



Training Digest

The EUAA Training & Professional Development Centre



What's new?

Training Digest

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June 2022

This issue covers the first semester of 2022 and contains the latest news and developments at the Training and Professional Development Centre.

You will also find the Trainers' Corner targeted at our network of trainers.

For the first time, you will receive a summary version of the newsletter via email. We encourage you to forward the email to your trainers and anyone else in your organisation involved in training.

We wish you an enjoyable read!



Welcome message

Dear All,

Welcome to the first edition of the EUAA Training Digest.

This has been an eventful year for the Professional and Development Centre. We became an EUAA Agency; adopted the Learning and Training Strategy; expanded our training operations to 11 Member States receiving operational support from the Agency; launched the first certified versions of the modules; designed and provided dedicated training sessions to help you implement the Temporary Protection Directive in the context of the Russian invasion in Ukraine.

Without any doubt, all this led to an increasing workload. However, we remained focused on one main goal: to provide you with high quality training solutions enabling your administrations to onboard new staff members rapidly but in a credible manner and to upskill your current workforce by providing them with an opportunity to transfer skills and be better prepared in times of crisis. Also, to motivate and retain your staff by providing learning opportunities.

During this journey, each one of us within the Centre has embarked on a learning journey during which we questioned our methods, our practices, our way of doing things but with one aim in mind - to offer you a high quality, fit-for-purpose European Asylum Curriculum as a concrete tool leading to convergence of practices on the ground.

We look forward to continuing strengthening our collaboration during this second semester!

Rachelle Cortis

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



EASO becomes the EUAA

As this is our first newsletter since we transformed from a support office to an agency¹, we wanted to highlight what the new regulation will mean in practice.

Not only will the new EUAA mandate result in numerous benefits to the proper implementation of the CEAS, it also strengthens the agency's mandate in the area of training, which is explicitly mentioned, including training in reception-related areas.

The EUAA Regulation

1. The Agency shall establish, develop and review training for members of its own staff and members of the staff of relevant national administrations, courts and tribunals, and of national authorities responsible for asylum and reception.

2. The Agency shall develop training as referred to in paragraph 1 in close cooperation with Member States and, where appropriate, with the European Border and Coast Guard Agency, the European Union Agency for Fundamental Rights [...], and relevant training entities, academic institutions, judicial associations, training networks and organisations.

3. The Agency shall develop a European asylum curriculum taking into account the existing cooperation within the Union in the field of asylum in order to promote best practices and high standards in the implementation of Union law on asylum.

Member States shall develop appropriate training for their staff pursuant to their obligations under Union law on asylum on the basis of the European asylum curriculum and shall include core parts of that curriculum in that training.

What changes for training? ...Let's take a look at Article 8

4. The training offered by the Agency shall be of high quality and shall identify key principles and best practices with a view to ensuring greater convergence of administrative methods, decisions and legal practices, while fully respecting the independence of national courts and tribunals [...]

6. The Agency shall take the initiatives necessary to verify and, where appropriate, ensure that the experts, including experts not employed by it, who participate in asylum support teams have received the training relevant to their duties and functions that is necessary for their participation in the operational activities organised by the Agency.

The Agency shall, where necessary and in advance of or upon deployment, provide the experts referred to in the first subparagraph with training which is specific to the operational and technical assistance provided in the Member State concerned (the 'host Member State').

7. The Agency may organise training activities on the territory of a Member State or a third country in cooperation with that Member State or third country.

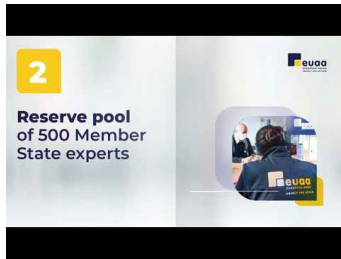
5. The Agency shall provide general, specific or thematic training as well as ad hoc training activities, including by using the 'train the trainers' methodology and e-learning.

In relation to reception, the mandate provides a solid ground for providing more support and for developing and implementing additional training in the field of reception, in response to the emerging needs of both EU+ and non-EU countries.

Following the related mention in the regulation, the EASO Training Curriculum has been renamed the **European Asylum Curriculum**. Coincidentally, this was the name of the curriculum taken over by EASO in 2011.

¹ With the formal signing by co-legislators on 15 December 2021 and publication in the *Official Journal of the European Union* on 30 December, Regulation (EU) 2021/2303 (!) concerning the establishment of a European Union Agency for Asylum entered into force.





For the series of videos 'From EASO to the EUAA – what will change?' click [here](#)

Don't forget to subscribe to the EUAA YouTube channel

Towards an EUAA Academy

So, in practice, how are we making sure that the EUAA delivers high-quality training? In short, we are focusing on the following aspects:

- Quality of content – fit-for-purpose design of the training activities
- Quality of delivery and learners' experience
- Quality of outcomes – reliability, consistency and comparability of the training outcomes regardless of the place and mode of delivery

All developments and improvements in the area of EUAA training design, delivery and quality assurance enable us to achieve another strategic goal, which is establishing the EUAA Academy – a fully and officially recognised qualifications provider. This status will greatly improve learners' experience by facilitating official recognition of EUAA training outcomes – certificates, qualifications, degrees, etc. across all EU Member States and beyond.

We will update you throughout the procedure – watch this space!

Welcome to the first EUAA certified trainers.

At the end of last year, the Agency launched a procedure to certify experienced trainers through the roll out of assessments and a specific module to gain the necessary skills to assess learners. This milestone means that Member State authorities are now able to assess whether their learners have achieved the defined learning outcomes and can therefore demonstrate that they have the knowledge and skills to perform their tasks according to good practice and in line with the Common European Asylum System. **See Trainers' Corner for more information about how to become an EUAA certified trainer.**



Training Quality – new governance documents approved

A new mandate – a new training strategy

We are pleased to announce that the Management Board has adopted the new EUAA Training and Learning Strategy, laying down the general principles and strategic orientation for the Agency’s activities in the field of training.



This Strategy replaces the previous version of the EASO Training Strategy (2019) and outlines the principles that guide the EUAA in the implementation of its mandate in the area of training. The EUAA Regulation states that the Agency ‘shall establish, develop and review training for members of its own staff and members of the staff of relevant national administrations, courts and tribunals, and of national authorities responsible for asylum and reception’. In addition, Article 8(4) of the regulation emphasises that the training offered by the Agency is required to be of high quality. **Click on image for link to document.**

The EUAA Training and Learning Strategy focuses on the following principles:

- ▶ The Agency will continue to take an open, constructive and dynamic approach to its training; however, it will uphold the highest standards of quality, efficiency and transparency.
- ▶ The Agency will continue to cooperate closely with various experts who will contribute to designing and delivering its training and learning material. This expertise will come primarily from Member States’ asylum and reception authorities, but also the European Border and Coast Guard Agency (Frontex), the European Union Agency for Fundamental Rights (FRA) and other relevant entities. The EUAA Regulation also specifies that the Fundamental Rights Officer and the Consultative Forum need to be consulted on the European Asylum Curriculum (EAC). The EAC is one of the EUAA’s practical tools contributing to the effective implementation of the CEAS and covers the entire field of international protection.
- ▶ The EUAA’s training and learning activities target primarily Member States’ asylum and reception authorities, but in accordance with the EUAA Regulation, the Agency will broaden the scope of these activities to other relevant national authorities in the Member States.

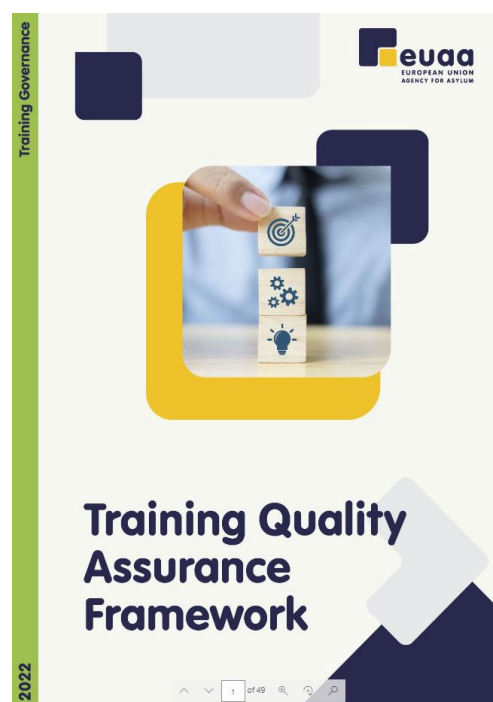


- ▶ With the implementation of the Strategy, the EUAA will continue to support Member States through the continuous development of the EAC, which aims to promote best practices and high standards in the implementation of Union law on asylum and reception. Member States will be able to provide their staff with high-quality training based on the EAC and in accordance with their obligations under Union law on asylum. In particular, Member States are required to include core parts of that curriculum in the training provided to their asylum and reception officials.
- ▶ The Agency is committed to the highest standards of professional and ethical behaviour in all its training activities. Therefore, it will develop and manage a Code of Conduct for participants in EUAA training activities, and a training complaints procedure so that violations of the Code may be brought to the attention of the EUAA for adequate investigation and follow-up.
- ▶ The continued commitment and involvement of Member States is crucial to the implementation of the Strategy.

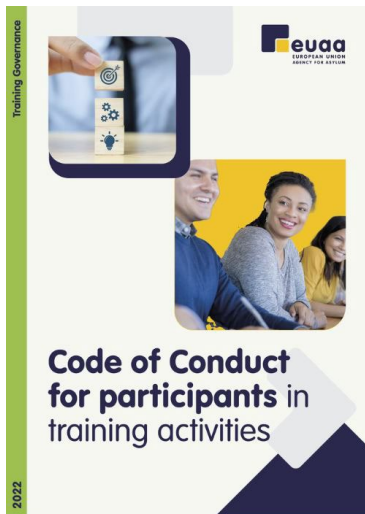
The Training Quality Assurance Framework

In order to implement the EUAA Training and Learning Strategy, the Agency has developed a Training Quality Assurance Framework (TQAF) based on the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015).

The ESG 2015 are used by institutions and quality assurance agencies as a reference document for internal and external quality assurance systems in higher education. The Agency has also taken into consideration the EU education and training framework, including the Bologna and Copenhagen principles and the European Qualifications Framework for lifelong learning. The objective of the TQAF is to outline the quality assurance system for the EUAA's training activities and to detail the procedures and methods in place to ensure that the training offered by the Agency is of the required quality.



Code of Conduct



The Agency is committed to the highest standards of professional and ethical behaviour in all its training activities. Therefore, it will develop and manage a Code of Conduct for participants in EUAA training activities.

The agency will continue to contribute to the development and strengthening of the knowledge, skills, responsibility and autonomy of asylum and reception officials, upholding common standards, and enhancing the overall implementation of the CEAS. This also means maintaining high quality standards wherever training is delivered.



Annual Training Report 2021 – an overview of training activities

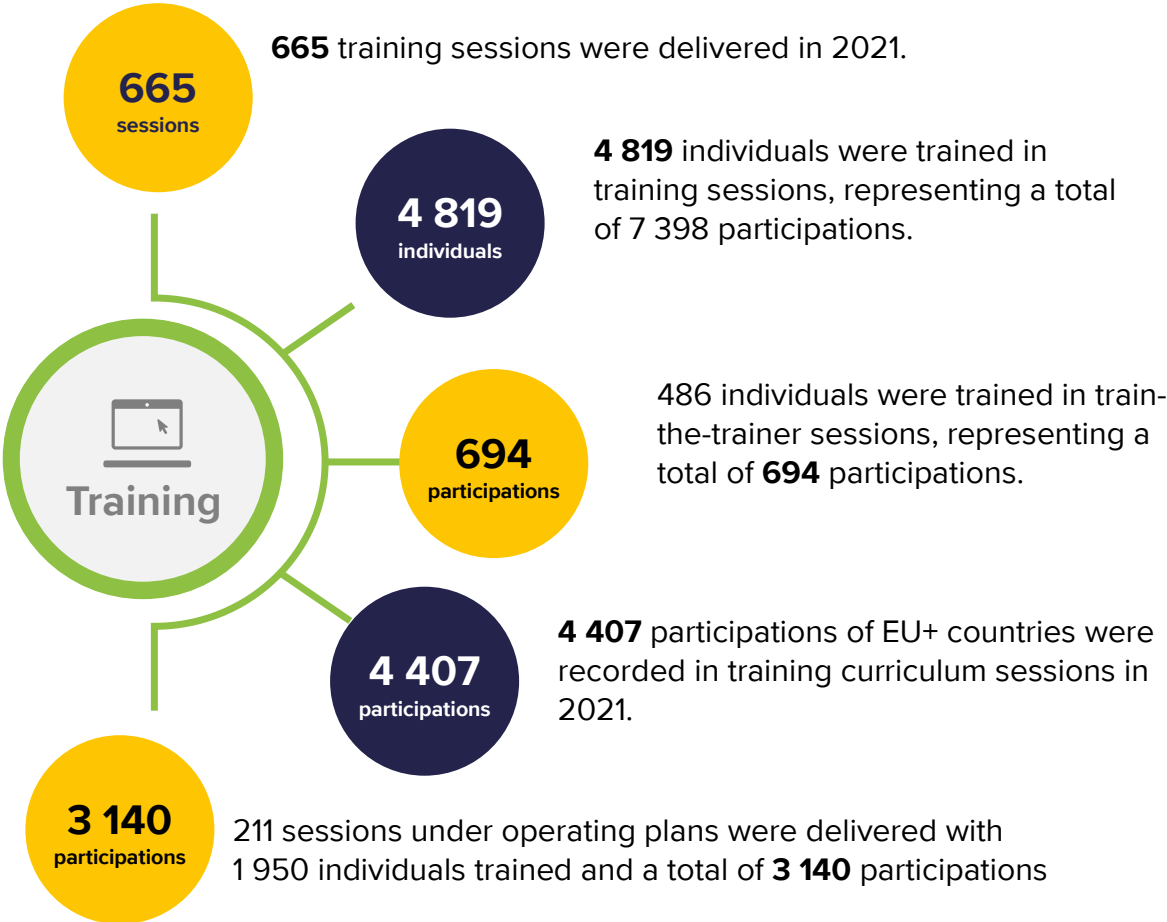
The 2021 Annual Training Report is now available on the EUAA website [here](#).

You will find facts and figures about EUAA training activities as well as the background story to some of the key developments during the year



In 2021, the total number of participations in training sessions reached **7 398**. Overall participations slightly decreased by 6 % compared to 2020. However, participations in training activities within operating plans (standard courses, on-the-job coaching and tailor-made courses) saw an increase of 57 %.

Key figures of training activities in 2021



Monitoring feedback from training activities 2021



The Agency takes participant feedback into account to promote a culture of continuous improvement and student-centred learning, striving to ensure that the training it provides is appropriate and takes place in a supportive and effective learning environment. The following figures highlight a high **satisfaction rate** overall.



Standing with Ukraine – harmonising the welcome of refugees through training

As the EUAA rapidly mobilised to offer support to countries that are providing protection to persons displaced by the war in Ukraine, one of the areas of support is the provision of



specialised training to enable national authorities to rapidly build capacity to cope with the sudden influx. This tailored training is also available to staff of NGOs mandated by national authorities to provide support.



The main target learners are information providers, registration officers and first line reception officers. The content focuses on the acquisition of practical skills which can be applied to the specific situation and tasks to be performed.

The numbers are impressive – as of mid-June 36 sessions have been delivered and 722 individuals have been trained.

The training provision includes introductory level modules covering topics such as the legal framework and fundamental rights, the identification of vulnerable persons including potential victims of human trafficking and communication with persons who have faced traumatic events as well as children. Furthermore, the EUAA is also supporting Member State authorities in the implementation of the Council Decision of 4 March 2022² granting temporary protection status to those who have escaped the war in Ukraine. As this is the first time that the Temporary Protection Directive has been activated, the EUAA is actively training national authorities and officials on its proper implementation.

Testimonial:

“It was so useful for us to get proper training to make sure that all the information we are giving is in line with EU standards [...] the training enabled us to provide quality and timely assistance [...]. I would definitely recommend the training to any professional working in the field especially those who are involved in informing beneficiaries about their rights!”

Ana Cojocaru, Legal adviser for National Romanian Council for Refugees (CNRR)

A brochure outlining the training support offered in the context of the war in Ukraine is available [here](#).

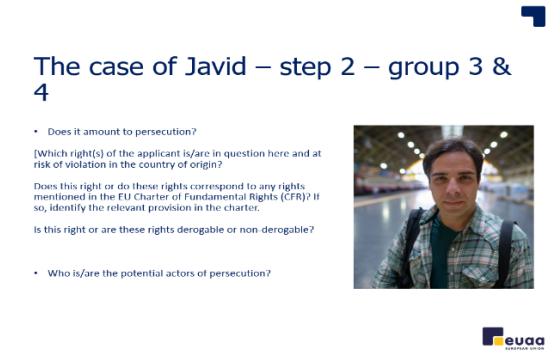
All registrations for the training sessions are to be sent to the EUAA by the Training National Contact Points.

² Council Implementing Decision (EU) 2022/382 of 4 March 2022 establishing the existence of a mass influx of displaced persons from Ukraine within the meaning of Article 5 of Directive 2001/55/EC, and having the effect of introducing temporary protection



New Continuous Professional Development (CPD) training on Afghanistan

In close collaboration with colleagues from the Asylum Knowledge Centre, we delivered a specific continuous professional development training session to update Member State officials about the emerging situation in Afghanistan.



The short, practical session on ‘Inclusion of applicants for international protection from Afghanistan’ was open to specialised Member State trainers, who were already active members of EUAA’s trainers’ pool. The training took place of 17 February and was attended by trainers from 8 EU+ countries.

The session dealt with the eligibility of Afghan citizens for refugee status and subsidiary protection, in light of the current legal framework and taking into account both individual factors, as well as the country situation. It started with brief presentations of the country context in Afghanistan based on the most up-to-date Agency resources, in particular the Country Guidance – Afghanistan and Country of Origin Information reports. Trainers then worked on several case studies, having the opportunity to exchange practices and to use the existing resources, while also reflecting about how these activities may be replicated at national level.

Future CPD training sessions can be delivered depending on requests and will reflect, as applicable, any new developments of EUAA resources such as Country Guidance or Country of Origin Information.



Training Plans, catalogue, videos and more on the EUAA website

Since we became the EUAA, we have updated the [training pages on the EUAA website](#). There are quick links to the [LMS](#) and the [Training catalogue](#) from the 'About EUAA training' page.



The EUAA has a centre of expertise dedicated to training and professional development.

Related content

- [Learning Management System \(LMS\)](#)
- [Training catalogue](#)
- [EUAA Training and Learning Strategy](#)



You can find the **training plans** on the 'Training Activities' page of the new EUAA website.

Our goal is to build capacity and consolidate skills whether it is in the context of permanent support to Member States, in the context of operations or providing training support to third countries.



[> Training plans](#)

Related content

- [EUAA Operational Assistance](#)
- [Annual training report 2020](#)
- [Annual Training Report 2020 Executive Summary](#)

Training plans

- EUAA Train-the-Trainer Plan**
This plan targets asylum and reception officials who will become national trainers in the EUAA training modules
- EUAA Recognition of Prior Learning Plan**
This plan targets in particular EUAA trainers who would like to become certified, as well as asylum and reception officials who would like to undertake relevant assessments in order to demonstrate that they have achieved the learning outcomes of the respective Modules.
- EUAA Trainers Curriculum Plan**
This plan targets current and future trainers in EUAA Modules, including trainers who may wish to become EUAA Certified Trainers.
- EUAA Training Plan for Asylum and Reception Officials**
This plan targets asylum and reception officials who wish to follow EUAA training modules as learners and offers them the possibility to take accompanying assessments.
The Foundation Modules included in the plan are based on self-directed learning, their content is exclusively followed online, without a face-to-face session or webinar.
- Planner for Training Support in the context of the war in Ukraine**
This plan provides EUAA training support offered in the context of the war in Ukraine.



Think about saving the website to your favourites!



Meet the team - Adam Carter

Adam is a Senior Training Research and Analysis Officer in the Training and Professional Development Centre. He coordinates training evaluations through membership of the EUAA Quality Review Taskforce, and he carries out ongoing monitoring and reporting activities within the centre. He also manages contracts with external remunerated experts and training needs analysis.

“I joined the EUAA (then EASO) in February 2020. Previously, I worked in academia for seven years, during which time I set up and then taught on a postgraduate certificate course in education studies. It gave me experience at every step of the course development process, from design and accreditation to implementation (i.e., teaching), and finally to feedback and evaluation. That experience was very useful for the tasks that I have been doing in C2 and our work towards becoming a fully accredited qualifications provider.

Before working in academia, I spent two years in the institutions in Brussels (European Committee of the Regions) and in Luxembourg (European Investment Bank) doing traineeships and working as an interim.

Passionate about our journey to become an Academy for Asylum and Reception Officials

Working at the EUAA has enabled me to meet a diverse group of people with interesting backgrounds who I would not have met otherwise. In a more practical sense, developing my project

management skills and knowledge of EU public procurement rules has been useful!



In my spare time, I enjoy cooking, watching documentaries, hiking, and kayaking. A few years ago, I hiked the Camino de Santiago and last summer I kayaked the coastline of Gozo.

Motto or personal mantra?

“Don’t ruin a good today by thinking about a bad yesterday. Let it go.”

Meetings



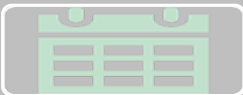
27 - 28 September - **26th Certification and Accreditation Working Group Meeting**



29- 30 September 2022 - **EUAA Trainers' Conference**



11 - 12 October 2022 - **Asylum Training National Contact Point meeting**



08 - 09 November 2022 - **Reception Training National Contact Point meeting**



A welcome return to face-to-face meetings

The 25th Certification and Accreditation Working Group meeting held on the 9 and 10 of June, took place in a hybrid format. It is clear from the very positive feedback that the opportunity to finally meet up in Malta was much appreciated and the feeling was mutual!



The meeting was attended by 12 members in person and 4 online participants from 14 EU + countries. Many of the participants have been part of the working group for many years and welcomed being able to meet their counterparts again. For new members, they enjoyed meeting everyone for the first time to exchange ideas and practices with representatives from other Member States.

Focus on collecting reliable training data and feedback

The workshops and discussion points centred on enhancing training quality by collecting reliable data and feedback which can feed into a cycle of continuous improvement. See the Trainers' Corner article on the importance of completing the attendance list – without it, the session is not officially 'completed' and the learners do not have access to the feedback form.

Allocating time for training – sharing good practice

Participants also shared good practice and experience as regards providing learners with adequate time to complete training and ensuring that trainers have enough time to prepare and deliver training. Since national trainers and learners are asylum and reception officials take time out from their day-to-day duties to deliver or follow training, it is important that the



allocation of time is sufficient. As always, the feedback from these workshops will be used by us to reflect on how we can best support the needs of Member States in the area of training quality enhancement.

Building a pool of EUAA certified trainers for learners

The final workshop was a 'sailboat challenge' brainstorming activity which combined a discussion about Member State uptake of certified training so far and the practical steps needed to facilitate existing trainers up-skilling to become EUAA certified trainers.

Journey towards the EUAA Academy - retrospective and how we move forward

INTRODUCTION
As CAWG members, you have already been vital members of the 'Transition Crew' and have guided us on how changes can be practically implemented in your Member States. We would now like to reflect on what has already been achieved in the transition process and the practical steps to be taken next. Specifically as we strive to build a pool of certified trainers in order to fully roll out certified training for learners who would like to demonstrate that they have achieved the intended learning outcomes of modules they have taken.

PEOPLE 2 to 4
TIME 1 hour
DIFFICULTY Low

What incentives trainers and learners to enrol for assessments?

How can the EUAA crew help more?

What are the next practical steps?

What discourages trainers and learners to enrol for assessments?

Which intermediary beacons are needed on the way to the destination?

What factors are holding you back?

Share your feedback



TRAINERS' CORNER

Interested in becoming a certified trainer?

What do we mean by 'certified training'?

Certified modules are followed by an assessment which allows the learner to demonstrate the achievement of the intended learning outcomes. Successful completion of the assessment shows that the learner has the knowledge, skills and competences to perform their duties and tasks in the area of asylum and reception.

We use a learning outcomes approach when designing our training to ensure that our learners (officials working in the field of asylum and reception) are equipped with the knowledge and skills they need to perform their jobs. And now we are providing learners with the opportunity to demonstrate that they have successfully achieved that knowledge and skills through the assessment of the module learning outcomes. This is what we call 'certified training'

*Nina Gregori,
Executive Director of the EUAA*

You are part of our network of Member State trainers who deliver training in your national context.

As we begin to roll out certified training, we are giving you, our existing trainers, the opportunity to become certified too. This means that you will be able to deliver certified training sessions to learners in your Member State.

Watch this video to find out more



In the spotlight – Our first national EUAA certified trainer for trainers.

Daniel Kaspar, a highly experienced national trainer in the core modules is looking forward to applying his newly acquired skills as an EUAA certified trainer for trainers.

After having worked for many years as a case worker, I now work in the Legal Unit of the Finnish Immigration Service as a Quality Assessor. I am also National Contact Point for the EUAA Asylum Processes Network.



My career as an EASO/EUAA trainer began in 2009, when I became a national trainer for Inclusion. Since then, I have also become a trainer in Interview Techniques (nowadays Asylum Interview Method), Evidence Assessment and Interviewing Vulnerable Persons. I have given national trainings in these four modules for many years now and I have delivered train-the-trainer sessions in Evidence Assessment.

I have also worked as a content expert and participated in the development of

the module 'Introduction to International Protection' (now restructured and available as the new foundation module 'Introduction to the legal framework on fundamental rights and international protection in the EU') and as well as developing EUAA tools for quality assessment.

Representing Finland at the Certification and Accreditation Working Group (CAWG)

I am Finland's representative in the CAWG. As such, I am very much involved in the Agency's journey to become a fully recognised qualification provider. Therefore, I felt that as a member of the working group, it was important to know first-hand how the certification of trainers works and what it entails. As a trainer myself, I saw it as a way to broaden and improve my skills by taking the two additional modules – Becoming an EUAA Assessor and the Thematic course for trainers on Asylum Core.

A simplified procedure

As I had delivered all three core modules already multiple times, there was no need for me to take any assessments, prior to taking the Becoming an EUAA Assessor module or the Asylum Core module. This simplified procedure made my decision easier, as I did not have to separately review materials or pass an assessment. The EUAA considers that a trainer who has delivered a module 3 times or more is an experienced trainer.

Note: Existing trainers who have delivered fewer than 3 times can validate their knowledge by taking the assessment for the corresponding content module – watch the [video](#) featured in the previous article to find out more.



The added value of the Asylum Core – sharing experiences with other trainers

The Thematic course for trainers on the Asylum Core modules provides trainers with tips and explores, how the three core modules interlink. I think this module will be most helpful for newer trainers, or trainers that do not train on all three core modules. I enjoyed it very much and got helpful tips and tools, for example on how to better explain more difficult concepts. The face-to-face session was also a great opportunity to discuss these matters with other experienced trainers. Something I would like to be able to do more often.

What's next?

I will continue delivering national training sessions, but now as an EUAA certified trainer, I will be able to deliver certified session nationally whenever there is a decision to deliver certified training. Until then, I will be available to apply my newly acquired skills as a trainer in certified training sessions elsewhere, for example at the EUAA in Malta.

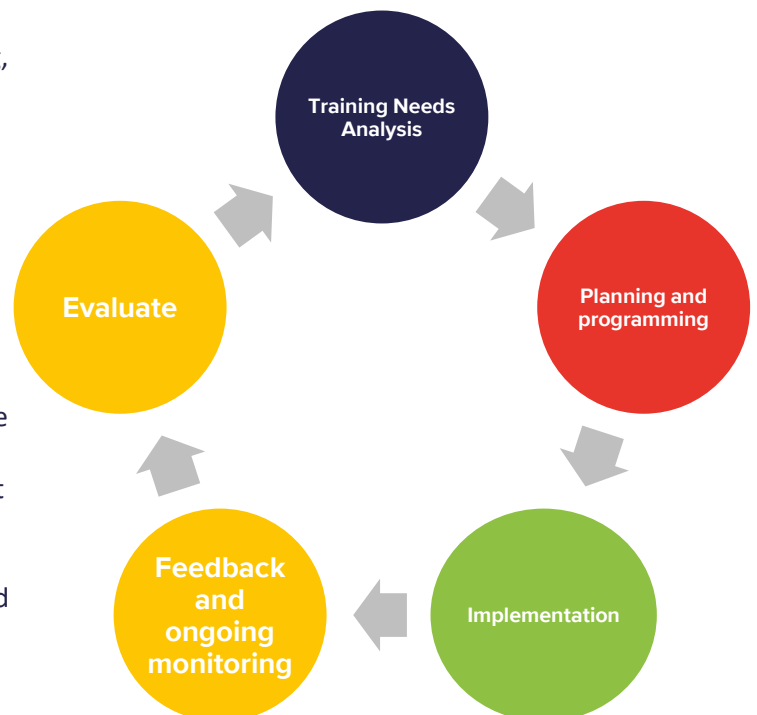
Helping us improve – your role as trainers

In order to continuously improve EUAA training, we need to collect reliable and valid training data. This helps us to monitor how well the training is functioning and evaluate what could be improved. The data is also useful for planning and resource allocation. As trainers, you play a vital role in this data collection by

1 > completing the attendance list to let us know who completed the training. We count sessions and participations on completion. If we do not have the attendance list, the session remains 'uncompleted' and participants are not able to complete the feedback forms.

2 > ensuring that feedback forms are completed by learners and trainers for each session.

- ✓ **Data on enrolment and completed participations help us understand the level of uptake for modules, as well as non-completion rates.**
- ✓ **Good feedback information provides an opportunity for students to engage with the process of refining training and for trainers to reflect on the content and delivery of a module.**



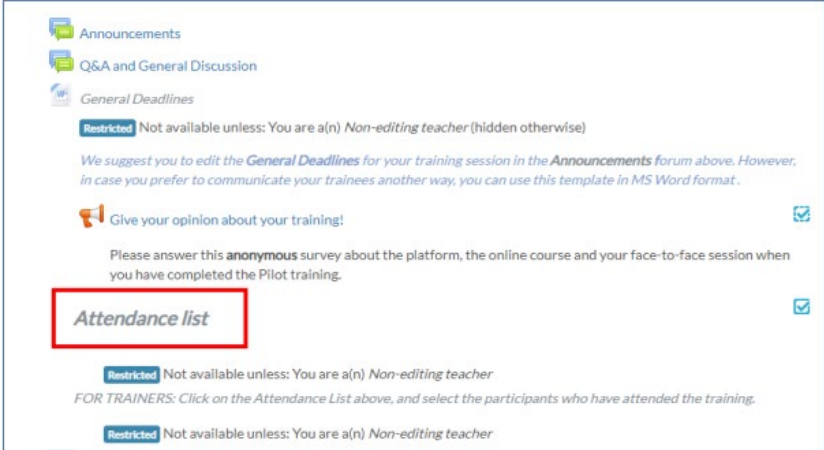
Guide to using the attendance tracking tool

Why? Attendance records filled in by trainers are crucial for EUAA data reporting. Also, in most of the modules, it limits the students from completing feedback form activity.

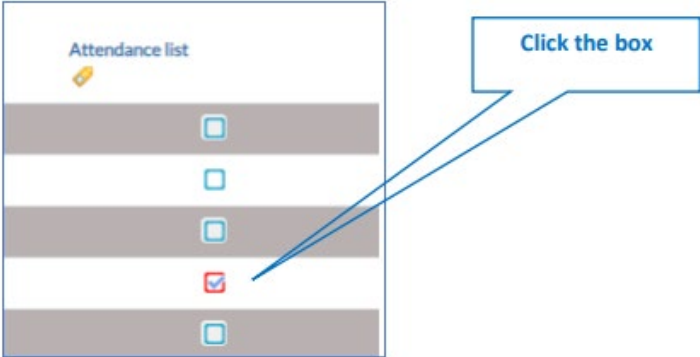
What? The attendance tracking tool has been created to record the physical/virtual attendance of the participants in your Face-to-face or virtual

How? Please follow 5 easy steps detailed below to fill in attendance records for your students

- 1. Login to LMS [here](#).
- 2. Open the training sessions completed by you as trainer
- 3. Go to the Attendance list as per below image



- 4. Fill in attendance record for the learners as per below:



N.B: The full Guide is always being attached in the session confirmation e-mail. Should you need any assistance with this process, please refer to the Online Attendance Record User Guide or contact e-learning Helpdesk Team (see contact list)



Contact list:



For general enquiries about EUAA training - training@euaa.europa.eu



Dedicated mailbox for Training National Contact Points - training-ncp@euaa.europa.eu



For any questions regarding online learning - elearning@euaa.europa.eu



Dedicated mailbox for members of the Certification and Accreditation Working Group - certification@euaa.europa.eu



For requests and enquiries about translations - training.translations@euaa.europa.eu

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