

External CAF Feedback Expert (EFAC)

Online Training / January-March 2021

Target Group & Objectives

With the “External CAF Feedback Expert” we exclusively offer a tailor-made online training course for CAF practitioners in Western Balkan Countries. After completing the training program the participants have gained in depth expertise on 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.

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 KfZ as “External CAF Feedback Expert (EFAC)”.

Training Program

Module 1 – Quality Management approaches for improving Public Sector

In the first module the participants gain a compact and hands-on overview about 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 on the CAF maturity levels.

21 st of January 2021		
09.00	Welcome Objectives & Introduction of the participants	Ratka Sekulovic, Thomas Prorok
09.15	Quality Management in Public Sector I <ul style="list-style-type: none"> • What is quality in public sector? • Quality Management in the fields of Public Management and Public Governance • CAF and the Principles of Excellence 	Thomas Prorok
10.15	Break	

10.30	CAF Best-Practices	Jaana Ilomäki
	<ul style="list-style-type: none"> CAF in the city of Kuopio 	
12:00	Break	
13:00	The Common Assessment Framework I	Thomas Prorok
	<ul style="list-style-type: none"> The system, criteria and sub-criteria of CAF 	
14:15	Break	
14:30	The Common Assessment Framework II	Philip Parzer
	<ul style="list-style-type: none"> The CAF Process Assessing Quality with CAF 	
15.30	Sum Up and Q&A	Thomas Prorok, Philip Parzer
16.00	End of Online Session	

22nd of January 2021

09.00	Warm-Up	Philip Parzer
09.15	The CAF External Feedback Procedure at a glance	Thomas Prorok
	<ul style="list-style-type: none"> Objectives Process Prerequisites 	
10.15	Break	
10.30	CAF Best-Practices	Isabel Soares, Silvia Vicente
	<ul style="list-style-type: none"> The Case of ISCSP 	
12:00	Break	
13.00	Driving Change with CAF	Philip Parzer
	<ul style="list-style-type: none"> Linking change models with the CAF program Change Design with CAF 	
13:30	CAF maturity lab	Philip Parzer
	<ul style="list-style-type: none"> Elaborating the CAF maturity levels 	
14:30	Break	
14.45	Reflections and Lessons-Learned	Philip Parzer
15.30	Sum Up and Q&A	Philip Parzer
	<ul style="list-style-type: none"> Preview Module 2 	
16.00	End of Online Session	

Module 2 – The External CAF Feedback Process

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.

11 st of February 2021		
09.00	Welcome Objectives & Introduction of the participants	Philip Parzer
09.15	The 3 CAF External Feedback Questionnaires <ul style="list-style-type: none"> • Content, application and assessment scheme 	Philip Parzer
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
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 	Philip Parzer
15.30	Sum Up and Q&A	Philip Parzer
16.00	End of Online Session	
12 th of February 2021		
09.00	Warm up	Philip Parzer
09.15	Assessment Training <ul style="list-style-type: none"> • “Effective CAF User” procedural standards 	Philip Parzer
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 	Philip Parzer
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 	Philip Parzer, Eva-Sejrek-Tunke
15.30	Sum Up and Q&A	Philip Parzer
16.00	End of Online Session	

Module 3 – Practice Lab

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.

18 th of March 2021		
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	Break-Out Session CAF Case <ul style="list-style-type: none"> Questionnaire I 	Bernadette Tropper-Malz, Eva Sejrek-Tunke
12.00	Break	
13.00	Break-Out Session CAF Case <ul style="list-style-type: none"> Questionnaire II and III 	Bernadette Tropper-Malz, Eva Sejrek-Tunke
15.30	Sum up and Q&A	Bernadette Tropper Malz, Eva Sejrek-Tunke
16.00	End of Online Session	

19 th of March 2021		
09.00	Warm up	Bernadette Tropper Malz, Eva Sejrek-Tunke
09.15	Break-Out Session CAF Case <ul style="list-style-type: none"> Questionnaire III 	Bernadette Tropper Malz, Eva Sejrek-Tunke
12.00	Break	

13.00	Code of Conduct	Bernadette Tropper Malz, Eva Sejkrek-Tunke
	<ul style="list-style-type: none"> Guiding Principles for EFACs and the PEF 	
13.30	Simulation Professional CAF Feedback	Bernadette Tropper Malz, Eva Sejkrek-Tunke
	<ul style="list-style-type: none"> Consolidation of CAF Feedback Experts Draft CAF Feedback Report De-Briefing 	
15.30	Closing of Training	Ratka Sekulovic, Thomas Prorok
16.00	End of Online Session	

Application procedure and framework conditions

The online training “External CAF Feedback Expert (EFAC)” is designed for CAF Correspondents and CAF Experts in ReSPA member countries. The admission to EFAC training is based on 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 a KDZ-certificate which is based on following requirements:

- At least 80 percent attendance obligation (Attendance in Module 3 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 3)