender Identity; Trafficking of Human Beings, Identification of Potential Exclusion cases; Exclusion etc), as well as on-the-job coaching sessions, targeting national asylum officials (caseworkers, quality focal points, quality officers etc), as well as EASO deployed staff (mainly caseworkers and team leaders).

Moreover, EASO Training and Professional Development Centre organised training sessions for EASO research officers supporting **national appeal authorities** based mainly on the following EASO Training Curriculum modules: Inclusion Advanced; Evidence Assessment; Country of Origin Information

In addition, training sessions on introductory modules or modules related to the legal framework were delivered to **EASO deployed staff** who have horizontal tasks. This supports them to develop an understanding of the Common European Asylum System and the procedures related to international protection. Finally, training sessions for **EASO deployed interpreters** have been organised throughout the year ensuring that the interpretation provided is of high-quality standards.

Overview of training in figures



Meetings Update



23rd Certification and Accreditation Working Group -12-13 October



Training National Contact Points - 26-27 October 2021



Training National Contact Points for Reception - November 9– 10 2021



Thematic Trainers Network Meeting - 01 December 2021

Certification and Accreditation Working Group – focusing on training quality assurance

In order to be a fully accredited qualifications provider, a robust training quality system should be in place. This will not be possible without the support of Member States and training quality assurance has therefore been the focus of recent meetings.

The meeting, held on 12-13 October 2021, focused specifically on the role of the national administrations in the process of ensuring the continuous enhancement of training quality through the implementation of the Training Quality Assurance Framework. CAWG members were presented with the next steps being taken as TPDC strives to become a qualifications provider. These include a framework contract which will enable us to enhance compliance with European Higher Education Quality Standards and also the launch of a feasibility study which will identify the most suitable National Qualifications Framework with which to align our training.

Participants attended from 13 EU+ countries (BE, DK, DE, EE, EL, FI, HR, IT, NL, NO, PT, SE and SK). The meeting provided an opportunity to discuss practicalities of implementing training quality assurance

processes in Member States during break-out sessions and these provided much appreciated feedback. Recommendations from CAWG members include:

- ▶ Involving Member State training departments at every stage. They see the quality assurance system as key to retaining quality trainers.
- ▶ Linking the feedback on training received at a national level with feedback collected on the EASO LMS. Some Member States would like to have only one evaluation.
- ▶ Creating 'quality' focus groups for sharing ideas with EASO but also between Member States and a bilateral communication channel between Quality Assurance focal point in Member states and an EASO counterpart who would be the interlocuter for one or more countries.

Planning ahead with Training National Contact Points

TPDC used a meeting with Training National Contact Points (26-27 October 2021) to present an overview of the upcoming developments related to training in 2021 as well as plans for 2022 including changes that the EUAA Regulation will bring to our training mandate.

During the 2-half day meetings several topics were tackled including:

- ▶ The development of foundation modules which will be useful for newly recruited asylum and reception officials as well as first-contact officers and any other professionals who need to gain a basic understanding of the asylum and reception context.

The presentation of the modules below was followed by break-out sessions.



- Introduction to the legal framework on international protection in the EU.
- Introduction to communication for asylum and reception practitioners.
- Introduction to Ethical and Professional standards.
- Introduction to vulnerability.

- ▶ Next steps in the certification process which has already started with our in-house trainers, who have successfully passed assessments and are now certified trainers. This involved following the new Becoming an EASO Assessor module, and – for a number of trainers - sitting for pilot RPL assessments in the CORE Modules. This process will now be rolled out in Member States, with the first sessions of RPLs and Becoming an EASO Assessor scheduled for Member States' participants at the end of 2021.
- ▶ Training Needs Analysis with breakout group discussions on practicalities of working more closely.
- ▶ Updates on the newly created role of Country Desk Coordinator (CDC) which has been welcomed by Training NCPs, as a means of ensuring closer, more personal communication, ensuring that EASO training support is tailored to the national context, and also as a means to facilitate training planning and regional training initiatives.

Training National Contact Points for reception - a new role



EASO's Training and Professional Development Centre, together with the EASO Reception Team, are supporting Member States to build capacity in reception, including in the framework of EASO's operational support.

We are currently expanding the range of training modules specifically targeted at Member States' national reception authorities and, in order to better communicate about these developments, we asked Member States to nominate a EASO Training National Contact Points (TNCP) for reception.

Their role is to act as liaisons with their respective reception authorities and EASO on training-related matters.

Kick-off meeting

The kick-off meeting of the newly establish Training National Contact Points for Reception took place, in virtual format on November 9th – 10th with 2-half days of interactive discussion.

A highly informative tour-de-table enabled the TNCPs for Reception to provide a quick overview of the current state of play in their respective countries based on the following topics:

- ▶ The size of their reception service (number of reception centres, type, centralized/ dispersed, etc) and a description of the staff structure
- ▶ Explanation on how they organise their staff training in reception (dedicated staff, or a training focal point, etc) and examples of reception-related training conducted in 2021

The TPDC had the opportunity to present an overview of the most relevant activities in 2021 and its vision for 2022. Several topics were touched upon, including:

- ▶ EASO Training: Current state of play
- ▶ Specific element of the Training cycle from training needs analysis, the development and upgrading of modules, the enrolment tool and training evaluation methodologies.

Participants were also given a comprehensive presentation of EASO Practical tools and guidance on Reception and Vulnerability.

The Member States Training needs for 2022 were also debated during the second day during breakout sessions. Some of the questions were related to the existing reception needs, the training needs to be addressed by EASO in 2022 and how EASO could better communicate with trainers from their administration.

First thematic Trainers Network Meeting

On the morning of the 1st of December 2021, EASO Training and Professional Development Centre organised the first Thematic Trainers Network Meeting, which focused on the EASO training module on Inclusion.

This was the first of a series of thematic meetings, which aim at creating networks of trainers in specific modules, being a space for closer communication, cooperation and support in the delivery of the respective training.

The EASO training module on Inclusion is one of the core modules and one of the fundamental trainings for almost all asylum officials. It is also one of the first modules to be restructured and will be launched in its new format in the first semester of 2022.

During this half-day meeting, 58 trainers from 13 Member States were introduced to:

- ▶ The changes in the restructured Inclusion training module and the new layout of the online training.
- ▶ New approaches on the delivery of crosscutting issues through the presentation of the new EASO training course for trainers, Asylum Core.
- ▶ The most recent jurisprudence from the European courts on topics relevant to Inclusion and
- ▶ The EASO case-law data base.

The trainers gave a general overview of the state of play regarding the delivery of the EASO training module on Inclusion in their Member States, as well as their future plans. They had the opportunity to discuss about the challenges that they face during the delivery of the module and proposed topics of discussion for the upcoming meetings

This first thematic Trainers' Network Meeting was the starting point for the next ones to follow in 2022 for other modules.

EASO Training Catalogue – Now available in all EU languages

Language versions of the EASO Training Curriculum Catalogue 2021 are available in all EU languages on the [Training page](#) of the EASO website.

The Training Catalogue gives an overview of the modules offered, their target group for each module, the learning outcomes, method of delivery and the duration of the training activities.





Announcing the first training programme organised for the profile of Junior Registration Experts

Since 2021 EASO is involved in training organised in the framework of the project 'Reinforcement of EASO's Asylum Support Teams', implemented by the Polish Ministry of Interior and Office for Foreigners, in partnership with the Ministry of Interior of the Czech Republic.

The project, financed by the European Asylum Migration and Integration Fund, aims at equipping 100 Member State officials with the necessary skills and knowledge in view of their potential future deployment in EASO operations, as part of the Asylum Support Teams. In the months of September– November, 19 asylum and migration officials from Austria, Bulgaria, Czech Republic, Hungary, Poland, Romania, and Slovakia followed the first training programme organised for the profile of Junior Registration Experts. The training programme, composed of two EASO training modules on Registration of applications for international protection and Identification of potential Dublin cases, as well as tailor-made sessions focused on EASO operations, was concluded with a five-day face-to-face training organised from 15 to 19 November in Warsaw.

Further training sessions are foreseen to be organised in the course of 2022. They will focus on additional profiles of Junior information provider and Flow Management Experts, Junior Vulnerability Experts in asylum procedures and in reception.

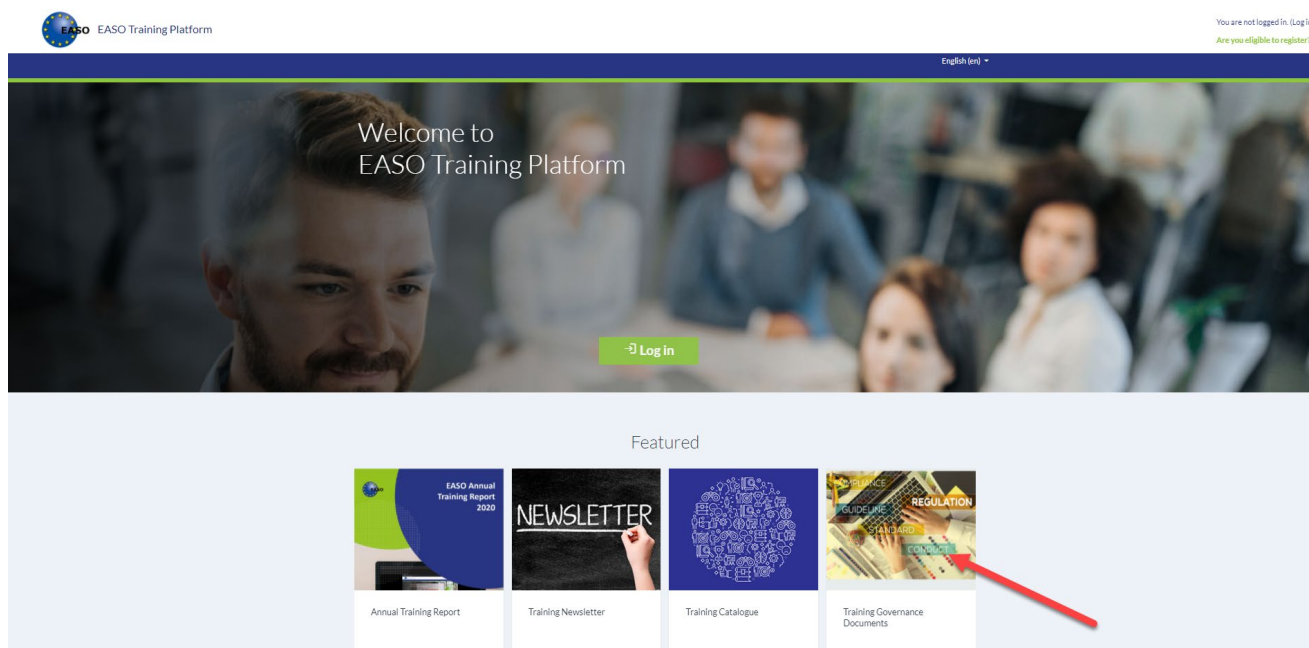
Nominations of interested officials to attend the upcoming sessions are currently being collected by the Polish Ministry of Interior. The call will remain open until 30th December 2021.

If you would like to receive further information on the project kindly contact EASO Training at training@easo.europa.eu.



EASO training Governance Documents are publicly available

You can now access and download in .pdf format all of the documents related to **EASO Training Governance** directly from the frontpage of the EASO Learning Management System. They are located under the “Featured” section of the LMS frontpage (see image below).



Here you will find relevant documents which should be consulted by all those participating in EASO training whether as a learner or a trainer. These include the EASO Training and Learning Strategy as well as the Code of Conduct for participants in EASO training activities and the Academic Misconduct Procedure. You will also find detailed information about how and when to make a complaint.

For those learners who opt to take assessments, there is information about how to make an appeal and also the protocol to follow when taking part in a remotely invigilated assessment.

The documents are publicly available, and you are not required to login to the EASO LMS to access the database and download the documents. You are also able to search the database of documents by keywords in the main title of the document, by using the search tab.

Training Plans 2022

In order to address the needs of different target audiences, we have created separate different Training Plans reflecting the EASO Training and Learning Strategy.

Train the Trainers plan – 2022

The target audience for this planner is the officials from national public administrations, in particular from national asylum and reception authorities, who will become trainers in the EASO training modules.

The training sessions here are offered without assessments.

EASO Annual Training Plan for Asylum & Reception Officials – 2022

This plan reflects the new, restructured EASO training curriculum and targets asylum and reception officials who wish to follow EASO training modules as learners.

Some of the newly restructured modules are designed as self-paced learning and their content is exclusively followed online, without a face-to-face (or webinar) session. Additionally, the learners are offered the possibility to take the accompanying assessments to ensure that the learning outcomes have been achieved.

The first set of these training sessions in the new EASO Learner's Curriculum will be rolled out in the beginning 2022.

Trainers Curriculum plan – 2022

This plan targets current and future trainers in EASO modules, including trainers who may wish to become EASO Certified Trainers and Assessors.

The Training and Learning Strategy of EASO includes the assessment of learning to ensure that learning outcomes have been met. In this context, the trainers must also go through a certification process proving that they have the knowledge and skills necessary to deliver and assess learning.

The assessment process is voluntary.

Recognition of Prior Learning - 2022

A procedure of Recognition of Prior Learning is available for existing EASO trainers who would like to become certified as well as other asylum and reception officials, to validate their existing knowledge, skills and competences in the respective EASO modules.

The participation in the RPL process has been launched and it is voluntary.

ESQF Toolkit – Supporting the practical implementation of the ESQF

We are pleased to inform you that we will be sending all Member States copies of the ESQF Toolkit which supports the practical implementation of the European Sectoral Qualifications Framework throughout the training cycle.

The informative package will support the practical use of the European Sectoral Qualifications Framework (ESQF) matrices. The 'ESQF Toolkit' provides supporting documents such as a Practical Guide, and two pocketbooks: Q&A and Using the ESQF in Practice. There is also a brochure containing the matrices and two posters. All elements are included in a hardback folder.

A full launch will take place after the inauguration of the EUAA. A re-edition of the ESQF Toolkit will be made available in all languages after having been updated to reflect any changes which may occur under the new EUAA mandate. *Occupational and Educational standards are available in all Member State languages on the [Training page](#) of the EASO website and the Transition Communication Space on the EASO LMS.*

- European Sectoral Qualifications Framework: Occupational Standards [EN]^{NEW} [BG] [CS] [DA] [DE] [EL] [ES] [ET] [FI] [FR] [GA] [HR] [HU] [IT] [LT] [LV] [MT] [NL] [PL] [PT] [RO] [SK] [SL] [SV]
- European Sectoral Qualifications Framework: Educational Standards [EN]^{NEW} [BG] [CS] [DA] [DE] [EL] [ES] [ET] [FI] [FR] [GA] [HR] [HU] [IT] [LT] [LV] [MT] [NL] [PL] [PT] [RO] [SK] [SL] [SV]

The matrices

To make it easier to immediately identify whether the matrix is occupational or educational standards we have used a **colour code**.

The shades reflect increased complexity

The competence areas differentiated by **colour**

Levels of information - 1

- Posters
- Brochure with introduction and matrices

ESQF Questions & Answers

What is the background to the ESQF?

In 2010, ESQF formed the Qualification and Learning Framework (QLF) as a response to the need for a common framework for the recognition of the ESQF Learning Outcomes after having implemented a pilot programme for recognition of non-formal and informal learning. The QLF is a response to the need for a common framework for the recognition of the ESQF Learning Outcomes after having implemented a pilot programme for recognition of non-formal and informal learning. The QLF is a response to the need for a common framework for the recognition of the ESQF Learning Outcomes after having implemented a pilot programme for recognition of non-formal and informal learning.

What is a qualifications framework?

A qualifications framework is a reference grid of learning outcomes that can be used to describe the level of complexity of the learning. The primary aim is to reflect the degree of qualifications and, thereby, competence. However, the framework can also be used to describe the level of the learning outcomes themselves. The ESQF is a response to the need for a common framework for the recognition of the ESQF Learning Outcomes after having implemented a pilot programme for recognition of non-formal and informal learning.

What exactly are 'learning outcomes'?

Learning outcomes mean elements of what a learner knows, understands and is able to do on completion of a learning activity, which are defined in terms of knowledge, skills and competences.

What is the aim of the ESQF?

The European Qualifications Framework (ESQF) is a response to the need for a common framework for the recognition of the ESQF Learning Outcomes after having implemented a pilot programme for recognition of non-formal and informal learning. The ESQF is a response to the need for a common framework for the recognition of the ESQF Learning Outcomes after having implemented a pilot programme for recognition of non-formal and informal learning.

Levels of information - 2

Questions & Answers pocketbook
- provides context and background

Using the ESQF in practice

You are responsible for planning training:

How can you use the ESQF during the needs analysis phase?

1. Identify completely new skills which are needed for the training.
2. When a new group of skills between you and them.
3. When the training is needed to support a change in the way of working.

Levels of information - 2

Using the ESQF in practice pocketbook
- Quick guide for target users

ESQF Practical Guide

Levels of information - 3


The ESQF Practical Guide provides in-depth information

How to Use the ESQF within the Training Cycle

The training cycle, namely, needs analysis, design/development, implementation and evaluation, presents a useful structure to consider the application of the ESQF package for EASO and EU countries.

Training Needs Analysis

The ESQF can be used for training needs analysis. There are several approaches to training needs analysis (TNA). The ESQF can be used for TNA in several ways. It can be used to identify the skills and competences needed for a specific task or role. It can be used to identify the skills and competences needed for a specific job or position. It can be used to identify the skills and competences needed for a specific function or activity.



Needs analysis to identify training needs

Needs analysis to identify training needs is a process of identifying the skills and competences needed for a specific task or role. It is a key part of the training cycle and is essential for ensuring that the training is relevant and effective. The ESQF can be used to support this process by providing a common framework for the recognition of learning outcomes.

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Meet a newly certified EASO Assessor




My name is Annica Dahlqvist and I work at the communication unit of the Swedish Migration Agency. I have many years of experience as a senior case officer behind me. I currently work as a press liaison, trainer on asylum issues in general and as an expert on gender, LGBTQIA+ and vulnerability issues.

I have been a national and international trainer with EASO since 2013. I have trained participants all over Europe in the core modules Inclusion, Interview Techniques and Evidence Assessment and the specialised modules Gender/SOGL and IVP. I have given trainings both in the member states and in the external dimension. I also participated in the development of the Gender/SOGL and the IVP modules at EASO and am currently working as a content expert in the development of the new EASO gender training.

After taking the 'Becoming an EASO Assessor' Module successfully, would you say it is relevant for existing trainers? Why?

Yes, very relevant. I especially welcome the very structured and transparent model for assessing and grading. As an existing trainer I of course already know how to assess and give feedback in my particular training sessions but grading rubrics makes the task so much easier. It enables me to feel a certainty that my assessments are on point. Earlier, co-trainers would have to discuss and agree beforehand on the level that had to be achieved by a learner in order to pass an assignment and that level always differed depending on teaching style, experience and the skills of the trainer. I believe that it is very important in a context like EASO's, where so many actors from so many different countries and cultures are cooperating, to create a training system with mechanisms aiming for fairness and predictability instead. This is key to achieve a training




program of high quality where a certification of a learner has a real value and can be used to show a case workers actual skills and knowledge.

How does the 'Becoming an EASO Assessor' Module help trainers in their (new) role as assessors?

Beside the clear and specific tools for assessment that I already mentioned I find that the verification process of grades awarded is very helpful. It guarantees that my grades are correct according to the marking rubrics of each specific learning outcome and also helps me develop as an assessor since it contains a cooperation element with the verifier that might give me valuable insights on my own work as an added value. As a verifier I also add to the quality of the assessment which is an important role. However, the real winner in such a system with both an assessor and a verifier is the learner who should be able to feel safe and sure that the assessment is fair and correct and that the possible bias of an assessing trainer will be eliminated by this control mechanism.

What did you like the most in the new Module?

I really appreciated the simplicity of the module combined with the high level of testing. I found the knowledge and explanations given in the e-learning completely relevant and didactically sharp and the examination held a high level of seriousness and professionalism. After passing advanced tests both of my knowledge and my practical skills and I successfully passed the training, I now feel sure that I really am a certified assessor and verifier in the eyes of EASO. I have always liked the idea of certifying EASO's training program to further advance in quality and measurability of quality. I feel honoured to be a part of this exciting work.





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Seasonal Greetings

On behalf of the team, I wish you all, your families, relatives and loved ones a wonderful end of year and the very best for 2022. We look forward to continuing our fruitful cooperation!

Rachelle Cortis

Head of Training and Professional Development Centre (a.i.)



You can find [EASO's Season's Greetings video](#) on the EASO YouTube Channel as well as other videos which you may find of interest.