

EQUASS 2018 Auditor Training

Programme summary, Travel info and requirements for trainees

Dates: 15-18 May 2017 - from 09:00 until 17:00

Location: VIP Executive Arts Hotel
Av. Dom João II 47
1998-028 Lisbon

Trainers: Guus van Beek, Michael Crowley, Geir Moen

Objectives:

1. To understand the characteristics of a quality system for the social sector
2. To understand the Principles for Quality
3. To understand the EQUASS Assurance 2018 system
4. To understand the criteria and indicators for EQUASS Assurance and Excellence
5. To understand the method of verification of the EQUASS Assurance and Excellence indicators.
6. To understand the goal and the format for the audit report

Programme:

15th May – Day 1

09.00 – 09.30	Welcome and Introduction
09.30 – 10.30	Introduction EQUASS 2018
10.30 – 11.00	Coffee break
11.00 – 12.30	Workshop: “Questions for clarification” <ol style="list-style-type: none">1. Person Centred Approach2. Result orientation3. Continuous improvement
12.30 – 13.30	Lunch

13.30 – 15.00	Exercise: Reviewing approaches Case studies on: criteria 29, 32 and 14
15.00 – 15.30	Coffee break
15.30 – 16.30	Short presentation, discussion and feedback on the case studies (criteria 29, 32 and 14)
16.30 – 17.00	Summary of the day and debriefing.

16th May – Day 2 - Case study EQUASS 2018 Assurance certification

09.00 – 10.30	Introduction of the EQUASS Assurance case study Understanding the indicators for results (Exercises)
10.30 – 12.30	Workshop: “Preparing the site visit for Assurance” 1. Audit strategy 2. Audit plan 3. Scoring the results 4. Questions for site visit
12.30 – 13.30	Lunch
13.30 – 14.30	Continuation: “Preparing the site visit Assurance”
14.30 – 15.00	Coffee break
15.00 – 16.00	Presenting the results, discussion and feedback.
16.30 – 17.00	The EQUASS 2018 scoring system (EQUASS Assurance)

17th May – Day 3 - Case study EQUASS 2018 Excellence certification

09.00 – 10.30	Introduction of the EQUASS Excellence case study Understanding the indicators for results (Exercises)
10.30 – 12.30	Workshop: “Preparing the site visit for Excellence” 1. Audit strategy 2. Audit plan 3. Scoring the results 4. Questions for site visit
12.30 – 13.30	Lunch
13.30 – 14.30	Continuation: “Preparing the site visit Assurance”
14.30 – 15.00	Coffee break
15.00 – 16.00	Presenting the results, discussion and feedback.
16.30 – 17.00	The EQUASS 2018 scoring system (EQUASS Excellence)

18th May – Day 4 - Feedback and reporting

09.00 – 09.30	Inspiration session
09.30 – 10.00	Introduction on writing audit reports
10.00 – 11.30	Exercise 1: writing feedback assurance report (5 cases)
11.30 – 12.30	Feedback and calibration

12.30 – 13.30	Lunch
13.30 – 14.30	Exercises: Interviews
14.30 – 15.00	Debriefing of 4 days training

How to get there from Lisbon Airport:

Lisbon Portela Airport is the main international gateway to Portugal. It is located 7km from the city centre. There are several options to reach the training venue and the hotels suggested in this document.

The training venue, VIP Executive Arts Hotel, has hotel rooms as the name suggests, and is about 700 mt. from Lisbon's Moscavide metro station, in the area of Oriente train station and Parque das Nações (of '98 World Expo fame), its aquarium and marina.

Lisbon Metro's Red line (Linha Vermelha) takes you from the airport to the Moscavide station in 6 minutes.

This same red metro line connects with the green and the blue lines to take you to the historic city center in 30min from Moscavide station.

Where to stay:

VIP Executive Arts Hotel:

You can book on their [website](#) directly or on booking.com at this [link](#)

Panoramic Living [apartments](#) near the training location offers studios and apartments with kitchenettes at a similar prices to VIP Executive arts, and have an airport shuttle service.

There are various cheaper options for apartments and studio for short-term rent on booking.com as well as other short-term lodging websites.

Trainee requirements:

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 . 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 nominated as EQUASS 2018 auditors in both the Assurance and Excellence levels must attend all days of training, complete their homework assignment(s). Trainees who have never audited in the EQUASS system must also perform a shadow audit in order to be nominated as auditor following to the training.