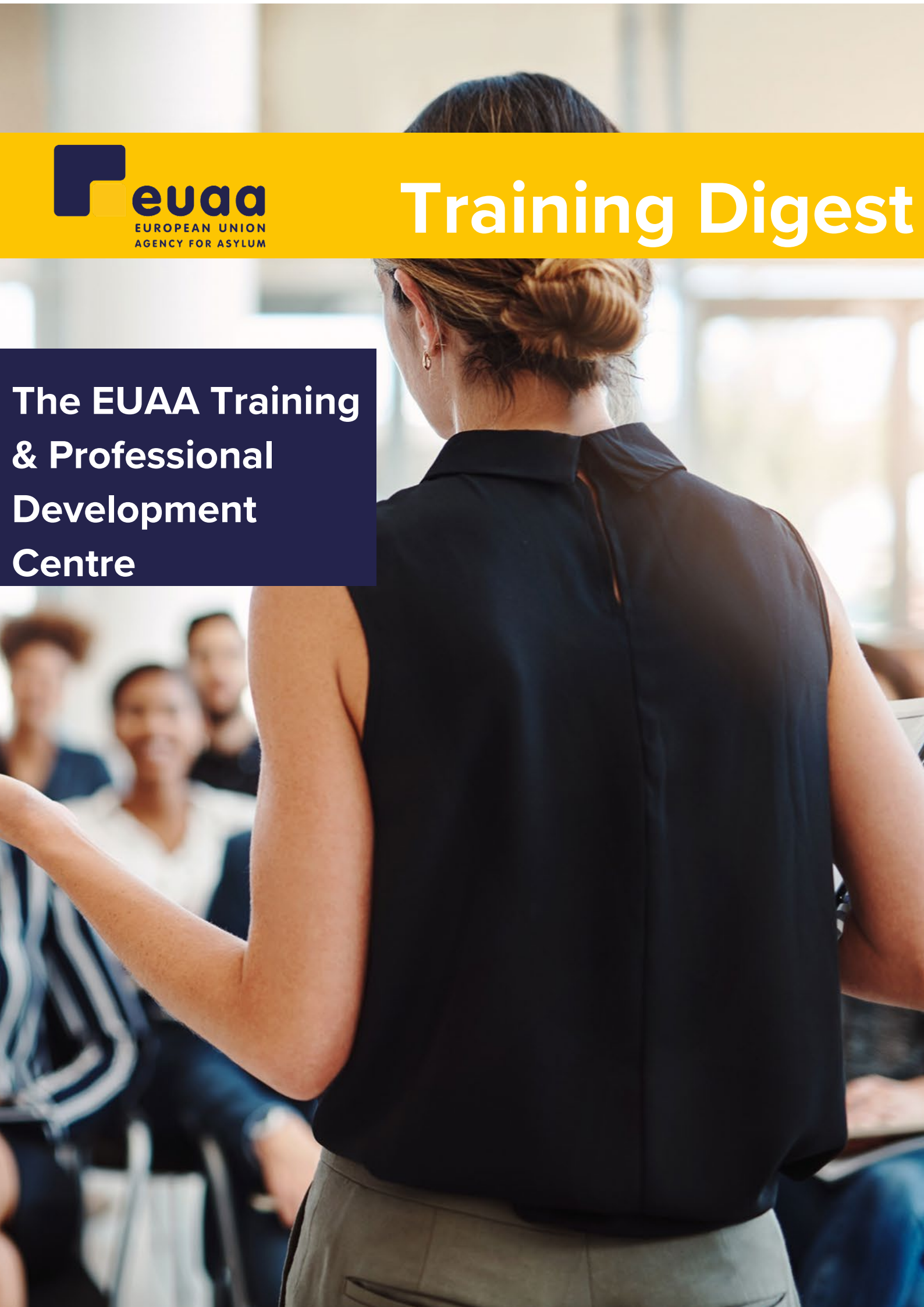


**The EUAA Training
& Professional
Development
Centre**



What's new?

Training Digest

- Looking ahead to 2023
- Highlights of 2022
- The year in pictures
- Focus on:
 - Training in Operations
 - Training activities under the Spanish Operating Plan
 - EUAA – Cepol webinars
 - Quarterly training feedback and monitoring reports
- Annual Training Plan for 2023
- New Training Catalogue
- Contact

January 2023

Dear All,

Welcome to the EUAA Training Digest! This issue provides a round-up of 2022 highlights and contains the latest news and developments at the Training and Professional Development Centre.

We wish you an enjoyable read!



Looking ahead to 2023

As we start a new year, we wanted to both reflect on last year's achievements and look ahead to 2023.

Due to the Ukrainian crisis, 2022 saw an exponential rise in the number of training sessions delivered. This, of course, impacted the Centre as

a whole. It involved rapidly developing training to support the implementation of the Temporary Protection Directive and the provision of vital information to Ukrainians fleeing the war. An unprecedented number of learners were enrolled to both online and face-to-face sessions which were mainly delivered by in-house trainers.

With the expansion in the number of Operating plans signed and the continuing training of Asylum Support Teams and experts in the reserve pool, we foresee that 2023 will also see a high level of training delivered in the context of operations – especially in the area of reception.

We continue to improve our training offer by keeping a learner-centred focus. Last year we launched our foundation modules. They are online only and provide the basics for anyone working in the field of asylum and reception. Take a look at the new [European Asylum Curriculum Catalogue](#), where you will find the available modules grouped by theme.

It is our belief that learning does not stop when a training session has been completed. This year will start exploring how we can introduce more work-based learning in a systematic way. The goal is to support asylum and reception officials to build on knowledge acquired through training and demonstrate that they can apply their skills in the workplace in an autonomous and responsible manner.

We will also be welcoming new trainers who will be equipped to assess learners who choose to demonstrate they have met the learning outcomes. Consult the [2023 Training Plan](#) to find all the sessions organised by the EUAA.

We thank you for your help and support in 2022 and look forward to a productive 2023



Looking back - Highlights of 2022

Response to the Ukraine crisis

One of the main achievements of 2022 was the timely and efficient way in which the agency responded to the challenges Member States faced due to the high influx of Ukrainians arriving in the EU and the activation of the Temporary Protection Directive (TPD).



In a very short time, the EUAA managed to propose a dedicated training planner composed of new sessions created in response to the emerging needs. These included webinars on TPD or communication with persons who have faced traumatic events. The offer was complemented by existing modules of the European Asylum Curriculum, such as the foundation modules or the Module on Trafficking in Human Beings. The response required a high level of preparedness on a constant basis by responding quickly to meet the needs for training without compromising quality.

Testimonials from Member State experts who took part in the training show a high



level of satisfaction. You can find more testimonials in the EUAA Channel on YouTube.

Go to the [Training and Professional Development playlist](#).



Transformation into an agency

Even before coping with the unexpected training needs triggered by the Russian invasion of Ukraine in February, we can honestly say that 2022 started with a bang! It was an evolutionary moment in the history of the agency - EASO became the EUAA in January.

This event caused repercussions across the agency and no less the Training and Development Centre as there were significant changes to the organigram. One of the first tasks of all the new sectors and horizontal functions was to rebrand. This involved updating the [training pages of the EUAA website](#), the [Learning Management System](#) and training content (as far as feasible) to reflect the new visual identity. Other documents were aligned to our new mandate. Our updated [Training and Learning Strategy](#) (now available in all EU languages) was approved by a Management Board Decision. Other key documents such as the [Training Quality Assurance Framework](#) was officially approved. You can also find the [Code of Conduct for participants in training activities](#) in all EU languages on the website and the LMS.



On the occasion of the one-year anniversary of the EUAA, a **new corporate video** has been published. Watch the video [here](#)

Meeting training needs in operations

The year saw a significant increase in the number of Operating Plans (see article) and a corresponding increase in training needs. While 2021 ended with 7 Operating Plans, currently there are 12 Operating Plans being implemented by the Agency, with their number soon reaching 14 (with the inclusion of Austria and Slovenia). More than ten Training Needs Assessments were conducted in 2022. As far as possible the TNA methodology was implemented, in both rapid and standard contexts. As a result, we have training plans in place that are responsive to learner needs. The increased number of operational contexts has meant a really close bilateral cooperation with the respective national administrations, as well as continuous delivery of the training for the Asylum Support Teams.

Design – new perspectives

Throughout the year, the centre continued to implement new instructional design principles in all new and upgraded modules of the restructured European Asylum Curriculum (EAC).

A **Trainers Conference** and workshop on instructional design were organised to educate MS trainers and colleagues on the scientific basis of our approach to instructional design (based on neuroscience) and explore possibilities for the professional development through coaching and use of emergent technologies (see article).

A pilot project on **consultation with the Consultative Forum** resulted in 21 members providing feedback on our modules. Along the same lines, in the framework of the new EUAA regulation and in the context of the restructuring/consolidating the European Asylum Curriculum, the Centre set up processes and a solid framework to mainstream fundamental rights throughout the curriculum.



Online only courses were launched for new foundation modules. These automated modules are entirely self-paced and don't require tutors/trainers, as they come with automated notifications. Online assessments were also continued. Online only does not mean that learners are not supported. Helpdesk support to all the end-users saw an unprecedented and sudden increase in workload. In 2022, the help desk assistants dealt with 900 tickets a month. In general, user registration/enrolment requests have boomed with a peak in April – May which was a 100% increase over 21, and a more than 300% increase over 2020.

Improvements in the evaluation of training

Feedback forms that are completed by Learners and Trainers at the end of training sessions have been simplified and translated. Improvements in the administration of data collection (such as a more user-friendly tool for tracking attendance) and analysis methods have also been optimised and fed into monitoring reports (see article).

The year in pictures

Trainers Conference



The first Conference for Trainers took place on 29-30 September in Malta. It proved that, while COVID showed us other efficient ways to communicate and meet online, nothing can replace the networking and exchange of practices experienced between trainers during physical meetings. With this Conference the EUAA aimed to provide a platform of communication and exchange for all EUAA trainers, regardless of the module(s) they are trainers in.

During the event EUAA trainers had the chance to learn how newest learning theories, built on brain science, can affect adult learning. Through an interactive workshop, the trainers found out how it is possible to trace the pathways of the brain involved in various learning task and explore, which learning tasks and modalities are likely to be most effective.



The programme of the Conference also included discussion on the European Qualification Framework, reliable training data and introduction to the value of coaching in professional development, including tips to adopting a relevant mindset and start using a coaching approach in the workplace. Finally, the event was closed with an eye-catching demonstration from an expert in online learning, on what the future of technology enhanced training holds in the years to come- the possibilities, challenges and applications of technology fuelled learning environments.

The trainers were very positive about the Conference with the following comments left in the feedback forms



The speakers were inspiring and engaging and the theme of neurodidactics and coaching were brilliant!

The subjects prepared were easy to follow, interactive and for sure they will contribute to improved training activities.

Certification and Accreditation Working Group (CAWG) meetings



The **26th CAWG meeting** was a milestone moment on the journey towards the accreditation of EUAA training. It was announced that the EUAA has launched a programme of interrelated projects with the longer-term outcome of becoming an academy following the positive results of an initial feasibility study.

One of the highlights of the meeting was the opportunity for members to discuss with a panel from an international consortium led by France Education International.

Member States provided their stakeholder viewpoint and were able to ask questions about the next steps towards setting up an academy for asylum and reception officials.





The **27th CAWG meeting** was hosted by the Belgian Office of the Commissioner General for Refugees and Stateless Persons (CGRS) on 8-9 December, during which Member States continued working on the enhancement of the quality assurance in EUAA training at national level.

Additionally, the results from the exercise from

last meeting on the alignment of the Member States training feedback forms were presented, as well as the initial analysis of the research on the early use of the European Sectoral Qualifications Framework for Asylum and Reception Officials (ESQF)”

Training Asylum NCP meeting

During the Training Asylum NCP meeting, held on 11 and 12 October 2022, the workstations approach was used where the newest modules as part of the European asylum curriculum were presented as well as some of the modules under development. The workstations presented the following blocks:

Introductory modules (Orientation course for learners; Working with an interpreter). The vulnerability block was presented (THB; Children in the asylum process; Applicants with diverse SOGIESC; GBV). Modules for trainers (Becoming EUAA trainer; Becoming an EUAA assessor; Introduction to coaching; Asylum Core).

The meeting included an update of the Training and Professional development Centre state of play, The Academy Programme, Planners 2023, Analysis of the feedback forms and workshops on the Vulnerability path.



Training activities under the Spanish Operating Plan

The training activities under the EUAA Operating Plan signed with the Ministry of Inclusion, Social Security and Migrations in Spain continued to progress throughout 2022. A total of **1 479 participations** were recorded for reception professionals who completed EUAA trainings in 2022, with the average satisfaction rate from the training sessions reaching **95%**.



Out of the 1 028 individuals trained, 44% of trainees work for the Secretary of State of Migration, while about 50% are NGOs staff, with the majority of them being first line reception officers working directly with asylum seekers in reception centres.

Such positive training results were achieved with the active cooperation among all main stakeholders of the Spanish reception system, namely SEM, Red Cross, UNHCR as well as national NGOs, focusing on the following actions:

Coordinated training needs assessment and continuous monitoring of training activities - through regular quarterly meetings, involving all stakeholders working in reception both in the Canary Islands and the peninsula

Development of a joint Training plan with the Secretary of State of Migration and the NGOs training focal points - aiming to address main training priorities as well as emerging needs, such as the implementation of the Temporary Protection Directive.

Designing targeted training itineraries for different reception profiles - training was structured around the learning needs of the main reception profiles, namely: reception managers; technical reception staff (reception officers, social workers, psychologists, social educators, etc); service providers (security officers, cleaning staff, catering, maintenance) and interpreters

Increasing the attendance of national authorities and NGO personnel in EUAA train-the-trainers' sessions to support the development of the national pool of trainers - with 46 reception officers being trained as national trainers.

Building on the good practices and the collaborative approach established during previous year, EUAA reception related trainings will continue in 2023 with the purpose of strengthening the reception capacity and enhancing the system as whole.



EUAA- CEPOL webinars in the framework of the “Let’s speak asylum” project

The Training and Professional Development Centre was involved in the delivery of a series of four webinars on information provision to CEPOL’s members. This initiative is part of a broader inter-Agency cooperation with CEPOL on topics related to information provision in the context of asylum processes.

This first session was successfully delivered to members of CEPOL in mid-September by the Training and Professional Development Centre of the EUAA, with a high-level of attendance. The other three sessions were delivered in cooperation with the Asylum Knowledge and Operational Support Centres and took place in October, November and December 2022



The webinars were largely based on the EUAA horizontal project “Let’s speak asylum: methodology and tools to support the provision of information in the context of asylum and reception”. As such, the aim of the webinars was to disseminate and promote a uniformed and structured methodology for information provision and to further increase the visibility of the project with other potentially interested stakeholders.

The immediate outcome of this collaboration was to familiarise first contact officials and law enforcement bodies with the basic principles of information provision and assist them in such communication duties with potential applicants, asylum seekers, and recognised beneficiaries of international protection.

The content focused on messages, tools, a methodology of information, as well as the new products developed in the framework of the ‘Let’s speak asylum project’. The ultimate purpose is to support all relevant Member States’ authorities, including law enforcement, to fulfil their legal obligation of information provision, as stated in the CEAS.

The learning program was composed of the following sessions each tackling a specific sub-topic, namely:

- ▶ Information provision in the context of access to the asylum procedure
- ▶ Information provision in the Dublin procedure
- ▶ Information provision in the context of resettlement



Quarterly training feedback and monitoring reports- a tool for continuous improvement

Why do monitoring of training feedback?

The principles behind the Training and Professional Development Centre's (TPDC's) monitoring activities are outlined in Chapter 12 of the Training Quality Assurance Framework and are intended to ensure compliance with Standard 1.9 of the European Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015). The standard states as follows:

*“Institutions should **monitor and periodically review** their programmes to ensure that they achieve the objectives set for them and respond to the needs of students and society. These reviews should lead to continuous improvement of the programme. Any action planned or taken as a result should be communicated to all those concerned.”*

The ongoing monitoring enables TPDC to follow the training activities and to find out at an early stage how an activity is performing based on a number of criteria. The monitoring data allows for an analysis of the “state of play” and can identify the need to rectify certain aspects of the training activities. The quarterly data is fed into a more comprehensive aggregated annual monitoring report, identifying both best practices as well as areas for improvement to be highlighted and analysed.



Image: anyaberkut - iStock

Overall development of the training monitoring system during 2022



The team in charge of data collection and implementation of the monitoring system has worked consistently with improving the timely data collection as well as improving the quality of data through pro-active work directly with the National Contact Points of Member States. The work has consisted of a revision and improvement of the feedback forms, coding of data for traceability, inclusion of additional data to the monitoring report (e.g., response rates and ranking) as well as providing input as to areas to look deeper into. So rather than just implementing the framework, as it looked in the beginning of 2022, there has been an incentive to develop and improve the monitoring system throughout the year with the limited resources available.

Scope

The reports in 2022 cover all training sessions delivered in Q1, Q2 and Q3 (January-September), including training activities delivered in the framework of permanent and operational support, as well as training activities delivered as part of capacity building in third countries under the external dimension of the Common European Asylum System (CEAS).

Summary

Over the period a consistently high 95% and above, overall satisfaction rate has been noted. Furthermore, above 95% of the participants expressed that the training sessions had contributed to their professional knowledge, skills and/or growth. In addition, the participants remained satisfied throughout the period with their trainers where close to 100% expressed that the trainer was knowledgeable and well prepared. Furthermore, it should be noted that there is no indication that participants have a preference for a specific delivery type and in general, interaction is highly appreciated.

TPDC is planning to conclude Q4 2022 and analyses the aggregated results in the beginning of 2023 to feed into the continuous improvement of our training activities.



Annual Training Plan 2023

*EUAA has published its **Annual Training Plan for 2023** which introduces several changes compared to the previous years.*

Taking into consideration the feedback received from the Member States, their suggestions and recommendations, this year we will have **a single, consolidated planner**, that will include all training sessions, divided per category, and sorted in a chronological order.

This way every user has the chance to clearly identify the sessions of interest according to his/her specific needs but also to have a complete overview of the sessions offered for the whole year under one comprehensive training plan.

The **EUAA Training Plan 2023** consists of three types of training sessions:

- ▶ Learners Curriculum is dedicated to asylum and reception officials who wish to follow EUAA training modules as learners and offers them the possibility to take accompanying assessments.
- ▶ Content Module Assessments for 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.
- ▶ Trainers Curriculum Modules for current and future trainers in EUAA Modules, including trainers who may wish to become EUAA Certified Trainers and Assessors.

The training plan can be found [here](#).

For further information you may always contact training@euaa.europa.eu



The Training Catalogue has a make-over

You can consult the new **Training Catalogue** organised and streamlined with the European Asylum Curriculum thematic areas. You will also find the trainers' curriculum with modules that address training skills and competences required for certified trainers who will deliver the accredited programmes and modules. (Such as Becoming an EUAA Trainer/ Becoming an EUAA Assessor) and very recently Coaching.



Supporting learners throughout the learner journey



On the revamped Learning Management System homepage, you will find a new video which guides learners and potential learners to key documents and provides essential information about EUAA training.



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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