



# IMPORTANCE OF TRAINING AND TRAINING NEEDS ASSESSMENTS

26/08/2021, E-meeting ACP NPPO



❖ Governance

❖ Operational Processes

❖ Skills and Competencies

❖ Communication and Relationship Dynamics

- Are there National Capacity building programmes for the NPPO?
- Are the officials regularly trained and adjust work procedures based on new requirements?

# Important Considerations for the NPPO

- ❖ When can we say an NPPO is performing well?
  - How is performance of an NPPO measured?
  - What are important indicators for performance?
- ❖ How do you determine the training needs for the NPPO and the Officials?
- ❖ How is performance of an official working for an NPPO measured?
  - What are important performance indicators?



# Some examples of tools to measure performance

- FVO external audit reports
- Interceptions, ratio between interceptions at EU level and interceptions and border exit point
- Number of Certificates delivered
- Number of systems audits performed
- Appraisal of HR (based on KPI, JD, measurable indicators)
- Certification of the NPPO: ISO 9000, ISO 17020
- COLEACP Rapid SPS Assessment (RSAT) tool (New)
- STDF- PIMA tool
- IPPC Phytosanitary Capacity Evaluation Tool (PCE)
- Internal audits
- Training needs assessments

# NPPO Performance and Training

- Performance is conditioned by *resources* (HR, infrastructure, equipment, running costs) and *governance/management of these resources* (governance system of the NPPO)
- Training is always targeted at building competencies: Organization vs Individual expectations/evolution (KPI)
- Hard skills and soft skills
- Managers and Inspectors (Risk Management)
- Risk Assessment and Risk Communication



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**Thank you !**