



# NEWSLETTER

**The EASO Training & Professional  
Development Centre**



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**6<sup>th</sup> Edition**

**December 2020**

Dear All,

We are delighted to welcome you to our final newsletter for 2020! This issue contains the main achievements and latest news from the Training and Professional Development Centre.

**We wish you an enjoyable read!**

**#EASOtraining**

## Main Achievements - EASO Training and Professional Development Centre

**Despite the COVID-19 pandemic and the various constraining factors, we have continued to support and implement training activities, albeit in a virtual environment.**

Adapting our training methods by resorting fully to online and virtual delivery, we have trained more than 4 500 participants in 2020, reaching a total of 50 000 participations since we started our training activities in 2012. Together with Member State experts, we have, throughout this year, concluded the development of a European Sectoral Qualification Framework: an evidence-based frame that identifies the knowledge, skills, responsibility and autonomy of asylum and reception officials. Making use of this development, we have continued to strengthen our Training Curriculum and identify training and learning needs across the EU national administrations, expanding our

offer for asylum and reception officials with specialised courses focusing on several aspects, such as modules on Communication for Asylum Practitioners and Reception of Vulnerable . We also supported our current trainers by providing training on how to facilitate virtual face-to-face sessions. Basing activities on those normally delivered during face-to-face sessions, interactive webinars are proving an efficient way to ensure learners reach the defined learning. 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.



## Main Achievements – Training Curriculum Design Sector

**Throughout 2020, the Training Curriculum Sector has focused on restructuring EASO training modules, with the aim of aligning our Curriculum to the Sectoral Qualifications Framework for asylum and reception officials. Our aim is to develop learning which is directly linked to the day-to-day duties and tasks of asylum and reception officials working in all EU MS.**

To reach this goal, we have developed Module Design Templates, which we consider as the blueprint of the entire Curriculum. Each template identifies the targeted audience, their day-to-day job tasks and the learning outcomes. Based on this, we then focus on the subject matter and the content goals which will help learners to achieve the intended learning outcomes.

As the new system entails the award of certificates, we are also designing assessment strategies. In 2020, we have designed and developed assessments, including the marking rubrics for guiding trainers in the marking process, for the Core modules. Throughout this process we had the opportunity to work closely with colleagues from other sectors, other centres as well as external experts.

The newly restructured curriculum will also address a long-standing need: the development of courses specifically designed for trainers both trainers4learners in a national setting and trainers4trainers. To achieve this aim, in 2020, we have analysed the specific needs of our trainers and we are designing training that will cover a range of areas: focus on adult learning, facilitation skills, coaching skills, training in a remote/virtual set up as well as assessment skills. Additionally, we are working on developing courses complimenting each thematic block in the EASO Training Curriculum to equip trainers4learners and trainers4trainers with extra knowledge so they can professionally respond to common cross-cutting issues which are usually raised by trainees.

We have designed the template for the course for trainers of the Core Modules and we plan to develop and pilot it in 2021.

On top of the efforts for restructuring the Training Curriculum, we have, of course, continued to develop new modules for Member State officials. Looking at the interest and at the requests from Member States we have particularly devoted our time to continuously improve our training offer for reception officials. In fact, in 2020 we have piloted two modules: Reception of vulnerable persons (Block A) on Identification of vulnerability and provision of initial support; and Reception of vulnerable persons (Block B) on needs assessment and design of interventions. We are very pleased with the participation and the feedback received for these modules and we plan to invest even more energy in 2021 in developing more training material for reception officers.

We have also finalised the development of a new module on Communication for asylum practitioners, which we aim to pilot early next year.

Together with colleagues in the Training Delivery Sector we have completed and launched in Summer 2020 the upgraded version of two of our Training Curriculum modules: Evidence Assessment and Exclusion, and we are now in the process of finalising the upgrades and translating these modules in the requested languages for use in national administrations.

Throughout this development and upgrade process, we have continued to engage with Member State experts with subject matter expertise. Together with the reference group, they have provided us with useful feedback.

We have also focused on addressing urgent training needs in the context of operational support. In this regard, we supported the development of the webinar on the best interest determination. In the context of the pandemic, we have also addressed emerging needs coming from both Member State

officials, as well as from our own organisation, and here I refer particularly to the webinar on remote interviewing in the asylum context, and webinars delivered in the context of Continuous Professional Development intended to support trainers to develop new skills which have become necessary due to the COVID-19 situation.

We aim to reflect on lessons learnt and continue to build on the solid achievements of 2020, as we go forward into 2021.

## Main achievements – Training Delivery Sector



**These are some of the phrases we have heard a countless number of times this year during the training sessions in the context of both permanent and operational support.**

The COVID-19 pandemic has restricted the way we deliver and facilitate training. Nonetheless, in a truly collaborative manner, we have been flexible and adapted to these new circumstances. This meant that, as trainers, we had to learn new skills, adapt our training programmes as well as our training manuals. We have also developed detailed

scripts to ensure good management of a training session in a virtual learning context.

Whilst recognising the limitations of remote learning environments, Member States have responded well to the changes, and in fact we have seen an increase in the number of participations when compared to last year. The national training sessions were organised



by 20 EU+ States, with Germany, Greece, Netherlands, Belgium and France recording the highest number of participations in the training sessions. The core modules, as every year, scored the highest number of learners in the national sessions.

At the same time, since we were fully aware that the delivery of virtual sessions was in fact a challenge and required the development of new skills, we offered further support to our trainers. We organised various network meetings and didactic sessions to ensure that they have the required skills to deliver virtual training sessions in the national administrations (see article on Virtual Delivery).

In the context of operations, we have continued our activities in the area of training. We have been delivering the extensive training programme for newly recruited interim case workers, where have trained almost 300 individuals with the overall satisfaction rate of 87%. Over the years, the extensive training


programme proved to be an essential tool in order to prepare new case workers to perform their tasks in efficient way and produce results of high quality.

We also continued our training activities in the framework of the EASO External Dimension. We organised a series of dedicated train-the-trainer sessions for the Western Balkan countries in order to assist them in building the pool of national trainers. We were also involved in strengthening the training system of the Turkish DGMM by supporting the roll-out of national training and working on the training need assessment.

This year we have also analysed staff training needs in the area of reception and asylum. Based on staff feedback, we delivered a number of training sessions in introductory as well as specialised modules. In total we organised 15 sessions and recorded 314 participations, the highest number since the staff training has been launched

## EASO Training Sessions



 Steady increase in the number of enrolments in 2020 compared to 2019, despite the pandemic and the new method of training delivery

**246%** The total number of enrolments in March and April 2020 was **246%** higher compared to the same period of 2019

Furthermore:

- Trainers Network Meetings – May, November**
- 15 staff training sessions**



## Main achievements – e-Learning and Client Relations Management Sector

2020 was a difficult year for everyone. The E-Learning sector was requested to rise to the challenge and support the implementation of technical solutions for exclusive virtual delivery of training content to replace face-to-face training. Most of the solutions and modalities established will continue to be value added in the Training and Professional Development Centre's training toolbox long after the pandemic ends.

Also, we responded effectively and in a timely manner to the high rise of requests for online training from national authorities, stemming from national lockdown measures.

Thanks to the strong collaboration spirit across sectors of the centre, we maintained business continuity with minor disruptions.

At the same time, we achieved other major objectives by successfully replacing all of our e-learning contracts and establishing partnerships with new providers. Working closely with ICT unit we migrated our Learning Management System and kicked-off the development of key training applications.

In 2020, we welcomed and onboarded many new colleagues and formed a team ready to take on the challenges that the new year may bring.



...and we kicked-off a few more...

#### Strengthened online delivery

We supported the Unit to adapt and deliver training exclusively online, responding to pandemic restrictions.



#### Digitisation of training elements

Launched the online certificates for EASO training curriculum and implemented digitized attendance records.



#### LMS Visual Identity

The EASO Learning Management system is being revamped and upgraded.



## Main achievements – Training Standards and Research Sector


**2020 has been a very eventful year for the Training Standards and Research Sector. We were only ‘born’ in January, but we have managed to reach several important milestones.**

In the last newsletter, we announced that the European Sectoral Qualifications Framework (ESQF) had been validated by Member States and, thanks to the valuable input from the reference group (UNHCR, FRA, Frontex), the ESQF is now a finalised tool. It has been translated into all EU languages. We are currently preparing an information package and toolkit to support Member States to use the framework in their training environment. It will provide an overview of the full range of job tasks performed by asylum and reception officials and enable them to map the relevant training needed to carry out those job tasks in line with the CEAS and according to good practice. We are pleased to say that our colleagues in the Training Curriculum Design Sector are already making good use of the framework to ensure that all training is relevant and fit for purpose. In other words that training is designed and developed with the job tasks of the future learners always in mind.

Whilst on the subject of ‘frameworks’ we would like to introduce you to the EASO Training Quality

Framework. Many of you will be familiar with the Training Governance System which was a working document facilitating the practical steps and informing the quality standards required to implement EASO’s updated Training and Learning Strategy. With accreditation of our Training Curriculum as our objective, we have been mapping all of our policies, processes and procedures against the European Standards and Guidelines (ESG 2015). For practical reasons, we are developing two documents. The Training Quality Framework will be a policy document which will inform all stake-holders of overarching quality assurance policies. To assure that those policies are implemented to a consistently high standard, we are developing a Training Quality Handbook. This will detail all of the processes and procedures to follow. As always, we thank Member States who contributed extensively to the drafting of the original Training Governance






System and for their input about any of the practicalities regarding implementation from the perspective Member States and other external stakeholders.

Other highlights from the sector has been the revamping of the EASO Annual Training Report and embarking on the development of a comprehensive needs analysis and evaluation methodology. The details of these projects (and more) will be revealed during the course of 2021.

## ETNAT Pilot update

**In our last newsletter, we made a request for nominations for participants to take part in piloting the EASO Training Needs Analysis Tool. So firstly, we would like to extend our thanks for the exceptional response.**

We received nominations from 9 countries - Belgium, Poland, Portugal, Slovakia, Slovenia, Sweden, Finland, Germany, Greece.

- ❖ The Kick – Off meeting took place on 3 and 4 November.
  - ❖ After the Kick – Off, we completed bilateral meetings with each one of the participating Member States. During these meetings we obtained information on the participant Administration’s organisational framework, capacity and any challenges they have identified concerning design and provision of training. The outcome of each meeting was the development of a tailor-made plan for their participation in the pilot phase of the ETNAT.
  - ❖ The Member States participate with HR employees, Managers and individually with Asylum and Reception Officials.
  - ❖ The Member States will be provided with tailor made learning paths, according to their officials’ specific profiles.
  - ❖ We have remained in constant communication with all 9 Member States in order to solve any technical or other issue.
  - ❖ By the end of 2020 the pilot phase will be concluded and in 2021 we are going to receive and analyse the feedback from the participants.
  - ❖ The full version of the tool will be launched in 2022
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## VIRTUAL DELIVERY

In response to the challenging circumstances due to the Covid-19 pandemic, the EASO Training and Professional Development Centre has made a strategic decision to engage fully in virtual delivery, in order to ensure that training activities would continue, without affecting either the quantity, or the quality of the training sessions. We had to adapt fast and learn innovative ways to deliver training sessions. We have modified our training programmes as well as our trainer's manuals and developed detailed scripts to ensure good management of a training session in a virtual learning context. It seems that we succeeded!

**EASO training activities saw an increase of 17% with over 4 500 individual participants, with a satisfaction rate that remained consistent compared to previous years.**

Our experience made us fully aware of the challenges virtual delivery brought to both our trainers and trainees, we built on this experience to develop solutions and provide support in an effective and efficient way. During the Network Contact Point and Trainers Network Meetings we had the opportunity to discuss and exchange best practices.

EASO trainers organised a set of presentations and workshops to provide practical advice, guidance and effective tools to help trainers facilitate training in the virtual environment. EASO reaffirms its intention to provide continuous support to the Member States and help them to adapt their training accordingly.


EASO reaffirms its intention to provide continuous support to the Member States and help them to adapt to training in a virtual environment. In 2021, the new EASO training on webinar facilitation will be organised for the current EASO trainers who are already delivering training sessions based on EASO modules with a face-to-face component and want to deliver the webinar version. This training will cover engaging features of webinars, roles and tasks of stakeholders, and the transposition of key face-to-face learning activities to a webinar context. Trainees will be also given the opportunity to put into practice their newly acquired knowledge as well as test their presenter skills through the delivery of short presentations.

Looking forward to seeing our trainers on the first Tuesday of the month when we will be rolling out regular sessions on 'Didactics – facilitating training via webinars' (which will of course be in webinar format) beginning in February 2021.



## Virtual Delivery workshops - the details

EASO provided trainers with practical advice and presented some tools to facilitate the delivery of trainings in the virtual environment. The aim of the interactive workshops was mainly to:

- Explain the importance and the main elements of getting ready for a training session in the virtual environment and identify the main steps of preparation. It was stressed, that the key elements include extensive rehearsal, adaptation in the size of the training groups and the content, time management, existence of technical support and finally a sound feedback mechanism.
  - Discuss the most common interactive features to be used during webinars and practice the use of different tools (i.e. chats, polls, energisers, use of whiteboards, quizzes, breakout sessions, etc.) in order to ensure active participation and trainees' engagement, which is one of the main challenges during the virtual delivery.
  - Present the main components of the adapted Trainers Manuals for virtual delivery. EASO trainers went through the main elements of the Manuals (online studies, practice exercises and webinar session) and explored some of the activities. They also engaged trainers in role play on communication techniques in order to demonstrate how this type of activity can be delivered in a virtual environment
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## New EASO Training Modules on Reception of Vulnerable Persons



EASO has developed two new training modules on reception of vulnerable persons.

The module **'Reception of vulnerable persons: identification of vulnerability and provision of initial support'** provides the reception officers with knowledge and skills on how to recognise vulnerability indicators and what the implications of an applicant's vulnerability on their special reception needs are.

Through practical exercises and learning activities, the participants learn about most common biases and how it influences our perception of other people, the principles of Psychological First Aid (PFA) and how to apply it correctly to adult and children asylum seekers as well as information provision to vulnerable persons. The trainees also learn how to write a report on an incident which may occur at a reception facility and what guiding elements to take into account when allocating the reception place.

The target group of this training are reception officers, working within a reception context, who provide basic guidance to the applicants for international protection and other practitioners in direct contact with applicants for international protection in reception settings.

The piloting of the training started with the online part which opened on 14 September followed by a one-day webinar (26 and 27 October as there were two groups of trainees due to high demand for this particular training).

34 participants from EL, DE, HU, MT, NL, CY, IT, BE, NO took part in the training.

The module **'Reception of vulnerable persons needs assessment and design of interventions'** builds on the first training module mentioned above. The target group of this module is reception officers responsible for ensuring that needs arising from applicants' vulnerabilities are incorporated into appropriate decisions and actions in reception.

The module aims to equip reception officers with the knowledge on how specific vulnerabilities can influence reception needs and how to ensure that needs arising from an applicant's vulnerabilities are properly addressed. The trainees will learn how to conduct an assessment of special reception needs with an applicant and how to design and review an applicant's personal reception plan in the context of current and evolving vulnerabilities.

The module is delivered as online study only and the pilot session started on 16 November.



On 15-16 October 2020, EASO delivered Operational Training for 6 new EASO interim Research Officers deployed in support of the Court of Cassation and the General Prosecutor's Office at the Court in Italy. The OT was jointly organised by the Training Delivery Sector and the Courts & Tribunals Sector in Malta, together with the EASO Rome Office. The sessions have been delivered by Italian Judges who are members of the EASO Judicial Trainers Pool, assigned to the Specialised sections of Tribunals and, for the first time, magistrates of the Supreme Court of Cassation. The Operational Training concluded the compulsory training that the Research Officers in Italy must attend before starting their deployment. It was a great occasion for the Research Officers to learn directly from the magistrates some of the most important topics and judicial challenges related to international protection in Italy they will have to deal with. During the OT all the



participants had the chance to express their views and share challenges and ideas, creating an inspiring forum and an interesting space for discussion.

### Some feedback from participants

*“The training has been very interesting and has provided several inputs for further study.”*

*“The webinar was very interesting. I would have appreciated a longer webinar in order to focus on the points that have not been*

Participants were asked what they liked most in the webinar:

*“The presentations of the judges and debates between them at the end.”*

*“The presentation on controversies in the jurisprudence of the Court”.*

## EASO Training Meetings – Key points in focus

The **training quality framework** and the **transition plan** were two of the main points on the agenda for recent meetings with our main stakeholders. Meetings with the Certification and Accreditation Working Group and EASO Training National Contact Points were the culmination of a journey during which Member States have supported us to understand what implications any changes will have in their national context and to suggest the practicalities for a smooth transition. The Trainers Network Meeting was a first opportunity to explain in detail the transition process and gauge the initial reactions of our trainers. We are very pleased to say that the feedback was extremely positive and the enthusiasm from trainers was overwhelming.

20th CAWG meeting, 22-23 Oct

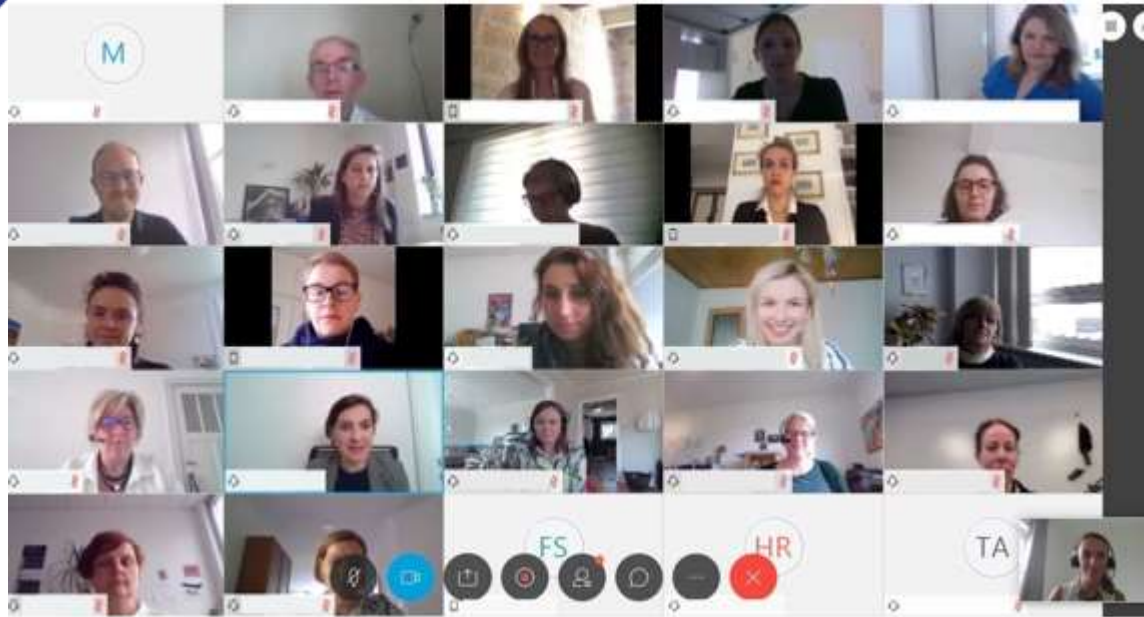
EASO TRAINING NCPs meeting, 29-30 Oct

TRAINERS NETWORK meeting, 17-18 Nov



### CAWG Meeting

All three meetings dealt with similar topics – focusing on transitioning into the EASO Training and Professional Development Centre becoming and awarding and accrediting body. Each meeting addressed the transition from the viewpoint of: Quality Assurance in training (CAWG) 2. Training administration and management (TNCP) 3. Trainers



**Training National Contact Point Meeting**

### **Focus on Training Quality Standards**

One of our priorities in 2020 has been to develop a robust training quality framework that will guide everything we do from training needs analysis, through the design and development of training, to delivery and evaluation. This means putting solid policies, processes and procedures in place in the view of aligning our training to European quality assurance standards. If 2020 has been intense in this respect, 2021 will see the start of the transition period when we take the steps needed to put the training quality framework into place.

### **A Training Quality Framework**

EASO is mandated in Article 6 (5) of our regulation, to offer training of 'high quality'. We need to ensure, therefore, that we have a sound quality assurance system in order to maintain quality irrespective of the context in which training is delivered. It also helps enhance confidence on the part of stakeholders (learners, trainers, national administrations) that learning outcomes are being achieved and we are truly supporting Member States in building capacity in their national asylum and reception administrations.

Having a documented framework is essential for putting in place quality standards and nurturing a culture of quality. It ensures that all stakeholders involved in EASO training have a common understanding of what we mean by quality in the context of our training. It provides a support for maintaining consistently high standards. Importantly, we will have a system in place to evaluate our efforts and act on recommendations to ensure continuous improvement. The framework will form the blueprint of solid foundations to achieve accreditation for our Training Curriculum.

## Transition plan

We have developed a transition plan to guide the Centre throughout the process of gradually achieving this robust quality system over the coming years. It informs the steps needed to take to put the quality framework in place.

One of the key elements in ensuring a robust training system is to be able to assess whether learners have achieved the intended outcomes of the learning. We are redesigning and fine-tuning learning outcomes and developing assessment strategies for each module. Assessments will remain a voluntary option, however we would like to offer the opportunity for recognising and affirming that officials have achieved the intended learning outcomes of a module. This will enhance stakeholders' confidence in effectiveness of EASO training. We will provide training on how to conduct assessments and how to give feedback to ensure that the system is transparent, fair and consistent.

In 2021, existing trainers will be given the opportunity to become certified trainers. This means that they will be able to follow the Assessor's Module and have their knowledge and experience recognised through Recognition of Prior Learning (RPL) Assessments (in the event that they have delivered less than three training sessions in a module). As you can see from the 2021 EASO Training Plan, the process will initially involve trainers in the EASO Core Modules.

**Certification of current trainers will begin in 2021 (See training plan)**

## TRAINERS NETWORK MEETING

On Tuesday 17 and Wednesday 18 November 2020, EASO organised a Trainers' Network meeting, with the participation of 24 trainers from 14 Member States, to discuss and exchange ideas and best practices related to the training delivery in the virtual environment and present the trainers with practical tools and new trainers manuals adapted for the virtual delivery. Additionally, EASO had the opportunity to present to the Trainers' Network the Transition Plan towards the Training Quality Framework that EASO has been working on for the past months and reflect together with the trainers on the possibilities with regard to the Continuing Professional Development.

The first day was dedicated to the **trainers dealing with virtual delivery** in all the modules (see 'Virtual Delivery' article for more details).

The **aim** was to facilitate the exchange of experience between the trainers when it comes to the virtual delivery and provide further guidance.

### **Workshops were held on:**

- Virtual Environment (challenges, share experience and best practises)
- Trainees' Engagement during the Virtual Delivery (practical tools and further guidance)
- Exploring EASO's Trainers Manual for Virtual Delivery

The second day the meeting focused on:

- The role of the assessor describing the approach, the process and the next challenges
- EASO's Continuous Professional Development (CPD is flexible and is designed to be acquired using a

## Interview with Efharis Mascha from Greece

### Can you present yourself please?

#### When did you join EASO?

Having a BA in Sociology, I went on to University of Essex and completed, in 2004, my PhD thesis in Ideology and Discourse Analysis. Following that, I did my post-doctoral studies in Sweden in the Advanced Cultural Studies Institute of the University of Linköping. During my doctoral studies I worked as a Teaching Fellow and following that I was deployed as an academic lecturer in the University of the Aegean and an Adjunct lecturer in Hellenic Open University for nearly ten years. In 2013, I joined the Greek Asylum Service and worked for seven years as a caseworker. By the end of October 2020, I was appointed Head of Training, Quality Assurance & Documentation



Department in the Greek Asylum Service.

Parallel to my main duties and tasks, my interests entail participating in academic books, writing articles for academic journals and editing books in English and Greek. My last book, of 2020, is written in English, published by Nomiki Vivliothiki and is called "Culture and Migration: a path towards cultural integration of refugees and migrants".

#### When did you join EASO?


Having completed a weekly training by UNHCR and all the national trainings, in 2017, I became an EASO trainer in Interview Techniques module and later in other modules such as

SOGI, Interviewing Children and Exclusion. Following that, I had the chance many times to deliver trainings nationally and internationally. Moreover, I had the chance to participate as a National expert to EASO's practical tools. It was a valuable experience working with teams of experts and at the moment planning and coordinating quality and training teams is a very interesting task.

### What does train offer to you and your practice? What motivates you?

Training and writing are my life! EASO training team has developed immensely through the last years and in Greece we endorse every such development. We are strong advocates of quality trainings based on the needs emerging from everyday practice in the asylum field. The use of real examples, good practices and thematic topics and issues are an integral part of these trainings, hence a real asset for every caseworker in the field. Vocational training deals with the challenges





people face and provides them with the methodology to overcome those challenges. Moreover, people who meet in trainings, even if virtually, have the chance to discuss issues, which are raised in the field, but they don't have the chance there to elaborate further on them. Hence, trainings are a forum for exchanging ideas, challenges and common practices within the European family. Therefore, participating in national and international trainings you can become aware of the international trends, the common areas and the different approaches. This international character is a source of inspiration and a strong motivation for me. Greece is a member of the European family and, as such, has great potential to develop its European perspective by delivering training within and beyond its borders together with and via EASO. At the moment, EASO and Greece are working in the framework of the

“embedded project”. This will build towards the next one, which is a “togetherness” project.

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

Webinars instead of F2F sessions initially were a true challenge. Nevertheless, due to EASO's manuals for virtual delivery and both the imagination and creativity of my colleagues we managed to make these trainings a vivid experience. Hence, we introduced polls, we used the whiteboard often and had frequent breakout sessions, where people could have their camera on and exchange ideas better.

### **What is your motto in life?**

My motto in life follows Cavafys' famous poem, “Ithaca”:

**As you set out for Ithaca  
hope the voyage is a long one,  
full of adventure, full of discovery.**





## Interview with Viktoria Valta

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

My name is Viktoria Valta. I am Greek, coming from the beautiful city of Volos. I have studied International and European Studies and I have a postgraduate degree in Public Administration, specialising in the field of National and European Union administration. My career in the field of asylum started at the beginning of 2014, when I joined the newly established Greek Asylum Service. I worked as a caseworker and a team leader in the Regional Asylum office of Attica for more than 2 years and then I joined the Training, Quality Assurance and Documentation Department. In parallel, I was also Head of the Regional Asylum Office of Leros.



### When did you join EASO? What was your motivation?

I joined the Training Unit of EASO in May 2019, as a Seconded National Expert. Nevertheless, my contact with EASO and with the trainings that EASO delivers goes back to July 2016, when I was asked to deliver some sessions, on behalf of the Greek Asylum Service, in one of the Operational Induction sessions EASO organised for MS Experts deployed in the Agency's operations in Greece.

This was my first training experience ever. I must admit that, despite the high stress levels, I immediately loved this new role. Following this first training experience, I continued delivering trainings on national level, but also as a deployed trainer for EASO. This is how I became familiar with the EASO Training Curriculum.

Working in a rather small national administration, with a huge workload and limited resources, usually goes together with multitasking. This was a great opportunity to learn and to gain experience in different aspects of this field. After some time though, I felt I needed to focus on one of these aspects and find a way to offer the knowledge and skills I already had but also to deepen my own knowledge and expertise. It was not difficult for me to decide. Training was what I wanted to focus on. It combines close contact with content related parts of this job as well as with persons working on the field. EASO was the right place to do so and, based on my experience so far, I made the right choice!

### What is your current role within EASO – Training Centre?

After more than a year of being seconded, I decided that I wanted my employment at the Agency to be a more long-term and stable one and therefore I applied for the position of the Senior Training Officer. I started working under this capacity at the beginning of December 2020. I am a trainer on most of the EASO Training Curriculum modules. I am the Focal Point for the modules on Evidence Assessment, Asylum Procedure Directive and Fundamental Rights and International Protection in the EU. I am also the Focal Point for the training activities taking place under the Operating Plan EASO signed with Greece.

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

I will start with something that has proved to be the most important of all, given the circumstances we experienced in 2020: working with an amazing group of persons! I also like the contact with my trainees throughout Europe and beyond and the feeling that, in my way, I support them in what they do. In addition, it is never boring! Organising, preparing and delivering trainings, together with different projects that come up, such as the adaptation of all our training material in a way that reflects the virtual delivery modalities, is always intriguing.

## What is your motto in life?

I can tell you one of them, one I have been thinking about quite often during these months:

*"Just keep swimming!"*

## EASO Training Plan 2021

As you can see from the EASO Training Plan 2021, there is a section specifically for current EASO trainers. This section gives an overview of the opportunities for trainers, who are currently in the EASO Trainer Pool, to become EASO certified trainers during the transition period (See article on the Transition Plan).

The following training and assessment opportunities will be available from June/July 2021 onwards. Kindly note that the time indications are tentative and may be subject to change. As soon as the dates of the relevant sessions are finalised, EASO will be in contact with the EASO Training National Contact Points with regard to further arrangements.

- ❖ All certified trainers will be required to follow training on 'Becoming an EASO Assessor' (two sessions scheduled June/July and September)
- ❖ All trainers of the core modules who have not delivered training 3 times or more (national context or train-the-trainer) will be able to take an assessment to recognise their prior learning (sessions in June/July and September)
- ❖ Trainers in the core modules will be able to follow the thematic course for trainers in September and November. Trainers who take part should have passed the 'Becoming a EASO Assessor' module and have either delivered training 3 times or have passed the RPL assessment for the relevant modules.

**As stated above, the schedule is provisional.**

[Link to the EASO Training Plan 2021](#)



## Contact list:



[training.translations@easo.europa.eu](mailto:training.translations@easo.europa.eu)



[training-ncp@easo.europa.eu](mailto:training-ncp@easo.europa.eu)



[certification@easo.europa.eu](mailto:certification@easo.europa.eu)



[e-learning@easo.europa.eu](mailto:e-learning@easo.europa.eu)



[training@easo.europa.eu](mailto:training@easo.europa.eu)

## Seasonal Greetings



All in all, 2020 has been also a very positive year.

We have learned to work differently. Looking back in the mirror, **we have achieved a lot** and **ALL TOGETHER**. Most of all, we have learned to work in a digitalised environment while remaining a Human Team.

**We wish you all, your families, relatives and loved ones a wonderful end of year and the very best for 2021.**