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EU Twinning Project No. UA/47b

„Implementation of the best European practices with the aim of strengthening the institutional capacity of the Apparatus of the Ukrainian Parliament Commissioner for Human Rights to protect human rights and freedoms (Apparatus)“

**REPORT ON
ACTIVITY 3.7. ELIMINATION OF SHORTCOMINGS AND IMPROVEMENT
OF TRAINING PROGRAMMES PR**

8-12 October, 2018 (Mission I)

14-16 November, 2018 (Mission II)

6-7 December, 2018 (Mission III)

1.1.Twinning Number: UA/47b

1.2.Title: Implementation of the best European practices with the aim of strengthening the institutional capacity of the Apparatus of the Ukrainian Parliament Commissioner for Human Rights to protect human rights and freedoms (Apparatus)

1.3.Beneficiary Country: Ukraine

1.4.Member States: Lithuania/Austria

2. ACTIVITY INFORMATION

2.1. Activity No and Title: 3.7. Elimination of shortcomings and improvement of training programmes

2.2. Start date: 2018-09-01 **and end date of the Activity:** 2018-12-07.

2.3. Experts of the Activity:

1. Ms. Salvija Kavalne (key expert), Law Institute of Lithuania; 2018.10.8-12, 2018.12.6-7.
2. Ms. Jurgita Paužaitė-Kulvinskienė, Law Institute of Lithuania; 2018.10.9-13.
3. Ms. Laima Vengalė-Dits, Office of the Equal Opportunities Ombudsperson; 2018.10.8-12, 2018.12.6-7.
4. Ms. Dijana Šinkūnienė, State Data Protection Inspectorate; 2018.10.8-12.
5. Ms. Skirgailė Žalimienė, Supreme Administrative Court of Lithuania (via Law Institute of Lithuania); 2018.10.8-12.
6. Mr. Gintautas Valickas, Vilnius University (via Law Institute of Lithuania); 2018.10.8-12, 2018.11.14-16.

2.4. Tasks and description of the Activity:

Elimination of shortcomings and improvement of training programmes.

The MS experts under the leadership of the key expert and in close cooperation with the Ombudsperson and Apparatus will revise the training programmes taking into account the results of the evaluation of the pilot training courses and the feedback received.

3. ACTIVITY RESULTS

3.1. Results achieved: Training programmes revised. Shortcomings eliminated and training programmes improved.

3.2. Documents delivered: revised training programmes and material.

Recommendations/observations/comments (if any):

Summary of the Activity:

After the pilot trainings the prepared training programmes were evaluated together with the pilot trainers from the Apparatus of the Ombudsperson institution, the shortcomings were eliminated and some improvements regarding the additional practical tasks were made. Taking into account the results of the evaluation of the pilot training courses and the feedback received additional training for the trainers on the problematic issues identified during the pilot trainings was delivered by the Key expert S.Kavalne. Under request of some trainers expert G. Valickas delivered additional psychological individual consultations related to their interaction with the audience.

Detailed description of the Activity:

The Activity started with the internal discussions of the experts on the organisational issues related to the revision of the training programmes taking into account the results of the evaluation of the pilot training courses and the feedback received.

Afterwards meetings in small groups with the trained trainers divided according to their specialisation were organised in order to discuss their perceived need of the revision of the training programmes.

Regarding the training programmes related to the specialization “Data protection” the pilot trainings revealed that theoretical part training material on EU Data Protection Reform is clear enough; however, as the topic is new, difficulties occurred for trainers when presenting practical examples. Therefore, the training material has been improved adding possible

solutions of practical examples and some hints for trainers regarding questions for discussions.

Regarding the training programmes related to the specialization “Equal rights and non-discrimination” it was agreed that the pilot training seminar was successful because of interactivity, well-prepared presentations, based on provided training material, visual information, the introduction of legal acts, examples of discriminatory behaviour, successful eye contact with the audience and continuously control of the audience, very active discussions, as well, as given clear response to all questions of the participants. It was also agreed that the prepared programmes are adequate to their purpose and was of very good use for the trainers during the pilot training. Attention has been drawn to the fact that the trainers must avoid any reading of the text from the material and looking to the screen of PC when they are using powerpoint presentation. After the discussions and revision of the prepared training material some additional practical situations for workshops were formulated and attached to the prepared programme as exemplary ppt slides.

Regarding the training programmes related to the specialization “Access to public information” it was agreed that the programmes are adequate to their purpose and was of good use for the trainers during the pilot training. Trainers didn’t used any slides during their pilot trainings therefore it was agreed that some of the programmes will be supplemented by few exemplary slides regarding the main aspects of the right of access to to information.

Regarding the training programmes related to the general mandate of the Ombudsperson it was agreed in close cooperation with the representatives from the Apparatus of Ombudsperson to supplement all three general training programmes: „Rule of law and Ombudsperson: catalogue of Human Rights and basic principles”, ”Rule of law and Ombudsperson: networking between state institutions” and ” Right on good administration and mandate of Ombudsperson” with the slides as annexes for every training programme (material) as a measure of the better visualisation of the training content. It was also considered to be useful to change the order of the topics in the training programme ”Right on good administration and mandate of Ombudsperson” and to include few additional practical examples. Also, it was recommended to clarify the target group of this training programme and to identify as a special target group of this training the heads of the departments of the Ombudsperson institution and representatives of the Ombudsperson. Additionally, the list of legal sources of the programmes was extended and the internal legal rulings on the activities of the Apparatus of Ombudsperson and on the activities of the Regional Representatives were included. The revised content of the training programmes and additional slides on the content of the training material were attached.

After the revision of the training programmes the experts suggested one additional activity. Due to the fact that experts saw some shortcomings regarding the visual form of presentations delivered by the trained trainers, key expert S. Kavalne held additional workshop for the trained trainers on visual aids and techniques for the presentations.

As one of the last elements of the Activity meeting with the Head of the Secretariat of the Apparatus of the Commissioner for Human Rights and other persons responsible for the training of the personnel was organized in order to present and discuss the revised training programmes and clarify the general questions of creation of the sustainable training system at the Ombudsperson institution.

Additionally, under the request of some of the trained trainers individual psychological consultations related to their interaction with the audience were delivered by the expert G. Valickas (for 8 trainers).

Conclusions and suggestions:

The during this Activity improved training programmes are constructed in self-contained modules, allowing appropriate selection and later tailoring according to particular needs and objectives. Such design facilitates their flexible use, without imposing a single rigid focus or approach on the trainers. Courses are adaptable to the particular educational, regional and experiential needs and realities of a diverse range of potential audiences. During this Activity personnel of the BC was instructed how to create their own targeted presentations, based up-on the content of prepared materials and using visual techniques.

During the evaluation of the use of the training programmes by the trainers experts concluded that the trained trainers were good acquainted with the prepared training programmes, used the prepared material extensively during their pilot trainings, demonstrated very good capacities to act as skilful trainers of professional audience and to do the self-reflexion on their strength and weaknesses.

After common evaluation of the training programmes content and their use during the pilot trainings it was agreed that the programmes were adequate for their purpose and there are no serious shortcomings to be eliminated. For the advantages of the future trainings it was considered that it would be great to supplement some of them either with some additional practical tasks or few exemplary ppt slides. Based on this conclusion these programmes were accordingly adjusted.

The standard of the acquired training skills of the participants and their abilities to work with the delivered training material and to adjust it for their need and needs of the audience after the Activity was impressive. The trainees (trained trainers and their audience) not only worked hard to do their very best, but also were very cooperative, generous with feedback, comments, mature self-reflexion and demonstrated excellent teamwork spirit. Experts are positive that the trained personnel of the Ombudsperson office and their co-workers will successfully use the prepared training programmes with the additional material, the acquired skills and methods for the future trainings. Ombudsperson office in Ukraine will therefore benefit greatly from these participants and the prepared training material in different educational contexts.

The BC was advised that a sustainable approach should be taken regarding the whole training system at the institution. The prepared training programmes should be updated by the trainers when new legislation, which is important for the office functions, is adopted, or at least each time before the trainings to reflect all relevant developments in the national and international legislation or case-law.

In order for the training activities' results to be sustainable over the long-term and to achieve the greater visibility, all prepared training materials (in English and Ukrainian languages) should be made available to all interested personnel using user-friendly solutions at the special place at the intra-net system of the office specifically dedicated to the trainings. The personnel should continue to fill in this system with the additional relevant materials from the future trainings. This would allow the coordination of different training courses and

materials, building courses on best-practices, reducing duplication. Such practice provides the long-term sustainability of project results and also ensures that the ownership of the know-how remains within the institution despite the changes of the structure of the personnel.

The experts hope that the training activities of the Component 3 have contributed and will contribute in future not only to the individual growth of the trainers and their audience but also to the organisational growth of the whole Ombudsperson's institution.

On December 7, the Secretariat of the Ukrainian Parliament Commissioner for Human Rights and the team of Lithuanian and Austrian partners hosted the Closing ceremony to mark the successful finalization of the 2-year EU-funded Twinning Ombudsman Project. The additional mission (Mission III) was organised to present the main findings and recommendations of the Component 3 of the Twinning Project

Date: 10.12.2018

Key-expert: dr. Salvija Kavalne

Annexes:

Annex 1. PPT slides „Right to information“ (Annex to the training programme „Right of access to information“);

Annex 2. PPT slides “Access to documents (Annex to the training programme „Right of access to information“);

Annex 3. Revised training programme “EU standards in Data Protection: Data protection reform”;

Annex 4. PPT slides “Non-discrimination”;

Annex 5. Revised training programme “Rule of law: content and networking between state institutions”;

Annex 6. Revised training programme “rule of law and ombudsperson: catalogue of basic principles for human rights”;

Annex 7. PPT slides “Principle of good administration” as annex to the training programme “Right on good administration and mandate of Ombudsperson”;

Annex 8. PPT slides “Rule of law: content and networking between state institutions”;

Annex 9. PPT slides “Rule of law and ombudsperson: catalogue of basic principles for human rights”.