

Certified External CAF Feedback Expert (EFAC) Training

Training (online session – Vienna) / September-October 2023

Training Objectives

With the “External CAF Feedback Expert Training,” we exclusively offer a tailor-made on-site and hybrid training course for CAF practitioners in Western Balkan countries. After completing the training program the participants have gained in-depth expertise on the following topics:

- How CAF can contribute and be linked to organisational development and change initiatives in public administrations
- How the system and process of the Professional External Feedback Procedure (PEF) is working and
- How to prepare, organise and conduct the on-site visit for PEF on the basis of a real CAF case.

**Better
with CAF.**
COMMON ASSESSMENT FRAMEWORK

After successful completion of the training program the participants will be equipped with the knowledge how to deliver a Professional External CAF Feedback Procedure and obtain a certification of KDZ as “External CAF Feedback Expert (EFAC)”.

Target Group

The training “Certified External CAF Feedback Expert (EFAC) Training” is designed for CAF Practitioners and Experts in ReSPA member countries who want to deepen their skills and act as CAF External Feedback Expert (EFAC).

Training Program

Module 1 – The External CAF Feedback Process

In this module, the participants gain a compact and hands-on overview of the state of the art of quality management in the public sector and its impact on the change readiness of public administrations. The participants will enrich their insights on how quality management works in public administrations and deepen their understanding of the CAF maturity levels.

In this module, the participants will be equipped with all necessary instruments and techniques for preparing and delivering a Professional External CAF Feedback Procedure. In preparation for Module 3, the participants will learn to apply the knowledge acquired on the basis of a real CAF case.

Module 1 will be held online via Zoom.

6 th of September 2023 (online)		
09.00	Welcome Objectives & Introduction of the participants	Olivera Damjanovic, Philip Parzer
09.15	The 3 CAF External Feedback Questionnaires <ul style="list-style-type: none"> Content, application and assessment scheme 	Philip Parzer, Alexandra Schantl
10.15	Break	
10.30	Break-Out Session: The 3 CAF External Feedback Questionnaires <ul style="list-style-type: none"> Content, application and assessment scheme 	Philip Parzer, Alexandra Schantl
12:00	Break	
13:00	Preparation of the CAF External Feedback Procedure <ul style="list-style-type: none"> Application procedure Materials Pre-Assessment 	Isabelle Verschueren
14:30	Break	
14:45	CAF-Feedback Report – Effective CAF User <ul style="list-style-type: none"> Objectives, Structure, Content 	Isabelle Verschueren, Philip Parzer
15.30	Sum Up and Q&A	Olivera Damjanovic, Philip Parzer
16.00	End of Online Session	

7 th of September 2023 (online)		
09.00	Welcome Warm-up	Philip Parzer
09.15	Assessment Training <ul style="list-style-type: none"> “Effective CAF User” procedural standards EFAC Guidelines of RQMC 	Olivera Damjanovic

10.30	Break	
10.45	Assessment Training – Practical experiences of an EFAC <ul style="list-style-type: none"> • Analyses of materials • Calibration of Assessors • Application of the 3 CAF External Feedback Questionnaires 	Eva Sejrek-Tunke
12:00	Break	
13:00	Guiding principles for moderation <ul style="list-style-type: none"> • Balancing the role and requirements for EFACs • Questioning and Facilitation techniques 	Eva Sejrek-Tunke
14:30	Break	
14:45	Presenting of the CAF Case <ul style="list-style-type: none"> • Tasks • Guidelines for preparing the on-site visit and the CAF External Feedback Report 	Eva Sejrek-Tunke, Bernadette Tropper-Malz
15.30	Sum Up and Q&A	Olivera Damjanovic, Philip Parzer
16.00	End of Online Session	

Module 2 – Practice Lab “Professional External CAF Feedback Procedure”

In the final module the participants will dive into a real CAF Feedback situation. On the basis of the CAF case already prepared for module 3 – the participants will run through the whole CAF Feedback Process. Furthermore the participants will get feedback on the CAF Case prepared and reflect together the lessons learned for their future CAF Feedback Procedures.

Where?

Institute for the Danube Region and Central Europe, Hahngasse 6/1/24, A-1090 Vienna (tbc)

2 nd of October 2023 (Vienna)				
09.00	Welcome Objectives & Introduction of the participants			Bernadette Tropper-Malz
09.15	CAF Case <ul style="list-style-type: none"> • Summary / presentation of case-study • Presentation and reflection on the CAF Case 			Bernadette Tropper-Malz
10.15	Break			
10.30	Group A CAF Case - Break-Out Session I Questionnaire I	B. Tropper-Malz, V. Weixlbraun	Group B CAF Case - Break-Out Session I Questionnaire I	E. Sejrek-Tunke A. Schantl
12.00	Break			
13.00	Group A CAF-Case - Break-Out Session II Questionnaire II and III	B. Tropper-Malz, V. Weixlbraun	Group B CAF-Case - Break-Out Session II Questionnaire II and III	E. Sejrek-Tunke A. Schantl
15.30	Sum up and Q&A			Bernadette Tropper-Malz, Eva Sejrek-Tunke
16.00	End of Online Session			
3 rd of October 2023 (Vienna)				
09.00	Warm up			Bernadette Tropper-Malz
09.15	Group A CAF-Case - Break-Out Session III Questionnaire III	B. Tropper-Malz, V. Weixlbraun	Group B CAF-Case - Break-Out Session III Questionnaire III	E. Sejrek-Tunke A. Schantl
12.00	Break			
13.00	Group A Simulation Professional CAF Feedback <ul style="list-style-type: none"> • Consolidation of CAF Feedback Experts • Draft CAF Feedback Report • De-Briefing 	B. Tropper-Malz, V. Weixlbraun	Group B Simulation Professional CAF Feedback <ul style="list-style-type: none"> • Consolidation of CAF Feedback Experts • Draft CAF Feedback Report • De-Briefing 	E. Sejrek-Tunke A. Schantl

15.00	Code of Conduct <ul style="list-style-type: none">Guiding Principles for EFACs and the PEF	Olivera Damjanovic, Slaven Bukarica
15.30	Closing of Training	Olivera Damjanovic, Bernadette Tropper- Malz
16.00	End of Session	

Application procedure and framework conditions

The training “Certified External CAF Feedback Expert (EFAC)” is designed for QM practitioners and CAF Experts in ReSPA member countries (including CAF Correspondents) who did not attend the EFAC training of KDZ in 2021 and 2022. Admission to EFAC training is based on the following requirements:

- At least 5 years of hands-on experience in applying quality management tools (including CAF), preferably in public administration
- Relevant background – university degree or specialized training certificates in public management, quality management and/or related fields

After completion of the training the participants will get KDZ-certificate (“External CAF Feedback Expert”) which are based on the following requirements:

- At least 80 per cent attendance obligation (For EFACs attendance in Module 2 is obligatory)
- Active participation in training sessions
- Positive completion of Case Study (Homework)
- Presenting of Results and actively taking part in CAF External Feedback Simulation (Module 2)

In order to apply for the training following documents should be sent to ReSPA per e-mail (Mail ReSPA) by the 7th June 2023 at the latest:

- Letter of motivation
- Curriculum Vitae – please underline specific QM/ CAF experience, preferable relevant certificates, and contacts of two references related to your experience in applying QM/CAF

The selection committee consists of representatives of the Regional School of Public Administration and the KDZ Centre for Public Administration Research. The applicants will be informed by ReSPA by the 9th of June 2023 about admission to training.