



**Institut Européen
d'Administration Publique –Centre Européen des Régions (IEAP-CER)**

**European Institute
of Public Administration –European Centre for the Regions (EIPA-ECR)**

Barcelona, July 2007

**Ref.: CAF Training Event “The Common Assessment Framework”.
Barcelona, 18-19 October 2007**

Dear Sir / Madam,

The European Institute of Public Administration (EIPA) and its Antenna in Barcelona, the European Centre for the Regions (EIPA-ECR) are pleased to announce the organisation of the Training event concerning “The Common Assessment Framework (CAF)” that will take place on 18 and 19 October 2007 in Barcelona (ES).

Please find enclosed the programme, together with some additional information and a registration form. We would greatly appreciate if you could pass on the information concerning this event to any other persons who might be interested.

Should you wish to receive any further information on the practical aspects of the event, please do not hesitate to contact our programme organiser, Ms Natalia Doménech (Tel.: +34 93 567 23 89), or consult our website: www.eipa.eu.

We look forward to welcoming you in Barcelona.

Yours faithfully,

EUROPEAN INSTITUTE OF PUBLIC ADMINISTRATION -
EUROPEAN CENTRE FOR THE REGIONS (EIPA-ECR)

Project Leaders:

Gracia Vara Arribas
Senior Lecturer, EIPA-ECR
Tel.: +34 93 567 24 03
g.vara-arribas@eipa-ecr.com

Patrick Staes
Seconded National Expert
CAF Resource Centre at EIPA
Tel. +31 43 32 96 328
p.staes@eipa-nl.com



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CAF Training Event

“The Common Assessment Framework in Action”

Barcelona (ES), 18 – 19 October 2007

Organised by

CAF Resource Centre of the
European Institute of Public Administration (EIPA), Maastricht (NL)
and the
European Centre for the Regions (EIPA-ECR), Barcelona (ES)

With the collaboration of



Generalitat de Catalunya
**Escola d'Administració Pública
de Catalunya**

INTRODUCTION

Training course organised by the ECR in cooperation with the EIPA CAF Resource centre (CAF RC) in Maastricht.

Objectives of the course:

At the end of the programme the participants should have a clear understanding of:

- the 2006 version of CAF
- the use of CAF in the European countries
- the self-assessment process
- how to set up training at regional, local or organisational level
- launching improvement actions on a short, medium and long-term basis
- the benefits of e-tools, databases and benchmarking and
- the support they can get from EIPA's CAF Resource Centre

They should be better prepared to implement the CAF in their own organisations and/or be able to assist other organisations in the implementation of the CAF.

The methodology used is a mixture of presentations of developed approaches, case studies, workshops and plenary sessions.

Working languages: English-Spanish

PROGRAMME

Thursday, 18 October 2007

09.00hrs **Welcome and Introduction**

Gracia Vara Arribas, Project Leader, Senior Lecturer, European Institute of Public Administration – European Centre for the Regions (EIPA-CER), Barcelona (ES)

Patrick Staes, Project Leader, Seconded National Expert; Head of the CAF Resource Centre, European Institute of Public Administration (EIPA), Maastricht (NL)

The CAF model and the European context

09.05hrs **The European vision of quality: the Common Assessment Framework. Its origin and actual use.**

Patrick Staes

09.30hrs **The Common Assessment Framework : the model in detail**

Ann Stoffels, EIPA CAF Resource Centre

10.30hrs Coffee break

11.00hrs **Exercise 1: “Identify the sub-criteria”: group discussions**

11.45hrs **Exercise 1: “Identify the sub-criteria”: review of results in plenary session and discussion**

Patrick Staes

The process of self-assessment (SA)

12.30hrs **The self assessment process: how to secure the involvement of management and staff**

The different actors and their roles, timing, reporting, guidelines, the use of e-tools in the SA process

Patrick Staes and Ann Stoffels

13.15hrs Lunch

15.15hrs **Case study: Results – Improvement actions – self assessment Basic Police Area L’Hospitalet de Llobregat (ABPHPL), Police of the Generalitat-Mossos d’Esquadra. (PG-ME).**

Ferran L. López Navarro. Intendant, Head of the Metropolitan Police South Region

16.00hrs **How to assess an organisation by defining strengths and areas for improvement and scoring**

Patrick Staes

16.30hrs **Simulation in plenary session**
Patrick Staes

17.00hrs End of the first day

Friday, 19 October 2007

09.00hrs Review of Day 1 - Introduction to Day 2

The CAF as a driving force behind organisational change

09.15hrs **How to prioritise improvement actions and draft an action plan**
Jean-Marc Dochot, International expert on Quality in the Public sector

10.00hrs **Exercise 2: Prioritise a number of proposed actions: group discussions**

10.45hrs Coffee break

11.15hrs **Exercise 2: Prioritise a number of proposed actions: review of results in plenary session**
Jean-Marc Dochot

12.15hrs **Communication strategy for the CAF: Communication as a key success factor for change**
Patrick Staes

13.00hrs Lunch

CAF works – Better results for the citizens by using CAF

15.00hrs **CAF in Spain**
María Jesús Jimenez, Department of Services Quality, Evaluation and Quality Agency, Ministry of Public Administration (ES)

15.30hrs **Round table: How to develop a quality strategy within an organisation and networking between organisations around CAF (Questions to be debated)**
Patrick Staes, Jean-Marc Dochot, María Jesús Jimenez

Networking –The CAF Resource Centre at EIPA

16.00hrs **What can the CAF RC at EIPA do for you? (incl. CAF e-tool)**
Ann Stoffels

16.30hrs **Evaluation and end of the seminar**
Patrick Staes

GENERAL INFORMATION

CAF Training Event “The Common Assessment Framework” Barcelona, 18-19 October 2007

Seminar venue:

Auditorium (Ground floor)
Catalan School of Public Administration (EAPC)
C/Girona, 20
ES-08010 Barcelona

Working language:

English and Spanish, simultaneous interpretation will be provided throughout this two-day seminar

Fee:

The participation fee is **€ 725** and includes documentation, 2 lunches, 2 coffee breaks and a certificate of attendance. Accommodation and travel costs are at the expenses of the participants or their administration.

Deadline for registration: 8 October 2007

Payment before the deadline is a condition for participation. Please indicate the method of payment on the registration form. For cancellations received after 8 October we will have to charge an administration fee of €150 unless an alternative participant is nominated.

Hotel reservations in Barcelona:

The EIPA-ECR will be pleased to make reservations for you at those hotels in Barcelona (limited rooms) close to the venue of the seminar:

Hotel Europark***

(Aragón 325, Tel. 93 457 92 05, www.nnhotels.com)

€90 Double room for single use, €108 Double room, breakfast buffet included

Hotel Catalonia Berna****

(Roger de Lluria, 60, Tel.: 93 272 00 50, www.hoteles-catalonia.com)

€130 Double room for single use, €160 Double room, breakfast buffet included

7% VAT not included in any case.

Should you wish to make use of this possibility, please indicate the name of the hotel and the dates of arrival and departure on the registration form. Payment is to be made directly and personally to the hotel on checking out. **Please note that if you register after the closing date, hotel reservations cannot be guaranteed.**

Information and Registration:

Natalia Doménech, Programme Organiser

European Institute of Public Administration – European Centre for the Regions (EIPA-ECR)

C/ Girona, 20 / 08010 - Barcelona

Tel.: + 34/ 93 567 23 89; Fax.: +34/ 93 567 23 56;

e-mail: n.domenech@eipa-ecr.com

You can also submit the online registration form which can be found on EIPA's web site:
<http://www.eipa.eu>

Confirmation:

Confirmation of registration will be sent to participants on receipt of the completed registration form and after the 8 October 2007

REGISTRATION FORM

CAF Training Event
“The Common Assessment Framework in Action”
Barcelona, 18-19 October 2007

PARTICIPANT'S DATA:

SURNAME:
FIRST NAME:
POSITION HELD:
DEPARTMENT:
ORGANISATION
OFFICE ADDRESS:
COUNTRY- POST CODE AND TOWN:
OFFICE TEL. N.:
FAX:
E-MAIL:

INVOICES DATA:

Name of the Institution or Organisation:
Fiscal number:
Department:
Address:
Postal code, city: Country

REGISTRATION FEE:

(See conditions in general information)

€725: Includes a documentation folder, coffee breaks, 2 lunches, a certificate of attendance

Bank transfer

It is necessary to state the **name of the participant** and the reference **“0760201”**

ECR's account n° IBAN: ES23-0182-7305-5700-1800-0228,

BIC: BBVAESMMXXX at the BBVA, Plaça Catalunya 5, 08002 Barcelona (ES)

Credit card

MasterCard N° Expiry date: CVC

Visa Card N° Expiry date: CVC

HOTEL BOOKING:

Please book this hotel for me: (see fares in “General information”)

- Hotel Europark***
 Hotel Catalonia Berna****

Hab. doble de uso individual

Hab. doble

Fecha de llegada:

Nº de noches:

Fecha de salida:

Place and date:

To ensure the optimal organisation of the seminar, please return the completed registration form **by fax or e-mail before 8 October 2007 to:**

Natalia Doménech, Programme Organiser

Tel.: +34/ 93 567 23 89;

Fax: + 34/ 93 567 23 56;

E-mail: n.domenech@eipa-ecr.com; <http://www.eipa.eu>

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