

## **EQUASS auditor training**

The training aims for understanding:

1. the EQUASS Framework: its principles, criteria, indicators and the interrelationship of these key elements.
2. the various stages of development and the interrelationship of the stages.
3. the requirements for EQUASS application.
4. the method and results of external assessment (audit)
5. the requirements for a quality audit report
6. the requirements for EQUASS certification.

The training aims for building up competences:

7. assessing the performance of SSP against the EQUASS criteria by
  - a. reviewing the application and submitted documentation
  - b. preparing and communicating the audit plan
  - c. reviewing documented approaches and results
  - d. reviewing the state of implementation
  - e. carrying out interviews at the site of the SSP
  - f. scoring the performance of the SSP on the EQUASS criteria
  - g. writing feedback on performance and recommendation for improvement in an audit report

## **Knowledge**

Participants of the EQUASS auditor training know:

- a. the EQUASS framework, its Principles, criteria and indicators
- b. the elements of the EQUASS standard that emphasizes good governance and management
- c. the elements of the EQUASS standard that emphasizes the implementation of human rights
- d. the elements of the EQUASS standard that emphasizes the management of quality
- e. the elements of the EQUASS standard that emphasizes the service requirements
- f. the methodology applied in the five stages of development
- g. the requirements for EQUASS application

- h. the method applied in an external assessment (audit)
- i. the requirements / criteria for EQUASS certification
- j. the key elements and requirements for a quality audit report

### **Competences**

Participants of the EQUASS auditor training are able:

- k. to assess the performance of the SSP on the EQUASS criteria (Assurance and Excellence level)
- l. to prepare an EQUASS audit and to communicate the EQUASS audit report to the SSP
- m. to review documented approaches and results of the performance of the EQUASS criteria.
- n. to assess the implementation of the approaches of the SSP
- o. to report and to present the performance of the SSP on the EQUASS criteria
- p. to report and to present issues for improvement / development for the SSP in an understandable way

## The Program

### 5<sup>th</sup> November 2018 - 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"><li>1. Person Centred Approach</li><li>2. Result orientation</li><li>3. Continuous improvement</li></ol>
12.30 – 13.30	Lunch
13.30 – 15.00	Exercise: Reviewing approaches <ul style="list-style-type: none"><li>• Case studies on: criteria 29, 32 and 13</li></ul>
15.00 – 15.30	Coffee break
15.30 – 16.30	Short presentation, discussion and feedback on the case studies (criteria 29, 32 and 13)
16.30 – 17.00	Summary of the day and debriefing.

**6<sup>th</sup> November 2018 – Day 2 - Case study EQUASS 2018 Assurance certification**

09.00 – 10.30	Introduction of the EQUASS Assurance case study <ul style="list-style-type: none"><li>• Understanding the indicators for results (Exercises)</li></ul>
10.30 – 12.30	Workshop: “Preparing the site visit for Assurance” <ol style="list-style-type: none"><li>1. Audit strategy</li><li>2. Audit plan</li><li>3. Scoring the results</li><li>4. Questions for site visit</li></ol>
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)

**7<sup>th</sup> November 2018 – 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)

**8<sup>th</sup> November 2018 – 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