



## Editorial

Dear ENTO Members,

While summer is fading out, and most of our institutions restart their courses ENTO itself is warming its engine for next ENTO Conference which will be held in Tbilisi (Georgia) on 3<sup>rd</sup> and 4<sup>th</sup> November.

As usual, annual conference is the most important activities ENTO carries on during the year. This year the topic is "Healthy Public Organizations: innovative tools for citizen engagement and collaborative policy making in local governments". I am convinced that the meeting offers ENTO members the opportunity for better knowing one each other, talking and developing new fields of cooperation.

The conference stands side by side with the Annual General Assembly which will be held on 4<sup>th</sup> November.

I take the chance of this Newsletter for heartily welcome a new ENTO member: the Lugansk Center for Postgraduate Education (Ukraine). In the following pages you will find a brief presentation of its activities.

This Newsletter intends to offer some specific information on possible fields of cooperation. In this issue, a description of the Life Long Learning Programme (promoted by European Union) is offered. Besides EU members States, also Croatia, Turkey, Island, Liechtenstein, Norway and Switzerland can apply. In particular, I would suggest to aim your attention to the Grundtvig sub-programme. It addresses people involved in training for adults offering many opportunities such as funding for "preparatory visits" (intended to develop a cooperation project), visits and exchanges of trainers, internships, etc. In many case the beneficiaries must set a contact with a foreign institution active in the training for adults: I am convinced ENTO can facilitate this kind of connections

I am looking forward to meet all of you in Tbilisi. Meanwhile I send you my greetings.

Raffaele Gareri  
President of ENTO

## Editorial

*Cher membres de l'ENTO,*

*Alors que l'été s'achève et que la plupart de nos institutions redémarrent leurs activités, ENTO fait chauffer son moteur pour la prochaine Conférence ENTO qui se tiendra à Tbilissi (Géorgie) les 3 et 4 Novembre.*

*Comme d'habitude, la conférence annuelle est la plus importante des activités d'ENTO exercées durant l'année. Cette année le thème est «Les organisations publiques saines : des outils innovants pour l'engagement des citoyens et la politique collaborative dans les gouvernements locaux». Je suis convaincu que la réunion offrira aux membres de l'ENTO l'occasion pour mieux se connaître les uns les autres, parler et développer de nouveaux champs de coopération.*

*La conférence se tient aux côtés de l'Assemblée générale annuelle qui aura lieu le 4 Novembre.*

*Je profite de l'occasion de ce bulletin pour souhaiter la bienvenue à un nouveau membre de l'ENTO: le Centre pour la formation postuniversitaire de Lugansk (Ukraine). Dans les pages suivantes, vous trouverez une brève présentation de ses activités*

*Ce bulletin a l'intention d'offrir des informations précises sur les domaines possibles de coopération. Dans ce numéro, une description du programme Life Long Learning (promu par l'Union européenne) est offert. Outre les États membres de l'UE, la Croatie, la Turquie, l'Islande, le Liechtenstein, la Norvège et la Suisse peuvent s'y intéresser. Particulièrement, je vous suggère de fixer votre attention sur le sous-programme Grundtvig. Il s'adresse à des personnes impliquées dans la formation pour adultes offrant de nombreuses possibilités telles que le financement pour les «visites préparatoires» (destiné à développer un projet de coopération), les visites et les échanges de formateurs, stages, etc Dans de nombreux cas, les bénéficiaires doivent définir un contact avec une institution étrangère active dans la formation pour adultes: je suis convaincu que l'ENTO peut faciliter ce type de connexions.*

*Je suis impatient de vous rencontrer tous à Tbilissi. En attendant, je vous envoie mes salutations.*

*Raffaele Gareri  
Président de l'ENTO*

## 24<sup>th</sup> ENTO annual conference

### Healthy Public Organizations: innovative tools for citizen engagement and collaborative policy making in local governments

3<sup>rd</sup> November, 2011  
Tbilisi, Georgia

#### Goal of the conference:

The responsibility of local governments includes both - quality public service provision and building functioning institution guaranteeing sustainable development. Good leadership and professional staff at present do not ensure effectiveness of local government in the future unless the organizational values, culture and procedures are at place. The existence of continuous dialogue and collaboration with major stakeholders is essential for quality policy making. The conference aims to bring together local government officials, practitioners, trainers and academia to discuss needs for creation of organizational integrity to deliver on local government promises.



Programme	
9.30 – 10.30	<b>Registration of participants, welcome coffee</b>
10.30 – 11.00	<b>Opening session</b> Welcome speeches by: <b>Mr. Raffaele Gareri</b> , ENTO President (Italy) <b>Mr. Vakhtang Balavadze</b> , Parliament of Georgia (TBC) <b>CoE Congress representative</b> (TBC) <b>Mr. Giorgi Meskhidze</b> , President of "Civitas Georgica"
11.00 – 13.00	<b>Ethics in public administration</b> <i>Moderator: Mr. Raffaele Gareri</i> Keynote speeches : <b>Mr. Boris Bakota</b> , Croatian Institute for Local Government (Croatia) <b>Mr. David Melua</b> , National Association of Local Authorities of (Georgia) <b>Vice-Mayor of Strasbourg</b> (TBC) Case studies, contributions: <b>Mr. Zviad Archvadze</b> , Tbilisi municipality (Georgia) Contribution from ENTO members Q&A Session
13.00 – 14.00	<b>Lunch</b>
14.00 – 15.30	<b>Transparency and accountability in public administration</b> <i>Moderator: Mr. Giorgi Mekshidze</i> Keynote speeches: <b>Mr. Philippe Millet</b> , Institut de Formation des Elus (France) <b>Ms. Helen Romelashvili</b> , Civitas Georgica, (Georgia) <b>Mr. Raffaele Gareri</b> , ENTO President (Italy) Case studies, contributions: <b>Mr. Amiran Giginishvili</b> , Lanchkhuti local government (Georgia) Contribution from ENTO members Q&A Session
15.30 – 16.00	<b>Coffee break</b>
16.00 – 17.30	<b>Public participation and collaborative approaches</b> <i>Moderator: Ms. Jana Voldanova (Czech Republic)</i> <b>ALDA representative</b> (Georgia) (TBC) Case studies, contributions: <b>Mr. Revaz Egadze</b> , Gardabani municipality (Georgia)
17.30 – 18.00	<b>Closing of the conference</b> <b>Mr. Raffaele Gareri</b> , ENTO President

## 24<sup>me</sup> Conférence annuelle de l'ENTO

### Organisations publiques saines: des outils innovants pour l'engagement des citoyens et la politique collaborative dans les gouvernements locaux

**3 Novembre, 2011  
Tbilisi, Georgia**

#### Objectif de la Conférence :

La responsabilité des gouvernements locaux comprend à la fois- la fourniture de services publics de qualité et la construction des institutions fonctionnant pour garantir un développement durable. Un bon leadership et du personnel professionnel aujourd'hui ne garantissent pas l'efficacité du gouvernement local dans l'avenir, à moins que les valeurs organisationnelles, la culture et les procédures soient respectées et à leur place. L'existence d'un dialogue continu et la collaboration avec les principales parties prenantes sont essentiels pour l'élaboration des politiques de qualité. La conférence vise à réunir des responsables gouvernementaux locaux, des praticiens, des formateurs et des universitaires, pour discuter des besoins relatifs à la création de l'intégrité organisationnelle, de respecter les promesses du gouvernement local.



Programme	
9.30 – 10.30	<b>Régistration des participants, café de bienvenu</b>
10.30 – 11.00	<b>Session d'ouverture</b> Discours de bienvenu: <b>Mr. Raffaele Gareri</b> , Président de l'ENTO (Italie) <b>Mr. Vakhtang Balavadze</b> , Parlement de la Géorgie (à C.) <b>Représentant du Congrès du pouvoir local</b> (à C.) <b>Mr. Giorgi Meskhidze</b> , Président de "Civitas Georgica"
11.00 – 13.00	<b>Ethique dans l'administration publique</b> <i>Moderator: Mr. Raffaele Gareri</i> Discours: <b>Mr. Boris Bakota</b> , Institute Croate pour les Gouvernements locaux (Croatie) <b>Mr. David Melua</b> , Association Nationale des autorités locales (Géorgie) <b>Vice-Maire de Strasbourg</b> (TBC) Cas d'étude: <b>Mr. Zviad Archvadze</b> , Commune de Tbilisi (Géorgie) Contribution par les membres de l'ENTO membre Demandes et réponses
13.00 – 14.00	<b>Déjeuner</b>
14.00 – 15.30	<b>Transparence et reddition de comptes dans l'administration publique</b> <i>Moderator: Mr. Giorgi Mekshidze</i> Discours: <b>Mr. Philippe Millet</b> , Institut de Formation des Elus (France) <b>Ms. Helen Romelashvili</b> , Civitas Georgica, (Géorgie) <b>Mr. Raffaele Gareri</b> , Président de l'ENTO President (Italie) Cas d'étude: <b>Mr. Amiran Gigineishvili</b> , gouvernement local de Lanchkhuti (Géorgie) Contribution par les membres de l'ENTO membre Demandes et réponses
15.30 – 16.00	<b>Coffee break</b>
16.00 – 17.30	<b>Participation publique et approche collaborative</b> <i>Moderator: Ms. Jana Voldanova (République Tchèque)</i> <b>Représentant de ALDA</b> (Géorgie) (à C.) Cas d'étude: <b>Mr. Revaz Egadze</b> , Commune de Gardabani (Géorgie)
17.30 – 18.00	<b>Fermeture de la conférence</b> <b>Mr. Raffaele Gareri</b> , Président de l'ENTO President

## A new member of ENTO: the Lugansk Center of Postgraduate Education

*During last Bureau meeting the Lugansk Center of Postgraduate Education was formally accepted as new member of ENTO.*

*The following article presents the Lugansk Center, its history and the main sectors of its activities.*

Lugansk Center of Post Graduate Education (named afterwards as the Center) was organized according to the order of the deputy head of Lugansk Regional State Administration dated April 16, 1996 No. 446 to execute the order of the president of Ukraine dated May 30, 1995 No. 398 "About the system of training, retraining and professional update of officials".

The statute of the Center was adopted according to the order of the deputy head of Lugansk Regional State Administration dated June 12, 1996 No. 735.



*Chunikhin Gennady Vladimirovich is the Director of Lugansk Center of Postgraduate Education*

Latest edition of the statute was adopted according to the order of the head of Lugansk Regional State Administration dated April 14, 2005 No. 244 and according to the conclusion of Lugansk Regional Council dated April 28, 2005 No. 19/35.

The primary focus of the work of the Center is a regular update regarding quality of educational and other delivered services. The work of the Center is focused on providing a high quality update of qualification, information and advisory help, and promotion of government services. The license for qualification



*The group of Lugansk Center of Post Graduate Education*

update has Series АГ No. 508681 dated May 27, 2011. According to a specialization of State Administration No. 1501 is allowed to train 3000 people a year.

Today the Center provides services of Postgraduate Education, and high quality information and consultation assistance for State and Municipal Government Authorities of Lugansk region.

The Center is the only institution in Lugansk region that deals with qualification update of officials and executive officers of municipal government.

The qualification development of the staff is the most important requirement of the Center.

The Administration of the Center regularly examines the satisfaction of attendees regarding the organizational learning process with the help of a survey (questionnaire and personal consultation) and questionnaire analysis.

The training of officials is based on the principle of a pyramid: the system of life-long training has been designed to support the official's professional development and career promotion from the moment of joining public administration up to and including the time of holding a managerial position at an office/authority of a self-governing unit.

Each official is obliged to continuously improve and extend his/her qualification through participation in

- Initial training programmes;
- Training for the testing, and the testing itself, of special professional competence;
- Continued education;
- Training for senior officials and heads of offices.

The Institute designs all training programmes based on the results of its own scientific and research activities. A comprehensive analysis of the topic/issue in question, the target group, etc. is carried out before developing each of the training programmes. Training department then designs the various training projects based on the results of this analysis also in co-operation with the respective trainer.



### Service supply organization

The study is full-time.

The educational process consists of class work with the involvement of active platforms, such as: lectures, seminars and tutorials in the form of business activities, themed meetings, "round-table" discussions, advisory assistance, sharing experiences, etc. It also involves self-guided work where students prepare for classes and assessments, and do individual tasks.

At the end of the educational process, attendees have an assessment in the form of presentations and themed discussion.

The certificate of standard pattern regarding qualification development which is regulated by the

Cabinet of Ministers of Ukraine is issued to people who have completed the educational process successfully.

All possible conditions for successful completion are provided in the Center.



There are classrooms, a lecture room with multi-media equipment for presentation of lectures and internet communication, a scientific library, a methodical department and a computer class in the Center.



The scientific library contains a wide range of specialized literature that updates qualification according to an attendee's specialization. The electronic library was created in the Center in order to provide a more accessible use of materials. All editions are duplicated. Library visitors have the opportunity to use a book of rules and regulations of Ukraine in an electronic and/or a printed variant.

### Innovative Activity Directions

In 2007, regional Postgraduate Centers of Lugansk and Kherson introduced videoconferencing for the first time in Ukraine as an effective form of qualification update of administrative staff.

High quality delivery of state services for Ukrainian citizens depends on professional skills of officials. Administrative staff must apply innovative educational technologies, as well as information and communication technologies in their activities.

Videoconference is a method of modern communication that enables the user to participate in a perfectly fast and effective means of verbal interaction. Videoconference is one of perspective forms of staff training that can be an irreplaceable aid within the work of municipal authorities. It also gives the opportunity to communicate via on-line sessions, exchanging information and work experience while presenting oneself and making collective decisions.

The Center is the first institution among similar entities to implement videoconferencing as a way of sharing information. For the first time in the Lugansk region the Center began to hold travelling seminars. It is a convenient way of qualification development for state and municipal government authorities. The main goal of such seminars is to preserve budget funding.

A new type of assessment report was implemented in the Center. The report is reviewed by a peer who is a specialist in a certain field according to the chosen topic. A recommended grade is given in order to provide an objective evaluation of knowledge and skills for the attendee. A Microsoft PowerPoint presentation must be attached for further defense of the report.



### Quality Certificate

The Certificate of quality control system No.UA2.043.02710-07 towards high quality service delivery of Lugansk Center of Postgraduate Education according to the State Standard of Ukraine ISO 9001-2001 (enclosed) was received in December 24, 2007.

Lugansk Center of Postgraduate Education became the first organization in the field of implementation of quality control system among similar institutions.

Authorities of the Center created a policy during implementation of the quality control system. This policy distinguishes certain types of activities of the Center.



In August 2010, the Center went through the procedure of documentary adaptation according to the certificate of the State Standard of Ukraine ISO 900:2008 (the certificate of quality control system No. UA2.043.02710-07 dated December 24, 2007) towards the requirements of the new version of the State Standard of Ukraine ISO 9001:2009 Standard.

### Achievements



In 2008, the Center won an All Ukrainian contest of production quality (goods, works, services) called "100 Best Goods of Ukraine - 2008" with a nomination called "Works or Services" that are being accomplished or provided in household or industrial spheres (Education Services).

In 2010, the Center was granted the certificate of "Perfection Acknowledgement in Ukraine" at the international forum called "Days of Quality in Kiev - 2010".

In 2011, the Center was granted an honorary certificate for considerable contribution regarding qualification update from Lugansk Regional State Administration and Lugansk Regional Council.

## OPEN OPPORTUNITIES FOR JOINT PROJECTS – POSSIBILITES OUVERTES POUR DES PROJETS COMMUNS

In this Section you can find news about projects of any interest for ENTO members

*Dans cette section, vous trouverez des nouvelles sur les projets d'un intérêt pour les membres de l'ENTO.*

### The Lifelong Learning Programme: education and training opportunities for all.

The European Commission's Lifelong Learning Programme enables people at all stages of their lives to take part in stimulating learning experiences, as well as helping to develop the education and training sector across Europe.

The overarching priority of the Lifelong Learning Programme (LLP) is to reinforce the contribution of education and training to the priorities and headline targets of the EU 2020 Strategy, the EU's growth strategy for the next decade, thus creating value by basing growth on knowledge, empowering people in inclusive societies and ensuring that citizens can access lifelong learning and up-skilling throughout their lives.

With a budget of nearly €7 billion for 2007 to 2013, the programme funds a range of actions including exchanges, study visits and networking activities. Projects are intended not only for individual students and learners, but also for teachers, trainers and all others involved in education and training.

There are four sub-programmes which fund projects at different levels of education and training:

- the **Comenius** programme, addresses the teaching and learning needs of all those in pre-school and school education up to the level of the end of upper secondary education, and the institutions and organisations providing such education;
- the **Erasmus** programme, addresses the teaching and learning needs of all those in formal higher education and vocational education and training at tertiary level, whatever the length of their course or qualification may be and including doctoral studies, and the institutions and organisations providing or facilitating such education and training;
- the **Leonardo da Vinci** programme, addresses the teaching and learning needs of all those in vocational education and training, other than at tertiary level, as well as the institutions and organisations providing or facilitating such education and training;
- the **Grundtvig** programme, addresses the teaching and learning needs of those in all non-vocational forms of adult learning, whether formal, non-formal or informal, as well as the institutions and organisations providing or facilitating such learning opportunities.

On 9<sup>th</sup> August the 2012 call for proposal was announced. Please find here more information on the deadlines and eligibility rules:

[http://ec.europa.eu/education/llp/doc848\\_en.htm](http://ec.europa.eu/education/llp/doc848_en.htm)

### Programme d'éducation et de formation tout au long de la vie: des possibilités d'éducation et de formation pour tous.

*Le programme pour l'éducation et la formation tout au long de la vie de la Commission européenne permet aux personnes, à tous les stades de leur vie, de participer à des expériences d'apprentissage stimulantes et contribue à développer le secteur de l'éducation et de la formation en Europe.*

*La priorité essentielle du programme pour l'éducation et la formation tout au long de la vie (EFTLV) est de renforcer la contribution de l'éducation et de la formation à la réalisation des priorités et des objectifs phare d'«UE 2020», la stratégie de croissance définie par l'Union européenne pour la prochaine décennie, en vue de créer de la valeur en fondant la croissance sur la connaissance, de favoriser l'autonomie des citoyens dans des sociétés inclusives et de faire en sorte que les citoyens aient accès à l'éducation et à la formation et à l'actualisation de leurs compétences tout au long de leur vie. Doté d'un budget avoisinant les sept milliards d'euros pour la période 2007-2013, le programme finance une série d'actions comprenant des échanges, des visites d'étude et des activités de mise en réseau. Les projets sont destinés non seulement aux étudiants et aux apprenants, mais aussi aux enseignants, aux formateurs et aux autres acteurs de l'éducation et de la formation.*

*Il existe quatre sous-programmes qui financent des projets à différents niveaux de l'éducation et de la formation:*

- Le programme **Comenius** répond aux besoins en matière d'enseignement et d'apprentissage de tous les participants à l'enseignement préscolaire et scolaire jusqu'à la fin du deuxième cycle de l'enseignement secondaire, ainsi que des établissements et organismes dispensant cet enseignement.
- Le programme **Erasmus** répond aux besoins en matière d'enseignement et d'apprentissage de tous les participants à l'enseignement supérieur et à l'enseignement et la formation professionnels de niveau tertiaire, quelle que soit la durée de leur formation ou leur qualification, y compris les études doctorales, les établissements et organismes dispensant ou facilitant ces types de formation.
- Le programme **Leonardo da Vinci** répond aux besoins en matière d'enseignement et d'apprentissage de tous les participants à l'enseignement et à la formation professionnels de niveau autre que tertiaire, ainsi que des établissements et organismes dispensant ou facilitant cet enseignement et cette formation.
- Le programme **Grundtvig** répond aux besoins en matière d'enseignement et de formation des participants à toutes les formes d'enseignement non professionnel pour adultes, de type formel, non formel ou informel, ainsi que des établissements et organismes dispensant ou facilitant cet enseignement.

*Appel général à propositions 2012:*

[http://ec.europa.eu/education/llp/doc848\\_fr.htm](http://ec.europa.eu/education/llp/doc848_fr.htm)