

The EASO Training & Professional Development Centre

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8th Edition

October 2021

Dear All,

We are delighted to welcome you to read our newsletter which contains the latest news and developments at the Training and Professional Development Centre.

We wish you an enjoyable read!

Restructuring EASO Training Curriculum - Updates

Foundation and introductory modules – a solid base for building learning paths



As you know, we are currently restructuring the EASO Training Curriculum to ensure that our training is more learner-centred. This means that we will offer shorter modules so that learners can build a learning path that is relevant for their specific tasks. We have also made sure that there are no overlaps regarding content.

We noticed that most of the previous overlaps concerned fundamental knowledge and skills which were deemed essential to understanding the content. We therefore decided to

identify these fundamentals and create short online modules dedicated to building a strong foundation of transversal knowledge and skills that can then be applied in either the asylum or reception context.

These foundation modules and introductory modules 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 newly structured EASO training curriculum comprises of four foundation modules which will be applicable to asylum and reception professionals covering several horizontal tasks:

- ▶ 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

The module on “**Introduction to the legal framework on international protection in the EU**” aims to provide learners with basic knowledge on the key legal provisions related to international protection in the European Union, according to international and EU legislation. It provides the learner with knowledge of the most relevant fundamental rights in the context of access to asylum procedure, namely non-refoulement and right to asylum. The module also provides a general overview of the pillars of the Common European Asylum System (CEAS), with a focus on the key definitions and the main steps of the asylum process.

The module on “**Introduction to communication for asylum and reception practitioners**” aims to provide practitioners in asylum contexts with the necessary knowledge to enable effective communication for their daily work. The training combines core principles of communication theory and questioning techniques in intercultural asylum contexts.

The module on **“Introduction to ethical and professional standards”** aims to introduce the fundamental principles of professional standards, ethical codes and values in the asylum and reception contexts. It will explore the principles of confidentiality, accountability and behaviours to ensure a professional and respectful service in the workplace.

The module on **“Introduction to vulnerability”** aims to provide learners with the necessary knowledge and skills for the early identification of applicants for international protection who may be vulnerable and may have special needs to be addressed.

Other introductory modules are **“Professional Wellbeing”** and **“Working with an interpreter”**.

The module on **“Professional Wellbeing”** which aims to introduce learners to the fundamental principles of professional wellbeing, self-care measures to protect own professional wellbeing and the implementation of actions to recognize most common professional wellbeing concerns in asylum and reception contexts. The successful completion of the module will ensure learners will be able to identify in order to mitigate the main potential

psychosocial hazards in professional environments.

The module on **“Working with an interpreter”** aims to provide asylum and reception professionals with the necessary knowledge and skills to communicate through an interpreter with applicants for international protection or persons who may be in need of international protection. It provides the learner with communication skills to be applied to ensure a smooth communication through an interpreter, as well as with tips on follow-up actions to address potential breaches of conduct by the interpreter.

Introducing the newly restructured core modules



The new EASO core modules (Inclusion, Evidence Assessment and Asylum Interview Method).

The three EASO core modules have been restructured in accordance with the new EASO training strategy. The main changes concern the structure of the modules rather than the content apart from minor updates in Inclusion and Asylum Interview Method which will replace the current Interview Techniques.

As main structural changes, Inclusion module is now composed of 2 submodules focused on the refugee and the subsidiary protection definition.

Asylum Interview Method consists of the same content of Interview Techniques, while certain units (on special needs, credibility indicators and probing) have been taken out to avoid overlaps with new Training Curriculum modules.

The new structure of the three modules was built upon refined learning outcomes based on the ESQF, a new assessment strategy implying a final summative assessment at the end of the modules which was designed to be authentic to the role of case officers and measuring the learning outcomes. The new structure is also based on a new learning strategy including comprehensive learning activities and formative assessments that will help the learner to prepare for the final summative assessment.

Preparing for the launch of assessments

EASO Training and Professional Development Centre is officially launching assessments in October with Member State trainers participating in the first delivery of the new module 'Becoming an EASO Assessor' (online studies 4-29 October 2021 summative assessment on the 4th of November).



Following that, EASO will conduct the first round of assessments as part of the Recognition of Prior Learning (RPL) procedure to certify existing trainers of the three core modules (Inclusion, Asylum Interview Method and Evidence Assessment).

Supporting learners with informative sessions on assessment procedures

Taking into consideration the fact that the assessments will take place for the

first time with the participation of Member State trainers, we want to provide as much support as possible.

So that candidates are fully prepared, informative sessions will be held before the summative assessments of 'Becoming an EASO Assessor' and the Recognition of Prior Learning assessments for Inclusion, Asylum Interview Method and Evidence Assessment.



The aim of these short informative sessions is to present the structure of the summative assessments and focus on information, which is important for the learners to be familiar with in advance (duration of the assessment, material allowed during the assessment, type of questions and layout of the assessments). At the end of each informative session there will be time allocated for questions and answers to clarify any other matters of importance for the learners.

Target group: The informative sessions will be open to the learners who register for either the 'Becoming an EASO Assessor' or the RPL assessments for Inclusion, Asylum Interview Method and Evidence Assessment.

Informative sessions are planned for November and December. Learners will be given more information after registration.

Changes to Becoming an EASO assessor assessments

We listened to the feedback



As we explained in the last issue, Becoming an EASO assessor module is a mandatory part of the trainers' programme to become a EASO certified trainer. We held internal pilots and following the feedback, we made changes accordingly.

The assessment strategy of the module has been revised proposing a neutral approach for the tasks where future assessors and verifiers will be asked to grade and verify learner's answers.

The new approach fully captures the essence of the learning outcomes of the module, grading learner's skills to act as future assessors and verifiers.

The assessment will be composed of three parts, the first comprises ten multiple choice questions, the second is based on a practical task of grading acting as an assessor and the third concerns a practical task in the role of verifier. The two assessment tasks that were originally based on asylum content will now focus on texts presenting neutral content of topical issues. The future assessors will have the opportunity to prepare themselves as the online course has a formative assessment mirroring the summative assessment. They will receive feedback from their trainers aimed at helping them understand where there were errors and guiding them to achieve the learning outcomes.

In addition, an informative session for learners on the structure of the assessment will be delivered - see the related article above for more information.

Reminder of dates

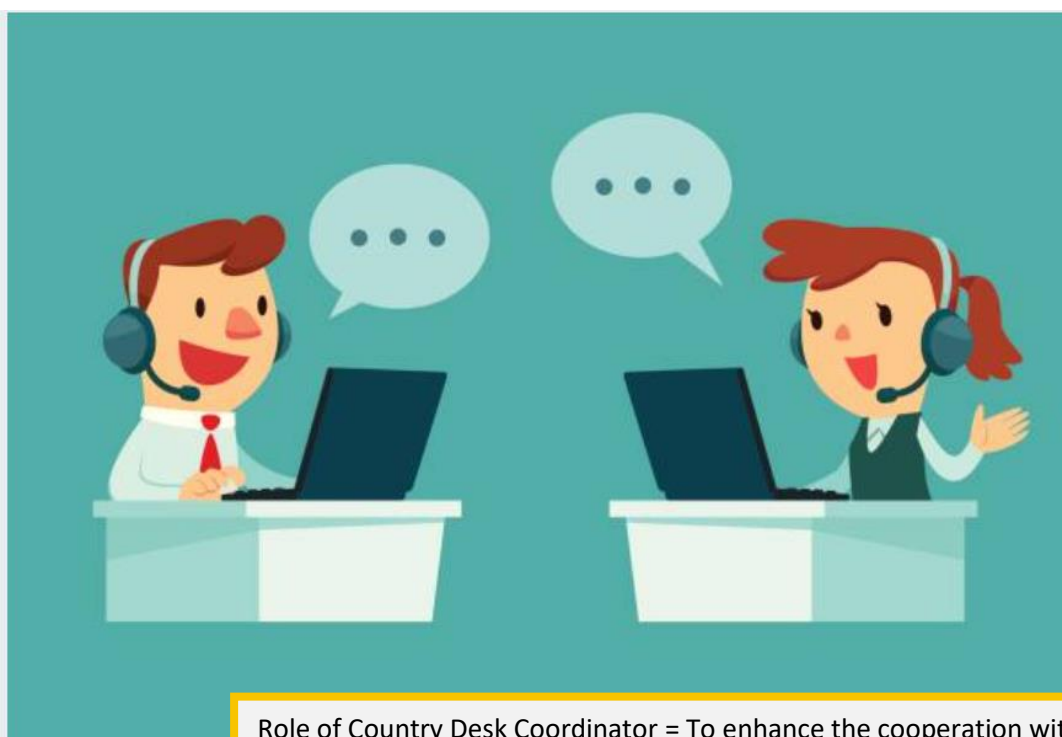
- Becoming an EASO Assessor –online studies 04-29 October – Assessment 04 November
- Recognition of Prior Learning: Evidence Assessment – access to online/demo version 15-28 November – Assessment 29 November
- Recognition of Prior Learning: Asylum Interview Method – access to online/demo version 22 November – 05 December – Assessment 06 December
- Recognition of Prior Learning: Inclusion – access to online/demo version 29 November to 12 December– Assessment 13 December

Update on bilaterals

Country Desk Coordinators now acting as a point of reference for all training delivery questions and as conveyers of change.

EASO's strategic decision to strengthen its role as a centre of expertise and develop the Training Quality Assurance Framework has resulted in changes in the way the Training and Professional Development Centre performs its functions. As cooperation with the Member States is at the core of our vision, we have established the role of Country Desk Coordinators, with the aim to communicate change and act as a point of reference for all the country-specific questions related to training.

EASO has already organised several bilateral meetings between the Country Desk Coordinators and the Training National Contact Points to discuss in detail the practical aspects of the transition plan and the certification of existing trainers.



Role of Country Desk Coordinator = To enhance the cooperation with the Training National Contact Points, promote EASO training and inform Member States about the transition process.

Country Desk Coordinators will be responsible for liaising with the assigned Member States and act as a point of reference for all country-specific questions related to training delivery and practical aspects such as the certification of trainers.

Let's hear some first impressions... we asked the question...

What are your first impressions about the new role of CDC and the bilateral meeting as a communication channel?

First stop – Slovenia

Training National Contact Point



My name is Vida Jasenc and I work for the Migration Directorate within the Ministry of the Interior, Slovenia. My main tasks are connected to COI research and I am a national trainer for COI. I am also acting as a training national contact point and secondary national contact point for deployments

A: I think CDC it is a very welcome idea and a very useful development regarding the communication between EASO and Member states in the field of training especially with regards to the current training development. It eases the communication since we always know who our interlocutor is. The meeting in July was a great starting point for future cooperation between the CDC and TNCP. I received all the information about the certification of the trainers process. Our CDC was well informed about the process and she answered all the questions I had.

EASO Country Desk Coordinator

I am Carolina Marin and I am part of the Training Delivery Sector, within EASO's Training and Professional Development Centre. I have a legal background and in my work as a trainer I primarily cover topics linked to vulnerability in the context of asylum, such as: identification of applicants with special needs, trafficking in human being, issues related to gender and diverse SOGIESC, interviewing vulnerable persons, or interviewing children.



A: I was very glad to take up the role of Country Desk Coordinator for Slovenia in mid-2021. I saw this as an excellent opportunity to use my current knowledge of the specificities of asylum systems in Central Europe, but also strengthen my understanding thereof. We had our first sets of bilateral meetings in July, and it was such a pleasure getting to meet the Training National Contact Point in Slovenia, Vida!

I believe that having one dedicated person – the CDC – to reach out to with any relevant training related issues will make a huge difference, both for our Centre and for the Member States' administrations. It allows for direct and regular exchange, and contributes to more open, transparent and efficient communication. This will surely create the space to implement activities and solutions that are adapted to the Member States' training plans and needs, while also giving our support a 'personal touch'. Currently, I look forward to an excellent cooperation.

Next stop - Germany

Country Desk Coordinator



My name is Evangelia Tzironi and I have worked for EASO since 2019. I joined the Training Delivery Sector of EASO last year as a Senior Training Officer and since then, I am responsible for the training activities under the Cyprus Operation Plan, while I am also the delivery focal point for the Exclusion related modules.

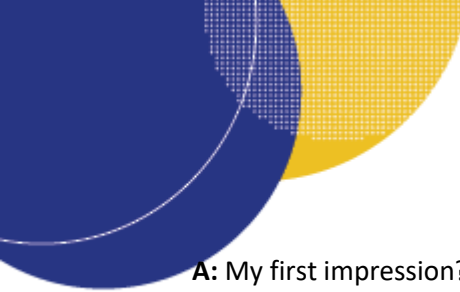
I have a legal background and several years of experience in the field of refugee protection and asylum law.

A: Since June 2021, I have been appointed as a Country Desk Coordinator for Germany and we have already managed to establish a stable communication channel aiming to address all the training related questions of Germany. This role enabled me to develop a stronger and closer cooperation with the Training National Contact Point and understand better the national context. Thanks to our regular bilateral meetings, we have managed to map together the national training needs as well as to plan the next steps in the certification process. I am confident that together with the Training NCP will find the best way to convey the message of change at a national level and to shape the certification pathways for national trainers.



Training National Contact Point

My name is Florian Hoch. I work for the Federal Office for Migration and Refugees. I am a trainer in our Training Center in Nuremberg. As EASO Training NCP (National Contact Point) I am part of the communication between EASO and Germany in training-related issues. Moreover, I contribute to the further development of the EASO training system.



A: My first impression? A big challenge! Due to the pandemic, our first meeting took place online. I have never met the CDC in person. Building up a communication channel does not only mean providing the technical infrastructure. Moreover, communication means cooperation and collaboration; even in designing and expanding the new role of CDC in addition to the specific needs of a particular member state.

As Far as I am concerned, personal contact is essential, especially in the beginning of a new process. Therefore, I am looking forward to meeting my EASO counterpart in person!

To conclude, we can say that the ongoing bilateral meetings provide a productive space where country-specific topics can be discussed in detail. Many CDCs and TNCPs now meet on a regular basis...albeit virtually.

I think we all agree with Florian – we are looking forward to meeting you all again in person!

EASO Training – Rising to the challenge

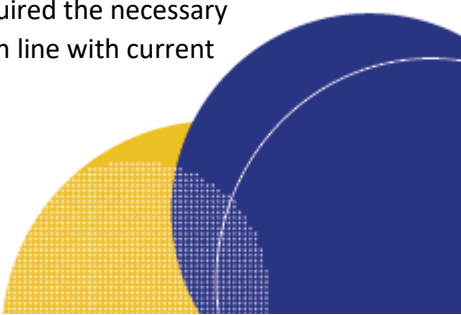
At EASO Training, we are happy to record another increase in the implementation of EASO training! When comparing data with the same period last year, we see that not only have the number of sessions risen, they have risen substantially: by more than 12%. This shows that our strategy for overcoming Covid-19 restrictions has worked. Last year, as soon as we realised that our training for asylum and reception officials would be impacted by restrictions on face-to-face meetings, we went virtual, and it has been a huge success. Already this year we have enrolled 4908 individuals to 549 training sessions - a grand total of 7386 participations. This compares with a total of 3945 individuals enrolled to 491 sessions (6961 participations) for the first 3 quarters of 2020.

If you would like to find out more about EASO training, we are pleased to announce that a web summary of our EASO Annual Training Report is now available online.

Web summary of the EASO Annual Training Report

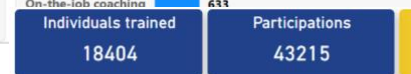
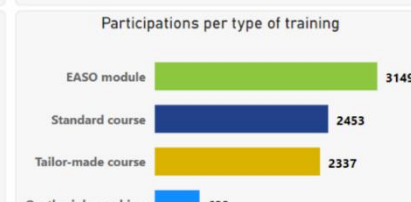
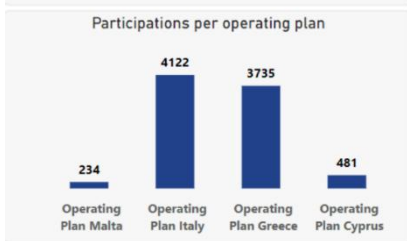
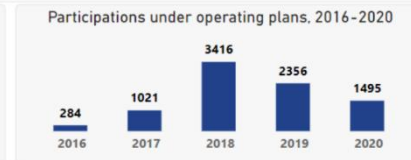
The summary gives more than just an update on outcomes achieved throughout the year by the EASO Training and Professional Development Centre, you can also find out the story behind the numbers by exploring specific themes highlighting important areas of the Centre's activities. You will see how, despite the challenges posed by the Covid-19 pandemic, EASO was able to rapidly respond by providing virtual solutions to maintain high levels of training delivery during 2020 and high levels of satisfaction.

You can also find more information about some of the main developments in EASO training. For example, how EASO is restructuring the EASO Training Curriculum and developing assessments in preparation for the incremental roll-out of certified training which will kick-off Q4 of 2021. This will enable asylum and reception professionals to demonstrate that they have acquired the necessary knowledge and skills to perform their tasks...and that they can perform them in line with current good practice and the Common European Asylum system.



The web summary has interactive features allowing you to choose specific data in the charts. You will also find links to see how EASO training is supporting capacity building as part of operational support.

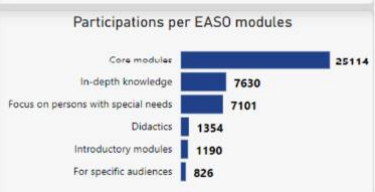
These interactive charts display the participations per operating plan and scope of training. You may select the operating plan with the filter box below or click directly in the chart bars.



Web summary - EASO Annual Training Report 2020 [\[EN\]](#)^{NEW}

EASO Annual Training Report 2020 [\[EN\]](#)^{NEW}

EASO Annual Training Report 2020 Executive Summary [\[EN\]](#)^{NEW}



EASO supports Lithuanian authorities to build capacities in their asylum and reception services

Further to the signature of the Operating Plan between EASO and the Ministry of the Interior of the Republic of Lithuania, on 15th July 2021, EASO has been actively engaged in the reinforcement of the asylum and reception system, inter alia, through training and capacity building activities, carried out by its Training and Professional Development Centre.

Composed of two operational measures, the Plan foresees specific activities aimed at strengthening the processing capacity of the asylum determining authority, and the operations of first-line reception centres.

Lithuania – Training sessions for asylum officials

EASO intervention in direct support of the capacities of Lithuanian authorities was initiated shortly after the signature of the Operating Plan, with the launching of online training in two core modules which are at the cornerstone of asylum case processing: Inclusion and Interview Techniques. The courses have been opened on the 6th August, running simultaneously in English and Lithuanian, responding to the diverse needs of newly recruited caseworkers under the Lithuanian Ministry of Migration. To date, 29 officials have concluded their training in the two core modules. Further to the successful completion of the first cohort, new sessions of Inclusion and Interview Techniques have been opened in September, in both languages, and are currently ongoing.

Lithuania - Training sessions for reception officials

On the side of reception, EASO has initiated discussions with the State Border Guard, as the authority is in charge of first-line reception centres, in the Lithuanian administration. Upon their request, and further to the training needs assessment conducted in July, EASO and the Lithuanian authorities have agreed to hold national sessions for reception officials, delivered directly in Lithuanian language. As immediate action, delivery of the operational training on Information Provision and Communication to Asylum Seekers, is foreseen during the third week of October. On a longer-term basis, discussions are ongoing on the roll-out of specific modules, focused, particularly on the needs of vulnerable applicants and residents in reception centres. To this end, the first block of the Reception of Vulnerable Persons module is currently under translation, in view of a national delivery during the last months of 2021.



Meetings update



26-27 October 2021 (mornings)
Training National Contact Points Meeting



9-10 November (mornings)
Reception Training National Contact Point Meeting



24-25 November (mornings)
Trainers Network Meeting

23rd Certification and Accreditation Working Group meeting

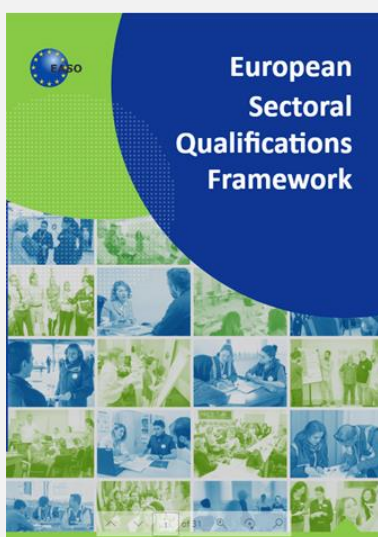
Held on the mornings of the 12-13 October 2021, the meeting focused on supporting the implementation of the Training Quality Assurance Framework and specifically on the role of the national administrations in the process of ensuring delivery of high-quality training and the continuous enhancement of training quality. The meeting provided an opportunity to further

develop and detail the concept together. During break-out sessions, CAWG members were able to discuss practicalities and provided much appreciated feedback.

Participants also had a preview of the ESQF Toolkit, a toolkit which supports the practical implementation of the European Sectoral Qualifications Framework throughout the training cycle.

ESQF launch

The European Sectoral Qualifications Framework (ESQF) will have a staggered launch. A soft launch is planned for November 2021 when the Occupational and Educational standards will be available in all languages. An informative package to accompany the practical use of the ESQF matrices will also be presented. 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.



For your information, EN and language versions of the Occupational and Educational Standards (PDF) are available on the [Training page](#) of the EASO website (links).

- 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}
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Meet the team

Ms Tanja Contino - the new Head of the Training Curriculum Design Sector

In August, Ms Tanja Contino took up the position of Head of the Training Curriculum Design Sector. The Sector's main role is to consistently develop high-quality training material according to the needs identified and support the implementation of the Common European Asylum System (CEAS) by designing training to harmonise and improve practices among EU+ countries.

"I am extremely happy and thrilled at the possibility to work with such a great team and look forward to it. As EASO is moving towards becoming the EU Agency for Asylum and as the Training Centre is working towards achieving certification, it is important to intensify the Agency's training and professional development for asylum and reception experts and enhance our role as a true centre of knowledge and expertise on asylum and reception. The Training Curriculum Design Sector will work closely with the other sectors of the Centre, as well as with the other Centres, to ensure an effective transition and subsequently to consolidate and build the role of the Centre."



Tanja joined EASO's External Dimension Unit in mid-2019 as Operations Officer/Resettlement expert. Previously she worked for almost 10 years with the UN Migration Agency (IOM) working in the field of asylum and migration in Malta and in Jordan, where she headed the Department on access and eligibility for the MENA region of the United States Resettlement Program. Following a short assignment to the IOM office in Iraq to work on issues related to monitoring, reporting and donors' relations, Ms Contino joined the IOM mission in Algiers as Head of Operations and Deputy Chief of Mission. Her professional experience includes work on counter-trafficking, relocation, integration and other areas in the field of asylum and more broadly migration management.



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