

**CAF NATIONAL ACTION PLANS  
PORTUGAL 2010/2011**

**ULTIMATE SPONSOR OF THE CAF ACTIVITIES IN YOUR COUNTRY**

**The top manager that is in charge of public administration (with supervision of the Secretariat of State in charge of Public Administration) – Directorate-General for Administration and Public Employment (DGAEP)**

**Abbreviations:**

**INA – Centre for public servants training ([ina@ina.pt](mailto:ina@ina.pt))**

**PF – Pedro Folgado ([pedro.folgado@dgaep.gov.pt](mailto:pedro.folgado@dgaep.gov.pt))**

**CE – Cristina Evaristo ([cristina.evaristo@dgaep.gov.pt](mailto:cristina.evaristo@dgaep.gov.pt))**

## **A. Spreading Information on CAF**

### **A.1 Publications on CAF**

| <b>Title of the publication</b>    | <b>Content</b>  | <b>Sponsor/initiator</b> | <b>Target Group</b>   | <b>Partner</b> | <b>Date/Timeframe</b> | <b>Contact Person</b> |
|------------------------------------|---|--------------------------|---|----------------|-----------------------|-----------------------|
| <b>CAF Education</b>               | <b>Spreading the CAF Education</b>                    | <b>DGAEP</b>             | <b>Potential users in Education sector.</b>   |                | <b>2011</b>           | <b>CE<br/>PF</b>      |
| <b>CAF 2006 Portuguese edition</b> | <b>Spreading the CAF model among PA organizations</b> | <b>DGAEP</b>             | <b>Public management, public workers (potential users) and CAF users (CAF 2002)</b> |                | <b>Permanent</b>      | <b>CE<br/>PF</b>      |

## A.2 Introductory Meetings

| Title of the Meeting     | Content  | Sponsor/initiator | Target Group  | Partner                                      | Date/Timeframe               | Contact Person   |
|--------------------------|--|-------------------|---|--|------------------------------|------------------|
| <b>CAF users Network</b> | <b>Sharing experiences among users (solutions and difficulties)</b><br><br><b>Sharing good practices (indicators, tools, strategies)</b> | <b>DGAEP</b>      | <b>CAF users (project leader, SAT leader and members)</b> | <b>Cross sector offices in each Ministry</b> | <b>Permanent (on demand)</b> | <b>CE<br/>PF</b> |

## A.3 CAF Website

| Url of the website   | Content   | Sponsor/initiator | Target Group  | Partner | Date/Timeframe   | Contact Person   |
|--|---|-------------------|---|---------|------------------|------------------|
| <b>www.caf.dgaep.gov.pt</b><br><br>(CAF page since 2007 second semester) | <b>- Publications on CAF</b><br><b>- Supporting documents</b><br><b>- Updated information on CAF (national and European)</b><br><b>- FAQ's and news</b> | <b>DGAEP</b>      | <b>Overall Public Administration (top and middle management and staff)</b><br><b>- CAF users (project leader, SAT leader and members)</b> |         | <b>Permanent</b> | <b>CE<br/>PF</b> |

## B. Trainings

### B.1 CAF integrated in general training programmes for civil servants

| Name of the training                         | Content   | Sponsor/initiator | Target Group                                    | Partner      | Date/Timeframe   | Contact Person   |
|--|---|-------------------|---|--------------|--|------------------|
| <b>Diploma of CAF specialization (DECAF)</b> | <b>- CAF model (structure, concepts, scoring system)</b><br><b>- SA process</b> | <b>INA</b>        | <b>- Management</b><br><b>- Senior officers</b> | <b>DGAEP</b> | <b>2010 - 4<sup>th</sup> edition</b><br><br><b>2011 - 5<sup>th</sup> edition</b> | <b>CE<br/>PF</b> |
| <b>In-house coaching and e-learning</b>      | <b>- Practical exercise of SA with CAF</b>                                      | <b>DGAEP</b>      |   |              |  |                  |

## B.2 Specific CAF trainings

| Name of the training | Content  | Sponsor/initiator | Target Group   | Partner                                  | Date/Timeframe | Contact Person |
|----------------------|--|-------------------|--|--|----------------|----------------|
| Seminars on CAF      | - Using CAF in the scope of the performance assessment system (SIADAP) | DGAEP             | - CAF users<br>- Potential CAF users (middle management) | Cross sectional offices in each Ministry | 2010/2011      | CE<br>PF       |

## B.3 CAF trainings by partners

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## C. Developing additional tools

### C.1 Guidelines

### C.2 Case studies

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### C.3 CAF for specific sectors

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## D. Organise support for individual organisations in implementing CAF

### D.1 In-house training

### D.2 In-house coaching

## **E. Stimulate CAF partnerships at regional and local level**

- Regular meetings with the EFQM local partner.

## **F. CAF events/activities**

### **F.1 Users' events**

### **F.2 Quality Conferences involving CAF**

## **G. National registration of CAF users**

| Content   | Sponsor/initiator | Target Group     | Partner | Date/Timeframe   | Contact Person |
|---|-------------------|------------------|---------|------------------|----------------|
| <b>Registration of CAF users in CAF website</b> | <b>DGAEP</b>      | <b>CAF users</b> |         | <b>Permanent</b> | <b>PF</b>      |

## **H. Other activities**

- Development of the national instruments and methodologies required for the deployment of the Effective CAF User label:
  - Translation of documentation;
  - Constitution of the assessors pool;
  - Elaboration of the code of conduct;
  - Establishment of a protocol with the EFQM local partner.