

# **EQUASS 2018 Consultant Training Part I**

## **Programme summary, preparation and requirements for trainees**

**Dates:** 15-17 March 2017 - from 09:00 until 17:00

**Location:** Vilnius  
Exact location TBD

**Trainer:** Guus van Beek

**Co-trainers:** TBD

### **Programme:**

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#### **15<sup>th</sup> March – Day 1**

Morning (09:00 – 12:00)

Understanding the EQUASS 2018 system

- Introduction in the EQUASS 2018 system I(information) (30 minutes)
- Understanding the EQUASS 2018 Assurance requirements (group discussion and workshops) (60 minutes)
- Understanding the EQUASS 2018 Excellence requirements (group discussion and workshops) (60 minutes)

Afternoon (13:00 –17:00)

Understanding the EQUASS 2018 system

- The EQUASS 2018 application (information and discussion) (30 minutes)
- The EQUASS 2018 audit process (information and discussion) (45 minutes)

The role of the EQUASS Consultant (Information) (15 minutes)

Communication (90 minutes)

- Process of communication (information and discussion)
- Types of communication (information and examples)
- Misunderstandings (information and examples)
- Success factor of communication (information, discussion)
- Practicing communication (workshops)

## 16<sup>th</sup> March – Day 2

Morning (09.00 – 12.00)

EQUASS 2018 implementation strategy (information, discussion and workshops)

- Introduction on self-evaluation (information) (15 minutes)
- The self-evaluation procedures for EQUASS 2018 (information) (15 minutes)
- The EQUASS 2018 Assurance Self-evaluation instrument (information, exercises and workshops) (60 minutes)
- Understanding and reporting the self-evaluation outcomes (information and exercise) (60 minutes)

Afternoon (13.00-17.00)

EQUASS 2018 Implementation plan (Service provider level)

- The implementation process and procedures (information and discussion) (30 minutes)
- Designing implementation plan (information, exercise and workshop discussion) (90 minutes)

Motivation of staff (90 minutes)

- Success factors for motivation (information and discussion)
- Motivation analysis in practice (exercise and workshop)

## 17<sup>th</sup> March – Day 3

Morning (09.00 – 12.00) - Programme TBC

Afternoon (13.00-17.00) – Programme TBC

## Homework:

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- Reading / studying EQUASS 2018 Assurance Principles, criteria and indicators
- Reading / studying EQUASS 2018 Excellence Principle, criteria and indicators
- Reading / studying EQUASS application form Assurance
- Reading / studying EQUASS 2018 application form Excellence
- Reading / studying EQUASS 2018 procedures (Assurance and Excellence)

## Trainee requirements:

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### Profile:

Please have a look at the [Profile of Auditors and Consultants](#) under the EQUASS 2018 system.

If this is your first time training with us, please send us a recent CV in English at the email: [equass@equass.be](mailto:equass@equass.be) . If you are a former trainee and you have not sent us a CV in recent years, feel free to send us an updated one.

### Homework and nomination:

After registering, you will receive an assignment by the main trainer. Trainees who wish to be recognized as EQUASS 2018 consultant must have attended the full Consultant training programme (**Part I and II**) and successfully completed their homework assignments.