EQUASS consultant training programme

Date: 18, 19 and 20 May 2016

Location: Lisbon (Portugal)

For all sessions there will be package of supported documentation / PowerPoint presentation / tool – instruments provided on USB-Key.

Preparation for training: All participants will receive a package for preparation by email after confirmation of registration.

Session	Day 18 May 2016: Social service sector Characteristics and organisational development		
1	Social services	• Characteristics / definition social service sector: disability sector; elderly care sector; child care sector • Understanding Funder / Stakeholder relationship • Understanding stakeholder demands for quality in social sector	Objectives: 1. Understanding core characteristics of the social sector 2. Understanding specific characteristics of disability sector, child care sector and Elderly care sector 3. Understanding the EU policy for the social sector. Methods: Presentation (with PPT) Discussion in smaller groups

Session	Day 18 May 2016: Social service sector Characteristics and organisational development		
2	Organisational culture and development	• The dynamics and rhythm of organisational development • Types of organisational culture (incl. role of management / professionals and quality) • Models for change management	Objectives: 1. Understanding the impact of organisational development and culture for initiating and managing change 2. Understanding the quality approaches in relation to organisational culture perspectives 3. Understanding the role of core quality competences for implementing quality approaches
			Methods: Presentation (with PPT) Workshop: culture analysis Discussions

Session	Day 19 May 2016: EQUASS implementation strategy		
Morning session 09.00 – 12.30	EQUASS 2018 concept on Quality	• EQUASS 2018 principles and criteria • EQUASS 2018 indicators • Rationale of EQUASS 2018 assessment methodology • Comparison EQUASS 2012 system and EQUASS 2018 system • EQUASS 2018 certification programs	Objectives: 1. Understanding EQUASS 2018 principles, criteria 2. Understanding requirements for EQUASS 2018 certification 3. Understanding the function of EQUASS 2018 indicators 4. Understanding method of assessment Methods: Presentation (with PPT) Workshop: Clarification of EQUASS assessment methodology

Afternoon session 13.30 – 17.00	Self-evaluation process and outcomes	• The process and procedures of self-evaluation (EQUASS 2018 assurance) • Data analysis • Facilitating the consensus meeting • Reporting the self-evaluation outcomes.	Objectives: 1. Understanding the method / process and procedures of self-evaluation Methods: Presentation (with PPT) Workshop: Reporting self evaluation outcomes
	External auditing	• EQUASS 2018 application • Documentation review • Site visit • Assessing the practice of implementation • Assessing results • Organising interviews and site visit. • Reporting the findings of assessment and	Objectives: 1. Understanding the role of the social service provider in external auditing 2. Understanding the role of the auditor in the external auditing process 3. Understanding the method of assessing the practice of implementation 4. Understanding the method of assessing results Methods: Presentation (with PPT) Exercises, feedback discussion

Session	Day 20 May 2016: Implementing Human Rights		
1	Convention on Human Rights	• The concepts of Accessibility, Participation, Empowerment, Universal design, reasonable accommodation, mainstreaming, specialized services and support services.	Objectives: 1. Understanding the leading principles of the UNCRD
			Methods: Presentation (with PPT) Workshop: EQUASS as tool for implementing UNCRD
2	Equass criteria related to UNCRPD	• Development and awareness of service users rights • Access to information and confidentiality • Participation and Empowerment	Objectives: 1. to understand the core message of the UN Convention of Human rights for PWD, Children and Elderly persons 2. To be able to translate the Un conventions into language of the service provider
			Methods: Presentation with PPT Discussion statements in small groups