



EQUASS Assurance Auditor Training Draft Programme

Date: 10, 11 and 12 December 2012

Location: Astangu Kutserehabilitatsiooni Keskus

Astangu 27 Tallinn 13519

Estonia

Trainer: Guus van Beek, EQUASS Key expert

Description:

EQUASS Assurance auditors will do one auditor training in the requirements of auditing to be followed through the whole EQUASS Assurance 2012 process. The training will contain: Fundamentals of EQUASS system, case study, bench marking and bench learning, calibration of experiences and requirements for verifying performance and reporting of results.

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 2012 system
4. To understand the 50 criteria for EQUASS Assurance
5. To understand the 100 operational performance indicators
6. To identify and understand the 4 phases in the EQUASS Assurance system: application, self-evaluation, planning, external audit
7. To understand the EQUASS Assurance procedures for each phase
8. To understand the method of verification of the EQUASS Assurance performance indicators.
9. To understand the goal and the format for the audit report

Methods:

Presentation of information:

1. EQUASS Assurance 2012 system
2. Method of verification
3. Planning the site visit
4. Reporting the results



5. EQUASS in Practice (case study in small groups)
6. Discussing the Principles for Quality and EQUASS Assurance criteria

10 December 2012

09.00- 12:00 The European Perspective on Quality for SSGI

The scope and variation of social services

The paradigm of Quality Management

The EQUASS Approach on quality

The EQUASS Assurance programme (2012 version)

- Self-evaluation
- Application
- Criteria
- Procedures

12.00 – 13.00 Lunch

14.00 – 15.30 Workshop: Understanding the ‘Principles, criteria and indicators’

15.30 – 16.30 Questions and clarification

16.30 – 17.00 Preparing the Case study workshops: “Preparing the site visit’ and “Reviewing applicant’s documentation”

19.30 Dinner

11 December 2012

09.00 -09.30 Introduction: Case study workshops: ‘Preparing the audit’ and “Reviewing applicant’s documentation’

09.30 – 12.00 Case study: Workshop: ‘Preparing the audit’

12.00 – 13.00 Lunch

13.00 – 14.00 Case study: Workshop: ‘Preparing the audit’ (continuation)

14.00 - 17.00 Case study: Workshop: ‘Reviewing applicant’s documentation ’



12 December 2012

- | | |
|----------------------|---|
| 09.00 - 10.30 | Workshop: 'Interviewing during the site visit' |
| 10.30 - 12.00 | Exchanging / sharing experiences: Benchmarking, Bench-learning and calibration. |
| 12.00 - 13.00 | Lunch |
| 13.00 - 14.00 | Reporting the audit: How to write a appropriate audit report? |
| 14.00 - 14.30 | Summary, follow-up procedures and conclusions |
| 14.30 - 15.00 | Debriefing and evaluation |