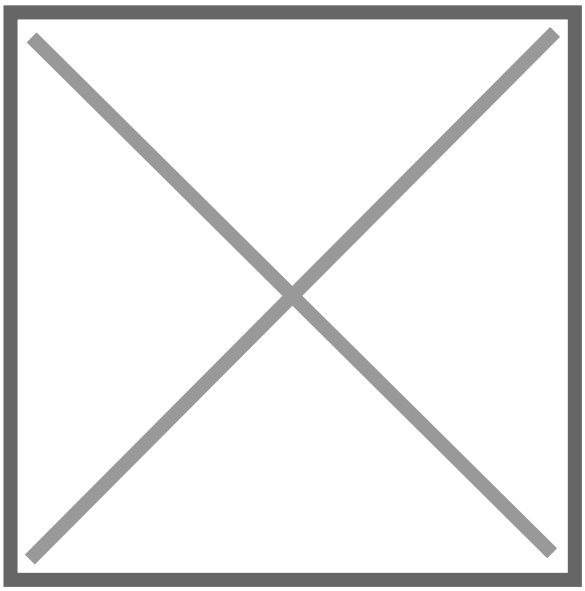
Annual training report 2020 – Web Summary

Welcome and introduction

The Annual Training Report 2020 provides an update on outcomes achieved throughout the year. These include reporting on training activities as well as milestones reached as the Training and Professional Development Centre implements its Training and Learning Strategy. This Executive Summary outlines the highlights.



The report focuses on specific themes such as adapting training activities in response to the Covid-19 pandemic; the finalisation of the European Sectoral Qualifications Framework; the restructuring of the Training Curriculum, and the development of assessments in preparation for the incremental roll-out of certified training. An important milestone in 2020 was the development of the Training Quality Assurance Framework which provides the guidelines for ensuring that consistently high training

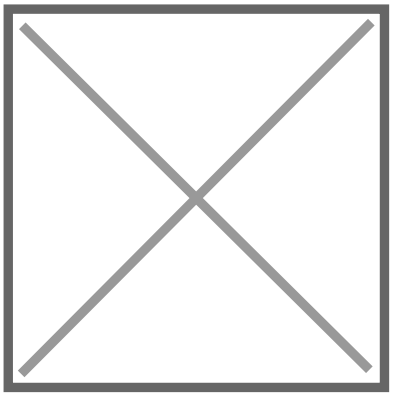
standards are maintained and enhanced across all areas of the training cycle.

More information:

EASO Annual Training Report 2020 [EN]

EASO Annual Training Report 2020 Executive Summary [EN]

Foreword



I am proud to point out that this edition of the Annual Training Report 2020 shows how, despite the challenge posed by the ongoing pandemic, the Agency was able to rapidly respond to the changes and maintain high levels of training delivery during 2020, with an increase of 5 % in registrations for Training Curriculum modules compared to 2019. As a departure from previous editions, this report also goes beyond the numbers to highlight important areas of the TPDC’s activities as well as to anticipate some of the main developments in training over the coming year.

Nina Gregori

EASO Executive Director

European Asylum Support Office

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The past year has challenged us all in ways that were unimaginable just 18 months ago. The upheaval in the way we work and the way in which institutions operate had a profound impact in all sectors, not least in the asylum field. Travel restrictions, port closures and physical distancing measures required all relevant actors to quickly adapt their working arrangements to ensure that persons in need of international protection could continue to access asylum processes while adhering to all health and safety protocols.

Even during this challenging period, EASO wanted to continue the implementation of necessary changes to ensure that we could continue supporting national asylum and reception administrations. Specifically, in the training domain, our EASO team rapidly deployed online solutions to replace face-to-face sessions with webinars, thereby enabling the continued delivery of EASO training in this new context. It also strengthened further its own internal capacity in terms of in-house trainers to complement and support national deployed experts in the delivery of train-the-trainer and operational training sessions.

When I took over the position of Executive Director of EASO, we started with the internal restructuring of Agency, which resulted in the establishment of a Centre entirely dedicated to EASO Training - the Training and Professional Development Centre (TPDC). The TPDC will enable EASO to continue putting quality and excellence at

the heart of its training activities whilst allocating training resources in an optimal manner.

I am proud to point out that this edition of the Annual Training Report 2020 shows how, despite the challenge posed by the ongoing pandemic, EASO was able to rapidly respond to the changes and maintain high levels of training delivery during 2020, with an increase of 5 % in registrations for EASO Training Curriculum modules compared to 2019. As a departure from previous editions, this report also goes beyond the numbers to highlight important areas of the TPDC's activities as well as to anticipate some of the main developments in EASO training over the coming year.

During the past year, EASO continued to implement the Training and Learning Strategy adopted by EASO's Management Board in 2019. This will soon translate into an enhanced quality assurance framework for EASO training, which will consolidate EASO's position, in accordance with its Founding Regulation, as a centre of expertise on all matters relating to asylum. This new quality assurance framework will ensure that the learner is always at the centre of EASO's training activities, and in accordance with European standards and guidelines in training and education, also ensure that training quality standards are maintained and enhanced across the training cycle.

In delivering this ambitious agenda, EASO will continue to rely on the invaluable contributions of experts drawn from national asylum and reception authorities who, as an expression of the principle of solidarity, are made available by the Member States to participate in the development and delivery of EASO training. Their contribution, together with that of other key international, governmental and non-governmental stakeholders active in the field of asylum, migration and fundamental rights, ensures

that EASO can continue to assist EU Member States and third country partners in building the capacity and resilience of their national asylum systems and of the Common European Asylum System as a whole.

Nina Gregori - EASO Executive Director, European Asylum Support Office

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Overview of Training activities in figures

Overall training data in 2020

In 2020, the total number of participations in training sessions reached 7910. Training in Training Curriculum modules increased by 5% in terms of participations. The COVID-19 pandemic did not impact the implementation of the Training Curriculum thanks to the successful adaption to full virtual training delivery. On the contrary, training activities within operating plans which require more face-to-face activities (standard courses, on-the-job coaching and tailor-made courses), saw a decrease of 58% of participations. This resulted in an overall decrease of 11% compared to 2019.



617 Training sessions were delivered in 2020 with **7910** participations recorded for a total of 4414 individuals trained.

545 participations were recorded in train-the-trainer sessions for a total of 435 trainers trained.

5502 participations of EU+ countries were recorded in Training Curriculum sessions for a total of 3463 individuals trained.

1493 participations were recorded under operating plans 2020 for a total of 663 individuals trained.

Overall Training data between 2012 and 2020

In total, **50033** participations were recorded in training activities between 2012 and 2020.

The total participations in Training Curriculum sessions between 2012 and 2020 amounted to 43215, of which 3295 were in train-the-trainer sessions. Participations in tailor-made courses, standard courses and on-the-job coaching sessions amounted to 6818.

Training Curriculum

Training Curriculum in 2020 – Overview

6967

participations and 4276 individuals

84%

global satisfaction rate in 2020

In 2020, 39 train-the-trainer sessions were delivered (545 participations) whereas 467 national and other training sessions were organised (6236 participations).

Overall, 4276 individuals followed the Training Curriculum sessions in 2020, representing a total of 6967 participations, of which 79% were by EU+ countries officials, 17% were by agency staff and 4% were by officials from third countries.

The multiplier effect of the Training Curriculum in 2020 amounted to 11 participants for one trainer trained. At EU+ level, the multiplier effect amounted to 15 participants for one trainer trained.

Training Curriculum 2012-2020 – Overview

3085 sessions on 29 Training Curriculum modules were organised between 2012 and 2020, of which 244 were train-the-trainer sessions and 2717 were national and other sessions.

In total, 43215 participations were registered in Training Curriculum sessions between 2012 and 2020 (18 405 individuals), of which 3295 were in train-the-trainer sessions and 38729 were in national and other sessions.

EU+ countries accounted for 85% of the total participations, while non-EU+ countries accounted for 8% and the Agency accounted for 7%.

Operational Training

133 sessions were delivered under the operating plans 2020, with 663 individuals trained and a total of 1495 participations.

The numbers of participations under these plans amounted to 824 for Greece, 298 for Italy, 195 for Cyprus and 178 for Malta.

In total, 8572 participations were recorded as part of the operating plans for Greece, Italy, Cyprus and Malta between 2016 and 2020.

Since 2016,
the total numbers of participations under these operating plans have amou
3735 for Greece, 4122 for Italy, 481 for Cyprus and 234 for Malta.

See more on operational training per country:

Operational training in Cyprus

Operational training in Greece

Operational training in Italy

Operational training in Malta

In the spotlight

❯ Training Needs Analysis – ESQF & ETNAT

reception officials can perform their duties effectively and in line

❯ **EASO Training Needs Analysis Tool (ETNAT)**

❯ **Training Needs Analysis – A practical example with the EASO-Spain Joint Rapid**

❯ **New approach to design and development: Towards learner-centred flexible learning pathways**

❯ **Modules developed and upgraded in 2020**

Virtual training solutions

86%

Satisfaction rate with virtual solutions in 2020

The COVID-19 pandemic impacted the training in many ways. When all face-to-face training activities were suspended, TPDC rose to the challenge and adapted rapidly in order to be able to provide virtual delivery. This coincided with a dramatic rise in registrations to training during the first months of the pandemic.

Read more

Online sessions on EASO’s LMS remained open as planned and participants were enrolled as per usual practice. As in case of the EASO train-the-trainer sessions, the face-to-face component was suspended until further notice. Questions, answers and general discussions forum were introduced in all online studies, with the aim to provide learners with an additional opportunity to address any questions they might have to the trainers. In addition, practice exercises were added to the online studies in order to enhance the learning experience in the absence of the immediate face-to-face session.

In parallel, the TPDC performed a rapid assessment and testing of remote solutions to support the training delivery based on available tools and their features. This resulted in the delivery of virtual synchronous training, in the form of webinars. Responding to the need to enrich the e-Learning toolbox for synchronous virtual training, the TPDC performed a market research for alternate and complimentary technical solutions and produced a technical manual for the features of the applications most used by in-house trainers.

All planned face-to-face training sessions were replaced by interactive webinars and TPDC developed ad-hoc virtual solutions (i.e., webinars on the best interest determination, remote interviewing, and on supporting staff wellbeing during COVID-19).

Preparing for the future: Implementing the Training and Learning Strategy

Training Quality Assurance Framework (TQAF)

During 2020, the Centre worked extensively with TNCPs (Training National Contact Points) and with the Certification and Accreditation Working Group (CAWG) to further define and develop the quality assurance system for EASO training activities. The result of this work is a draft Training Quality Assurance Framework (TQAF) which outlines the main guiding principles of this quality assurance system. The TQAF is meant to ensure full alignment with the European Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), while taking into consideration EASO's specific mandate and mission.

As we move towards implementation of the TQAF, the following activities are being carried out:

- The development of a standardised Training Needs Analysis (TNA) methodology
- A new method for the design and development of modules
- Certification of trainers
- Launch of certified modules including assessments and training for trainers
- Enhanced support to learners

- Evaluation methodology

Restructuring the Training Curriculum

Over the past year, the Centre has continued restructuring the Training Curriculum, which will now feature a larger number of smaller modules. This new structure will allow for a smooth progression of learning by ensuring that learners will not have to repeat learning or engage in learning which is unnecessary.



Visualise the new Learner Curriculum

Development of thematic content courses for trainers

The core modules have been identified as having a common learning theme for the duties and tasks of future case officers. Trainers will be equipped with extra skills and knowledge to support learners during their learning journey. The same thematic-based approach will be applied, where possible, while designing the content courses for trainers of other modules.

Development of module on Becoming an EASO assessor, Becoming an EASO trainer, Becoming an EASO coach

The Agency will continue to support trainers with a set of specific modules to guide them in their roles as assessors, coaches and didactic experts.

Development of the foundation modules (with assessment) and launch of the core modules and foundation modules for learners.

Revamping and upgrading the Learning Management System

In 2020, TPDC prepared for a re-launch of its LMS (planned for the first quarter of 2021), upgraded to its newest Long-Term Support version and with a brand-new look & feel that aligns it further to the EUAA's updated visual identity.

Click to see the new look of the LMS



The Annual Training Report 2020 and its Executive Summary are available in pdf format:

- Annual Training Report 2020 [EN]
- Annual Training Report 2020 Executive Summary [EN]

For more information visit Training page

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