

CAF External Feedback Training

Maastricht, 1-2 March 2010 or 12-13 April 2010



The CAF External Feedback and Label:
Training on the Delivery of External Feedback

INTRODUCTION

Description

Since the launch of the CAF in 2000, its implementation and use has shifted from a self-evaluation (making a good diagnosis of the organisation), to making improvements based on this diagnosis. But organisations applying the CAF also wanted to see the results of all their efforts and were looking for feedback. In order to provide organisations with this feedback the CAF External Feedback Procedure has been created by the EU Member States.

This CAF External Feedback Procedure, which is made available to CAF users, aims – by means of external assessment – to verify the quality and effectiveness of CAF implementation. This feedback is given by peers and/or external experts: the so-called CAF External Feedback Actors.

In order to be selected by a national organiser as a CAF External Feedback Actor, candidates have to follow an approved training course.

Target Group

The newly created CAF External Feedback Procedure needs people (CAF External Feedback Actors) to judge the CAF self-assessment and its impact on an organisation, thereby providing useful feedback.

External Feedback Actors need to have a broad knowledge and experience of management and change processes in public sector organisations.

The actor can gain the necessary competencies from a variety of sources including work experience, previous assessment experience (with CAF or EFQM), education and training.

Objectives

At the end of the seminar the participants should be able to

1. analyse the implementation of CAF through the process of self-assessment and improvement actions and assess whether the organisation is installing TQM values;
2. give feedback and suggestions regarding the implementation of CAF, its strengths, weaknesses and how it could be improved;
3. support and renew the organisation's enthusiasm to work with holistic quality development and self-assessment using the CAF model;
4. be a candidate for selection as a CAF External Feedback Actor in his/her country.

Method

A mixture of presentations, exercises, specific case studies, exchange of experiences and interactive discussions in a combination of workshops and plenary sessions.

DRAFT PROGRAMME MONDAY

MONDAY, 1 MARCH OR 12 APRIL 2010

09.00 – 09.30

Welcome, presentation of the programme, presentation of the participants

PART 1: THE CAF

Aims: The CAF External Feedback Actors need to know the specificities of the CAF model, the context of public sector organisations and the different steps in applying the CAF model as described in the CAF guidelines.

09.30 – 10.30

Introduction to the CAF

- Overview of the major points of the CAF
- History and goals
- Process
- State of affairs

10.30 – 11.00

Coffee break

PART 2: CAF External Feedback

Aims: The participants need to know where the need for the CAF External Feedback Procedure came from, as well as having an in-depth insight into the philosophy and ambitions of the system and being able to translate these to applicant organisations.

11.00 – 12.30

The philosophy and the pillar system of CAF External Feedback

Presentation on the "why" (the ambitions of CAF External Feedback, the underlying philosophy, the difference between the pillars) and the "what" (introduction to the different questionnaires)

12.30 – 14.00

Lunch in EIPA's restaurant

PART 3: THE FUNCTIONING OF CAF External Feedback

Aims: The participants know, understand and can work with the different questionnaires and scoring guides (theory). They know how to carry out a sound document analysis, as well as prepare and carry out the site visit.

14.00 – 15.00

In-depth presentation of the questionnaires, the scoring guide and scoring profiles

Detailed presentation of the 3 pillars/ questionnaires and the scoring profile

15.00 – 15.30

Work group exercise 1: Document analysis on the case study (part 1)

The participants work in small teams to assess the 3 pillars and to formulate questions for the site visit

15.30 – 16.00

Coffee break

16.00 – 17.00

Work group exercise 1 (part 2)

Continuation of the group work

17.00 – 18.00

Work group exercise 1 (part 3)

Presentation of the results of the work groups (presentation of the scoring profiles and questions formulated)

DRAFT PROGRAMME TUESDAY

TUESDAY, 2 MARCH OR 13 APRIL 2010

PART 4: REPORTING AND GIVING FEEDBACK

Aims: The CAF External Feedback actors are able to provide feedback (orally and written) and report to the applicant organisation in a professional and satisfying manner.

08.30 – 09.30

The functioning of the CAF External Feedback Procedure

Presentation on the "how": The process of CAF External Feedback, the different steps to be taken by different actors and which documents/material to be used – with a special focus on the role of the External Feedback Actors and the site visit

09.30 – 10.15

Work group exercise 2: Preparation of the site visit (part 1)

The participants work in 3 groups to assess one of the pillars and to prepare the site visit

10.15 – 10.45

Coffee break

10.45 – 11.30

Work group exercise 2 (part 2)

Simulation of the site visit: pillar 1 by group 1 & Plenary discussion

11.30 – 12.15

Work group exercise 2 (part 3)

Simulation of the site visit: pillar 2 by group 2 & Plenary discussion

12.15 – 13.00

Work group exercise 2 (part 4)

Simulation of the site visit: pillar 3 by group 3 & Plenary discussion

13.00 – 14.00

Lunch in EIPA's restaurant

14.00 – 14.30

Giving feedback

Presentation on the feedback report, giving oral and written feedback

14.30 – 15.15

Work group exercise 3: the feedback report (part 1)

Use the info from exercises 1 (document analysis) and 2 (the site visit) to provide feedback by drafting the feedback report

15.15 – 15.30

Coffee break

15.30 – 16.15

Work group exercise 3 (part 2)

Plenary feedback on the feedback reports drafted by the three groups

PART 5: CODE OF CONDUCT AND BEHAVIOUR

Aims: The actors know their role, know what to do, and how to behave

16.15 – 17.00

The CAF External Feedback Actors

Presentation of (1) the different activities and the role of the CAF External Feedback Actors in the procedure, (2) the competencies and code of conduct of the CAF External Feedback Actors

17.00

Close

GENERAL INFORMATION



Programme

The seminar will commence on the first day at 09.15 hrs and will finish on the second day with an evaluation of the seminar at 16.30 hrs.

Seminar venue

European Institute of Public Administration -
Green Conference Room (1.45)
O.L. Vrouweplein 22, NL- 6211 HE Maastricht,
Tel.: +31.43.3296222, fax: +31.43.3296296

Working language

The seminar will be conducted in English.

Fee

The participation fee is € 800 and includes documentation, two lunches, one dinner and refreshments. Accommodation and travel costs are at the expense of the participants or their administration. EIPA offers its members a reduction of 10% of the registration fee. This reduction is available to all civil servants working for one of EIPA's member countries (i.e. AT, BE, BG, CY, CZ, DK, EE, FI, FR, DE, GR, HU, IE, IT, LT, LU, MT, NL, PL, PT, ES, SE, UK). Officials of EU Institutions, bodies and Agencies which have signed a framework contract under LOT 8 are entitled to a 20% discount. If you are eligible for a discount, please tick the box in the registration form. Please note that reductions cannot be accumulated. For more information, please visit EIPA's website: www.eipa.eu (Seminars – FAQ - special discounts).

GENERAL INFORMATION

Hotel reservations

The European Institute of Public Administration will be pleased to make reservations for you at a hotel in Maastricht. We have made a block booking at:

Hotel Beaumont**** www.beaumont.nl € 101,75 p.p.p.n.

Hotel Mabi**** www.hotelmabi.nl € 98,50 p.p.p.n.

These prices include breakfast and tourist tax).

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. **Should the hotel of your choice be fully booked, you will automatically be placed in one the other hotel.** Please note that if you register after the closing date, hotel reservations cannot be guaranteed.

Meals

The lunches will be served at the Institute's restaurant and dinner will be at a restaurant in town. Should you require a special menu (e.g. vegetarian, diabetic), please inform us so that this can be arranged.

Registration

Please contact your CAF national correspondent to inform him/her about your interest in participating. The contact list can be found

below. Kindly also complete the registration form and return it before the closing date to Ms Ann Stoffels, Programme Organiser, EIPA, P.O. Box 1229, NL-6201 BE Maastricht, tel.: +31.43.3296317, fax: +31.43.3296296, e-mail: a.stoffels@eipa.eu. You can also submit the online registration form which can be found on EIPA's web site: <http://www.eipa.eu>. (training). Your name and address will be part of EIPA's database for our mailing purpose only. If you do not want to be included in our mailing database, please tick the box in the registration form.

Confirmation

Confirmation of registration will be forwarded, together with other relevant details, to participants on receipt of the completed registration form and after consultation with the CAF national correspondent. Payment and cancellation policy Prior payment is a condition for participation. Please indicate the method of payment on the registration form. In any case, the participant or his/her administration will receive an invoice for the payment of the registration fee. For cancellations received in the two weeks prior to the seminar we will have to charge an administration fee of € 150 unless a replacement participant is found.

EIPA reserves the right to cancel the seminar up to 2 weeks before the starting date. EIPA accepts no responsibility for any costs incurred (travel, hotel, etc.). For EIPA's cancellation policy, please visit our website www.eipa.eu (legal notice).

CONTACT INFORMATION CAF NATIONAL CORRESPONDENTS

Preliminary remark: full addresses are published on the CAF website at: <http://www.eipa.eu/en/pages/show/&tid=70>

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REGISTRATION FORM

The CAF External Feedback and Label: Training on the Delivery of External Feedback
Maastricht, 1-2 March 2010 or 12-13 April 2010

Surname:	Title:	M/F	
First name:	Current position:		
Organisation:	Department:		
Work address:			
Postal code & town:	Country:		
Tel. no:	Fax no:		
E-mail address:			
Date of Participation:	<input type="checkbox"/> 1-2 March 2010	Closing date: 12 January 2010	Proj. nr.: 1020610
	<input type="checkbox"/> 12-13 April 2010	Closing date: 15 February 2010	Proj. nr.: 1020611

Payment

The participation fee includes participation in the seminar, documentation,
2 lunches, 1 dinner and beverages

€ 800

Discount of 10% (civil servants from EIPA's member countries)

discount

Method of payment

Bank transfer

The participants or their administration will receive an invoice for the payment of the registration fee.

Invoice address (if different from the abovementioned address):

.....

E-mail:.....

Credit card

American Express Card Eurocard/Mastercard Visa Card

Card no.: Expiry date: /

Name Card holder: (in case this differs from above)

Address Card holder: (in case this differs from above)

Postal code: Country: (in case this differs from above)

Card Validation Code: (the last three digits on the BACK of your card)
(Exempt from VAT by virtue of Article 11, para. 1 (o), subpara. 2 of the Dutch Law on VAT of 1968)

HOTEL RESERVATION

Please reserve hotel accommodation for me at hotel

Date of arrival: Date of departure: No. of nights:

No hotel reservation required.

MEALS

Lunch day 1 will attend will not attend

Dinner Day 1 will attend will not attend

Lunch day 2 will attend will not attend

Dietary wishes (vegetarian / halal / etc.) :

As the number of places is limited, please return the completed registration form *before the closing date* to:

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Your name and address will be part of EIPA's database for our mailing purpose only.
Please tick if you do not want to be included in our mailing database.