



Terms of reference for EASO's Training and Expert Pool

December 2014

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Contents

1.	Introduction	5
2.	Establishment of the EASO Training and Expert Pool	7
3.	EASO Training and Expert Pool	9
3.1.	EASO training experts' pool	9
3.2.	EASO content experts' pool	9
3.3.	EASO didactic experts' pool	9
3.4.	Privacy statement	10
4.	Deployment process	11
5.	EASO training experts' pool	13
5.1.	Task description	13
5.2.	Knowledge, experience and skills required	13
5.3.	Time requirement	14
5.4.	Support	14
6.	EASO content experts' pool	15
6.1.	Task description	15
6.2.	Knowledge, experience and skills required	16
6.3.	Time requirement	16
6.4.	Support	17
7.	EASO didactic experts' pool	19
7.1.	Task description	19
7.2.	Knowledge, experience and skills required	20
7.3.	Time requirement	20
8.	Reimbursement of experts	21
9.	Use of trainers and experts from the EASO Training and Expert Pool within the EASO asylum support teams	23
ANNEXES		25
	Annex 1: Code of Practice for all members of the EASO Training and Expert Pool	25
	Annex 2: Template for EASO training module update report	28
	Update process	28
	1. Rationale for the update	28
	2. Update process	28
	3. Content experts involved	28
	4. Reference Group members involved	28
	Content changes	28
	5. Structural changes	28
	6. Main content changes	28
	7. Main editorial changes	28
	Didactics changes	28
	8. Main changes in the e-learning part	28
	9. Main changes in the face-to-face part	28
	Future updates	28
	Annex 3: Template for replies to the reference group	29
	Annex 4: Terms of reference: Developing an EASO training module	30
	Annex 5: Terms of reference: Updating an EASO training module	33

1. Introduction

The European Asylum Support Office (EASO) is an operational EU regulatory agency with the main mandate to help improve the implementation of the Common European Asylum System (CEAS), strengthen practical cooperation among Member States on asylum and support Member States whose asylum systems are under particular pressure. In this respect, one of the key practical tools contributing to the effective and harmonised implementation of the CEAS is training.

EASO's core training support tool is its training curriculum, a system of common vocational training, designed mainly for case officers and other asylum practitioners throughout the EU. It consists of a number of training modules covering the core aspects of the international protection procedure by means of a set of interactive modules. EASO uses a blended learning methodology, enabling both theoretical and practical approaches to training by combining an e-learning method and face-to-face sessions. The training modules are developed in the English language and are all being progressively translated by Member States into their national languages.

EASO has also adopted a training strategy, with the aim of outlining the principles and procedures that will guide the Agency in implementing its training mandate as provided for in Article 6 of Regulation (EU) No 439/2010.

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2010:132:0011:0028:EN:PDF>

2. Establishment of the EASO Training and Expert Pool

Since autumn 2011, EASO has been managing a trainers and expert pool. This pool was formed after EASO made a request to the training national contact points (training NCPs) to nominate experts who have participated in train-the-trainer sessions organised by EASO, in activities related to updates of training modules and developments of new training materials, as well as in emergency and special support activities. A request to training NCPs is sent every November of year *N-1*, enabling EASO to keep the trainers and expert pool updated. NCPs are requested to forward the CVs of experts together with the nomination notification. NCPs are also responsible for informing EASO of any changes concerning availability of their experts for this pool. The pool remains open to new nominations and EASO encourages and welcomes any new nominations to the pool.

3. EASO Training and Expert Pool

The EASO Training and Expert Pool is one of the key elements ensuring the provision of quality training and allowing EASO to ensure that training is conducted by experts with less experience. This pool will also allow for content experts to secure highly professional development of EASO training in the future.

The EASO Training and Expert Pool is divided into 3 'sub-pools'.

3.1. EASO training experts' pool

The EASO training experts' pool consists of trainers for EASO train-the-trainers sessions. EASO will, in consultation with Member States, continue to identify experienced national trainers to further develop its trainers' pool. These expert trainers are called on to support EASO in the implementation of train-the-trainer sessions at the EU level.

In order to broaden the expert base and promote a fruitful training dynamic, EASO foresees the deployment of teams of at least two trainers. Furthermore, efforts are being made to combine the deployment of more experienced and less experienced trainers and to maintain a geographical and regional balance.

3.2. EASO content experts' pool

The EASO content experts' pool consists of experts on content who are responsible for updating existing modules and developing new modules or other training materials. EASO, in consultation with Member States, will continue to identify experts on content to support the development and updating of training tools.

3.3. EASO didactic experts' pool

The EASO didactic experts' pool consists of experts who are responsible for providing additional didactic and e-learning skills to trainers and content experts. The pool will also be used as a platform for sharing skills, experiences and good practices in training which in turn will also provide them with support, coaching and guidance. This will further contribute to strengthening practical cooperation between the asylum services in the EU.

3.4. Privacy statement

A privacy statement concerning the processing of personal data in the Training and Expert Pools is available on EASO's website ⁽¹⁾. The Head of the Centre for Training, Quality and Expertise (CTQE) is identified as the data controller.

Experts' CVs are archived and used for the purpose of the Training and Expert Pool until EASO receives a notification from the respective NCP that the expert is no longer available. Following this notification, an expert's CV is removed from the pool.

Experts may update or correct their identification data at any time. To update or correct data regarding qualifications and experience relevant for inclusion in the Training and Expert Pool, experts must resubmit their CV via their NCP. Data subjects may ask to be removed from the EASO Training and Expert Pool and for their personal data to be erased, by submitting a request in writing to EASO via their NCP.

⁽¹⁾ http://easo.europa.eu/wp-content/uploads/2014-08-27-Training-and-Expert_PMC.pdf

4. Deployment process

EASO deploys experts for a number of training-related activities, including trainers and didactic experts for train-the-trainer sessions (for both train-the-trainer sessions held within EASO headquarters as well as regional sessions) and content and didactic experts for module updates and module developments. By using the Training and Expert Pool, EASO will select a suitable expert and make a formal request to the training NCP requesting the deployment of that particular expert. If the training NCP rejects EASO's request, EASO will proceed to select another suitable expert.

A detailed task description, time requirements and the knowledge, experience and skills required for each profile is found in points 5–7 hereunder. Each expert may participate in more than one sub-pool and in more than one module/area of expertise

5. EASO training experts' pool

5.1. Task description

The EASO training experts' pool gathers skilled and experienced EASO trainers who will provide train-the-trainer training to officials working as trainers in national administrations. In turn, officials will then qualify to become national EASO-certified trainers and regional EASO trainers.

The train-the-trainer training consists of about 20–30 hours of online self-studies distributed over a 4-week period (the length can be adjusted according to the specific training needs), during which the participants are coached and supported by the **trainer**. The online training is subsequently followed by a 1- to 2-day face-to-face session where the knowledge acquired during the online phase is further developed and consolidated by means of different learning methods such as discussions, group exercises, role plays, case studies, etc. To complement this, as well as to prepare the participants for the task of being national trainers, the programme also includes a full-day session on didactics and a half day on online coaching, during which trainees learn how to use the online platform.

During the online period, the **trainer** will be coaching, supporting and motivating the learners, as well as providing feedback on completed exercises and assignments. During the face-to-face part of the training, the active role of the EASO **trainer** is essential, since at this stage the trainer has the opportunity to influence directly the learning environment and provide immediate feedback. Ideally, each training session is facilitated by two EASO trainers.

The aim of the train-the-trainer training is to allow the participants to experience the same training material that they will subsequently deliver within their national training framework. The expert **trainer** is expected to deliver the training in accordance with the description in the module's training manual, and is also expected to coach and give feedback during the online studies. The face-to-face session should be performed as outlined in the manual, but the **trainer** is also expected to provide practical information and tips to the participants on delivering the same training at national level.

5.2. Knowledge, experience and skills required

The trainers for the 'train-the-trainer' sessions are expected to have advanced knowledge of the subject and practical experience of the asylum process/topics related to the training they are delivering. Good communication skills are also required, as well as good knowledge of both spoken and written English. NCPs are requested to use the requirements listed below to select the trainers that they will nominate to the EASO Training and Expert Pool:

- extensive knowledge and practical experience in the field of the specific training subject;
- good presentation skills;

- good communication skills and the ability to adapt communication styles to the needs of the audience;
- skills in facilitating discussions, group assignments, role plays and other active training methods;
- the ability to create a positive, inclusive and supportive training environment;
- the completion of at least one EASO training course as 'learner', although having completed the train-the-trainer course is an asset;
- the ability to read, write and communicate in English and to evaluate, assess and provide feedback to trainees;
- the ability to motivate trainees and to adapt to different learning styles.

Previous experience of delivering training would be an advantage, as well as experience in using online training tools and systems.

5.3. Time requirement

A maximum of two training sessions per training module are planned each year, and thus the **trainers who form part of the trainer pool should be available to provide at least one to two sessions per year in EASO training.**

Besides providing online support during the e-learning part of the course, which takes approximately **3 hours per week**, each training session will require the active presence of the trainer during the face-to-face part of the course. Trainers must ensure that they are always familiar with the final version of the training, since modules are updated on a cyclical basis. This will require an additional **4 to 5 days** including 1 day for preparations and travel. Hence, in sum, the **maximum total time requirement per training occasion is approximately 6 to 8 days, including travel and time for preparations for both online and face-to-face sessions.**

EASO train-the-trainer sessions are either organised in Malta, or in the case of regional training in another EU Member State, although training can be also organised in non-EU countries.

5.4. Support

During the training period EASO will provide all trainers with **support** needed in terms of administration, logistics and ICT.

6. EASO content experts' pool

6.1. Task description

The EASO content experts' pool will gather skilled and experienced national experts who will provide EASO training materials with content knowledge and expertise. The main aim of this pool is to develop a strong knowledge base which will allow EASO to use national experts for updating and developing new modules or other training materials such as the EASO training handbooks.

Updating: Updates of EASO training materials are based on an 'EASO updating scheme' which will be issued each year. The EASO updating scheme will be based on a proper evaluation and quality review of all EASO training materials.

During the year, EASO will engage in an evaluation exercise, whereby feedback and suggestions from learners, trainers, experts and the reference group (content, e-learning, face-to-face, didactics) will be collected and taken into account during the updating processes.

For the updating of each item of training material, three to five EASO content experts from different Member States will be appointed. Members of the reference group or other individual experts may also form part of the content expert group. Each expert group will also have a didactic expert and an EASO focal point. These experts will jointly examine the current version of the module/training material during a 1-month period, taking into account all major changes in the subject (law, legal practice, case-law, etc.) as well as information compiled from the evaluations and other suggestions from learners, trainers and other experts collected during the year. During this period EASO content experts will communicate via e-mail and/or telephone, a process which will enable them to share their knowledge and findings.

After the 1-month period all experts will be invited for a **2- to 3-day** meeting with the aim of discussing and eventually deciding upon all necessary changes in the training material. During this meeting, the experts will produce a draft document with the agreed changes within the stipulated deadline. During the updating phase the expert group will also be in contact with the members of the EASO training reference group, who will also be invited to provide their expert views and ideas, as well as to submit any comments on the content. Depending on the update, more meetings may be scheduled. The finalised updated material will be submitted to EASO and used for structuring the online training module (if applicable).

Content experts are finally requested to complete a module update report (Annex 2) to record all the changes that were effected in the module, which will be made available to all trainers of the module in question.

Developing new training materials: Developing new EASO modules or any other EASO training material is a process during which content experts cooperate with didactic experts to deliver interactive, understandable and easy-to-follow training materials and thus to provide officials from different EU Member States with quality, knowledge and expertise through the EASO training programme.

For developing new training material, four to five EASO content experts from different EU Member States will be appointed, as well as one to two didactic experts. Members of the reference group or other individual experts may also form part of the content expert group. Each expert group will also have a didactic expert and an EASO focal person. For 10 to 12 months, these experts will work closely together on content as well as on didactics and interactivity of the module/training material. Throughout this process, EASO content experts will also be communicate via e-mail and/or telephone, in order to share their knowledge and findings. The content expert group will also be in contact with members of the EASO training reference group, who will also be invited to provide their expertise and ideas.

6.2. Knowledge, experience and skills required

The content experts are expected to have advanced and thorough knowledge of the subject of the updated or new training material. It is essential that the content experts have practical experience of the asylum processes. Good communication skills and good knowledge of both spoken and written English are also required. NCPs are requested to use the following requirements to select the content experts that they will nominate to the EASO Training and Expert Pool:

- extensive knowledge and practical experience in the field of the training material subject;
- good presentation and communication skills;
- fluency in English;
- 2 to 3 years of experience in the field of the module.

Knowledge of adult learning theory and previous experience in the use of andragogic methodology would be an advantage.

Previous experience of course/training development, including e-learning, would be an advantage.

6.3. Time requirement

Updating: The total time required per expert for updating one training module will be a maximum of **10 to 15 days** (including meeting(s) and travel) for a period of **3 to 4 months**. The exact length of an update depends mainly on the nature and substance (some modules will only need minor updates while others will need more major changes); therefore the estimated time demands will be communicated to potential experts by EASO prior to each update.

Developing new modules or other training materials: The entire process is spread over **10 to 12 months**. Most of the work can be done individually, however approximately once every 10 weeks the expert group will gather for **2 to 3 days** to discuss and decide upon the development of their work. The main drafting will take approximately 8 to 10 months, but **the total**

number of days that each expert is expected to work on the development will be approximately 50 days during the entire period.

6.4. Support

Previous e-learning skills are not required for experts drafting the content, although in some cases the experts will need to draft in an e-learning format. Less experienced experts will therefore receive information and basic training on e-learning course development and didactic techniques.

During the whole updating/development process EASO will follow the work of each expert group and will moderate the training material update/development based on a set of criteria and deliverables which will be introduced to the experts at the beginning of the update or development. This will allow both the content expert group and EASO to meet all deadlines and update/develop the material on time. EASO will also provide all experts with the support needed in terms of administration, logistics and ICT.

7. EASO didactic experts' pool

7.1. Task description

The EASO didactic experts' pool consists of national experts on didactics, training and e-learning. These experts will support EASO trainers and content experts in both the train-the-trainer training and the development and updates of EASO training materials.

Train-the-trainer training: Each train-the-trainer training course also consists of 1 day of training on methodology and didactics to provide all future EASO national trainers with some basic training skills, and also one half-day training session on using the online tools and the e-platform. As national trainers are usually experts in their respective fields and not tutors or teachers, this part of EASO train-the-trainer training is crucial. The role of the didactic expert is therefore not only to provide basic training on didactic techniques and on using the online tools, but also to prepare the national trainers to become good trainers in their concrete training module. One or two (in a combination of more and less experienced) didactic experts will be deployed for each training session.

Updating: Updates of EASO training materials are based on the 'EASO updating scheme' which will be released each year. The EASO updating scheme will be based on proper evaluation and quality review of all EASO training materials. During the year EASO will gather feedback and suggestions from learners, trainers, experts and the reference group (content, e-learning, face to face, didactics) and thus the revision of didactic methods and learning activities used in a concrete module might be necessary to improve the quality and 'learning experience' of the module or other training material.

For the update of each module/training material one didactic expert should be appointed to revise it and suggest improvements if needed (taking into account feedback from learners or trainers). The didactic expert will work closely with the content expert group during the updating period and will also attend the meetings to decide upon all necessary changes in the module/training material. The didactic expert is also responsible for updating the trainer's manual for the training material according to content changes.

Developing new training material: Developing new modules or any other EASO training materials is a process during which content experts cooperate with didactic experts to deliver interactive, understandable and easy-to-follow training materials and thus to provide officials from different EU Member States with quality, knowledge and expertise through the EASO training programme.

For the development of a new training module, four to five EASO content experts from different EU Member States will be appointed, as well as one to two didactic experts. Each expert group will also have an EASO focal point. For 10 to 12 months these experts will work closely together on content as well as on didactics and online interactivity (if applicable) of the training material. During the development phase the expert group will also be in contact

with members of the EASO training reference group, who will also be invited to provide their expertise and ideas.

The EASO didactic expert cooperates closely with the content expert group and supports this group in developing different learning activities and the overall learning strategy within the training material. The didactic expert is also responsible for developing the trainer's manual for the module/training material. The case-based method, for instance, will consist of real as well as fictional cases applicable to the specific content of each module, thus providing a practical training on how to manage various challenges correlating to both practice and theory. Interactive methods such as role plays will furthermore be used in accordance with each training material specific setting.

7.2. Knowledge, experience and skills required

The didactic experts are expected to have an advanced and thorough knowledge of didactics for both e-learning/online training and face-to-face training. We also expect good communication skills; good knowledge of both spoken and written English is essential. Knowledge of asylum and migration topics is an advantage. NCPs are requested to use the following requirements to select the didactic experts that they will nominate to the EASO Training and Expert Pool:

- extensive knowledge of didactics and training methodology for face-to-face and/or online training or e-learning methodology;
- experience in training trainers;
- skills in facilitating discussions, group assignments, role play and other active training methods;
- good presentation and communication skills;
- preferably higher education in the field of didactics or at least 2–3 years of experience;
- fluency in English.

Experience in course development, including e-learning, would be an advantage.

7.3. Time requirement

For each **train-the-trainer training** one or two EASO didactic experts are needed, depending on their knowledge and experience. These experts will need to attend the face-to-face part of the training, thus committing approximately 4 days (preparation and travel included) to each training session.

Updates and development of training materials will require a maximum of 5–10 and 20–30 days respectively per item of training material (including all meetings and travel).

8. Reimbursement of experts

By the decision ⁽²⁾ of the EASO Executive Director, all experts (trainers, content and didactic experts) deployed within the EASO Training and Expert Pool will be reimbursed as **Category A participants**, meaning reimbursed under the following conditions.

- (a) **Travel allowance:** for each meeting or in case of a combination of meetings, the cost of cross-border travel within the territory of the EU and of the associated countries, of visa issuance and of other administrative costs directly related to the entry and stay in the country where the meeting is organised, shall be calculated on the basis of an all-inclusive flat rate. The amount of the **flat rate is set at EUR 500**.
- (b) **Subsistence costs, including accommodation:** for each meeting or in case of a combination of meetings, a daily subsistence allowance, including accommodation and local transport, will be covered by an all-inclusive flat rate in accordance with the duration of the meeting and the duration of the travel. The duration of travel within the territory of the EU or of the associated countries is fixed at 1 day regardless of the actual total travelling time. The duration of the travel from and to countries outside of the EU or the associated countries is fixed at 2 days regardless of the actual total travelling time. The flat rate for the daily subsistence allowance, accommodation and local transport, shall be calculated on the basis of the place where EASO organises the meeting, applying the relevant ceilings for the daily subsistence allowance and for accommodation laid down in the applicable guide to missions of the European Commission.

⁽²⁾ EASO/ED/2014/306 — Decision of the Executive Director of the European Asylum Support Office detailing the rules on the costs incurred by persons invited to meetings organised by EASO.

9. Use of trainers and experts from the EASO Training and Expert Pool within the EASO asylum support teams

One of the key functions of EASO is to provide EU Member States with special assistance concerning certain identified and special needs related to the implementation of the EU asylum *acquis* or with emergency support in cases of particular pressure. In this respect training often serves as an important tool used within these measures.

In order to better facilitate the deployment of experts from the EASO Training and Expert Pool, it has been agreed with Member States to use experts from both pools as a base for deployment requests in EASO operations. Thus all experts nominated by EU Member States to the EASO Training and Expert Pool are also considered to be part of the EASO asylum support teams pool. Any specific deployment of an expert from the EASO Training and Expert Pool within an asylum support team will be agreed between EASO and the Member State on an ad hoc basis. By request of the EASO training NCP any expert nominated to the EASO Training and Expert Pool can permanently opt out from being considered for any deployment within EASO asylum support teams.

Experts from the EASO Training and Expert Pool deployed within the asylum support teams will follow the rules and procedures (including reimbursement rules) applicable for these deployments, in accordance with Article 23 of the EASO regulation and the relevant Management Board decision ⁽³⁾.

⁽³⁾ EASO/MB/2012 — Decision No 16 of the Management Board of the European Asylum Support Office of 4 February 2011 detailing the rules relating to the implementation of operating plans for the deployment of asylum support teams.

ANNEXES

Annex 1: Code of Practice for all members of the EASO Training and Expert Pool

Objective of the Code of Practice

The aim of the Code of Practice is to promote professional values whilst establishing behavioural standards that should guide experts during the course of their work for EASO. It should be applicable to all members of the EASO Training and Expert Pool, namely **content, training and didactic** experts as defined in the 'Terms of reference for experts deployed within the European Asylum Support Office Training and Expert Pool'.

Content experts

Content experts are experts from Member States specifically deployed to assist EASO in either developing new training material or updating existing training material. The process is carried out in a team together with other experts; therefore the expert's awareness of the importance of a good team dynamic is essential to get the best results.

Guidelines

- Before engaging in a module update or development process, content experts should be given adequate time to remain committed to this endeavour throughout the entire process.
- Content experts should attend all the meetings, participate actively, work in collaboration with other experts and deliver the work within the agreed framework, especially since this may affect the performance of the other team members. In the case of unforeseen circumstances preventing the expert from fulfilling the above expectations, he/she is requested to inform EASO through the respective NCP, who will then enter into contact with EASO.
- Content experts are responsible for developing training material for EASO and their role should remain that of an expert whose main objective is to create a 'common' European module. EASO retains the intellectual property rights of all the training material developed by content experts during the course of an update or development process. Content experts should refrain from reproducing the material for any other purpose.
- The principle of confidentiality should guide the update and/or development process.
- During the course of their work, and when drafting the content, experts should ensure that the content developed is in line with general fundamental rights principles. Content experts should also ensure gender sensitivity and adhere to non-discriminatory principles in their language and when designing case studies and other exercises.
- Content experts should respect and follow the related principles, guidelines and procedures developed by EASO.

Trainers

Trainers are experts from Member States specifically deployed to deliver EASO training by coaching trainees during the online training and to provide training during the face-to-face sessions.

Guidelines

- Before engaging in delivering training for a specific module, trainers should be given adequate time to ensure that they actually have the time to remain committed to this endeavour throughout the entire process.
- In the case of unforeseen circumstances preventing the trainer from fulfilling the above expectations, he/she is requested to inform EASO through the respective NCP, who will then enter into contact with EASO.
- Trainers are expected to actively coach trainees in a professional manner, monitoring closely their learning progress and providing them with constructive feedback during the online phase and face-to-face sessions. During the online phase and face-to-face sessions, trainers should adhere to the trainer's manual to ensure consistency and coherency in methodology.
- After a training session and when deemed necessary trainers should provide feedback to EASO.
- Trainers should ensure that the learning process is guided by the principle of confidentiality.
- During the course of their work, trainers should ensure that their behaviour is in line with general fundamental rights principles and sensitive to the participants' gender and other non-discriminatory principles.
- Trainers shall be responsible for providing information that is consistent with the training material and trainer's manual, without exceeding the limitations of their scope of practice. When giving feedback or any other opinion, training experts should ensure that this is based on their expert knowledge, whose main objective is to deliver training in a 'common' European module.
- Trainers should respect and follow the related principles, guidelines and procedures developed by EASO.

Didactic experts

Didactic experts are experts from Member States specifically deployed to support training experts during the face-to-face training sessions and content experts in the development and update of EASO training materials. During the face-to-face sessions, the role of the didactic expert is to provide basic training on didactic techniques and methodologies as well as to prepare the national trainers to become effective trainers in that particular module.

In the case of an update, the didactic expert's task is to revise and suggest improvements to the didactic side of the material, whereas in the case of developing new material, the expert supports the group in developing different learning activities and the overall learning strategy within the training material.

Guidelines

- Before engaging in any activity, didactic experts should be given adequate time to ensure that they actually have the time to remain committed throughout the entire process.
- In the case of unforeseen circumstances preventing the expert from fulfilling the above

expectations, he/she is requested to inform EASO through the NCP, who will then enter into contact with EASO.

- Didactic experts should ensure that the learning process is guided by the principle of confidentiality.
- The role of the didactic expert should remain that of an expert whose main objective is to help create and or deliver training of a 'common' European module. During the course of their work, didactic experts should ensure that their behaviour is in line with general fundamental rights principles and sensitive to the participants' gender and other non-discriminatory principles.
- During didactic training didactic experts shall be responsible for providing information that is consistent with the training material and the trainer's manual without exceeding the limitations of their scope of practice.
- Didactic experts should respect and follow the related principles, guidelines and procedures developed by EASO.

Annex 2: Template for EASO training module update report

Module:

Version before update:

Version of update:

Update process

(EASO focal point to fill in)

1. Rationale for the update
2. Update process
3. Content experts involved
4. Reference group members involved

Content changes

5. Structural changes
6. Main content changes
7. Main editorial changes

Didactics changes

8. Main changes in the e-learning part
9. Main changes in the face-to-face part

Future updates

(Input collected for future updates)

Annex 3: Template for replies to the reference group

Comments by reference group (name of organisation)	Page	Content group replies
Comment 1:	Page 1	Reply:

Annex 4: Terms of reference: Developing the EASO training module

Developing an EASO training module is a complex process. Advanced planning and commitment to following agreed milestones and deadlines both on the side of the deployed experts as well as on the EASO side is therefore crucial.

TIMELINE

Below is a **general timeline** to follow when updating an EASO training module. This can be amended based to the circumstances of each update such as the size of the update, time in year, size of the content group, etc.



EXPERTS INVOLVED IN THE MODULE DEVELOPMENT PROCESS

Within the context of a module development process, a number of experts are involved and it is important to outline the different responsibilities these experts are generally fulfilling. Below you will find a short description of tasks and responsibilities of the experts involved.

EASO FOCAL POINT	The EASO focal point is not a drafter , and is usually not responsible for drafting the content of the module, unless in a specific situation (exception) and only after the EASO CTQE Head of Unit gives his/her explicit authorisation . The EASO focal point is responsible for the logistical arrangements (meetings, agenda, coordination, etc.). The EASO focal point is the main communicator for: the reference group, content group and within EASO (s/he is the only person to send e-mails outside the group; the content group coordinator should be in copy). The EASO focal point also assists the content group coordinator in his/her role of time keeper and facilitator.
CONTENT GROUP COORDINATOR	The content group coordinator monitors the process of the content development and facilitates the general discussion on the content. He/she is the manager of the work, is responsible for the meetings' agendas and ensures that the deadlines are followed by the content experts. The content group coordinator is responsible for ensuring that the content is an EU product and in line with EASO instructions on drafting such material. The content group coordinator can, but does not necessarily have to be, a drafter. The content group coordinator can be, instead, the main reviewer of the content produced.
CONTENT EXPERT	Content experts are deployed by Member States but they should not act as representatives of Member States, but of the general practice at EU level. Content experts are responsible for drafting the content including exercises. Each content expert drafts his/her part as agreed at the beginning of the drafting process and is a back-up/reviewer for another content expert as agreed at the beginning of the drafting process.
CONTENT GROUP DIDACTIC EXPERT	The content group didactic expert should focus on the didactic side of the development: mainly the exercises for the online part and the face-to-face session.
EASO DIDACTIC EXPERT	The EASO didactic expert is responsible for the methodology/consistency of the e-learning and face-to-face phase of the training module. He/she provides general expertise and methodology to the content experts while drafting and supports the content group didactic expert.
EASO EXPERTS ON CROSS-CUTTING ISSUES	EASO can also engage an expert on cross-cutting issues in a development process. Such experts will provide the content group with a specific input in areas of defined expertise — such as gender, vulnerable groups, minors, etc.
EASO EDITOR	The EASO editor edits the drafted content after the content is considered final by the content group. The EASO editor ensures the final text is using harmonised terminology and style and makes sure of the overall coherence of the text. At the same time, the content group shall always strive to provide the EASO editor with a text of high quality and consistency, so lengthy editing by EASO is minimised.

CONTENT GROUP REVIEWER	The CG reviewer This is not a standard role but can be applied on a case-by-case basis. EASO can appoint a 'part-time' content expert, to contribute to the drafting process by reviewing the content.
EASO TRAINING REFERENCE GROUP	In each update the EASO training reference group is involved. The training reference group generally consists of different stakeholders of civil society (European Council on Refugees and Exiles (ECRE), Office of the United Nations High Commissioner for Refugees (UNHCR), the European Commission (EC) and/or organisations with specific expertise — e.g. country of origin information, minors, gender, etc.). The role of the reference group is to review the module (prior to the update) and suggest possible improvements to it. Furthermore after the content is finalised by the content group the reference group will provide a final review of the updated content.

CONFLICT RESOLUTION

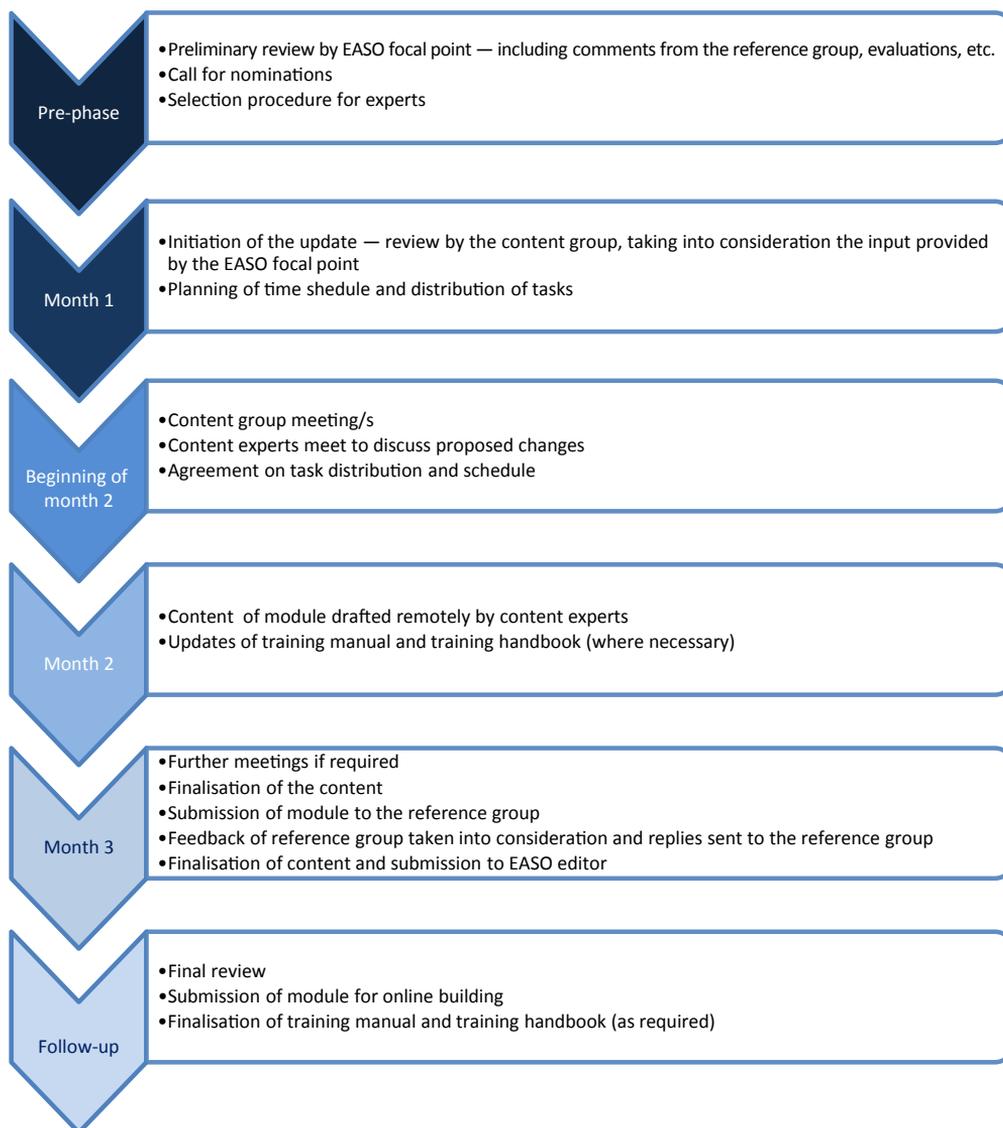
In case of a disagreement between the content experts or between the content group and the reference group on the content, style or methodology, where no solution can be reached between the experts or groups, this shall be brought to the attention of the CTQE Head of Unit by the content group coordinator via the EASO focal point. Although the content as such is drafted by deployed Member State experts the final decision on the content is always taken by EASO.

Annex 5: Terms of reference: Updating the EASO training module

Updating an EASO training module is a complex process. Advance planning and commitment to following agreed milestones and deadlines on both the side of deployed experts and on the EASO side is therefore crucial.

UPDATE TIMELINE

Below is a **general timeline** to follow when updating an EASO training module. This can be amended based on the specifics of each update, including the size of the update, time in year, size of the content group, etc.



EXPERTS INVOLVED IN THE UPDATE PROCESS

Within the update process a number of experts are involved and it is important to outline the different responsibilities these experts are generally fulfilling. Below you will find short **description of tasks and responsibilities** of experts involved.

EASO FOCAL POINT	The EASO focal point is not a drafter , and is usually not responsible for drafting the content of the module, unless in a specific situation (exception) and only after the EASO CTQE Head of Unit gives his/her explicit authorisation . The EASO focal point is responsible for the logistical arrangements (meetings, agenda, coordination, etc.). The EASO focal point is the main communicator for: the reference group, content group and within EASO (s/he is the only person to send e-mails outside the group; the content group coordinator should be in copy). The EASO focal point also assists the content group coordinator in his/her role of time keeper and facilitator.
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UPDATING METHODOLOGY

When updating the EASO training module a certain methodology shall be followed. The update shall be done by **using track changes**. Please also keep in mind that beside the main document — the manuscript — several other documents shall be updated in line with the manuscript: including the trainer's manual and the assignment documents (if the exercises in the manuscript are changed/updated). If you are changing internal links (to external documents, websites) this also need to be recorded.

CONFLICT RESOLUTION

In case of a disagreement between the content experts or between the content group and the reference group on the content, style or methodology, where no solution can be reached between the experts or groups, this shall be brought to the attention of the CTQE Head of Unit by the content group coordinator via the EASO focal point. Although the content as such is drafted by deployed Member States experts the final decision on the content is always that of EASO.

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