

Annex 2: Implementation team

The local programme support & coordination team should at a minimum include the following 2 roles:

1. Educational Coordinator

Staff member of the implementing training institution responsible for a defined range of educational administration matters in relation to the training programme delivery within the host training institution.

Role and responsibilities:

- a. Act as point of contact for Frontex staff, learners and trainers on specific educational administration matters related to the delivery of the programme/module(s) within the host training institution, as defined herein.
- b. Liaise with the Frontex Training Coordinator on the spot and report to/take instructions from the Frontex representative in order to ensure a smooth delivery of the programme within the host training institution, within the scope of their role.
- c. Liaise with the management of the host training institution and the Administrative/Logistical Coordinator in order to ensure that all necessary educational measures related to the smooth implementation of the training programme are executed in due time and at the expected quality standards (including the regular activities, measures, recommendations and urgent actions, as they may arise); regularly informs the management of the host institutions on any issues pertaining to the programme delivery that requires management awareness and/or intervention.
- d. Support the Administrative/Logistical Coordinator for preparing the orientation sessions for learners and trainers and provision of access to relevant educational resources and training facilities.
- e. Under the lead of the Frontex Training Coordinator, ensures within the scope of their role that all quality standards related to the programme delivery are followed, as foreseen in the Quality Assurance and Control mechanism.
- f. Liaise with the Administrative/Logistical Coordinator and the Frontex Training Coordinator to ensure that all necessary training facilities and equipment are available, checked in advance and ready to be effectively used in the context of all training and learning activities, including the scheduled assessments and reassessments, classroom-based or practical.
- g. In close cooperation with the Frontex Training Coordinator and the Programme manager, the Educational Coordinator prepares the detailed planning for the parallel delivery of the sessions (taking into account approx. 20 learners per classroom); for this purpose the Educational Coordinator will tailor the overall programme schedule without any prejudice to the progression of learning and achievement of learning outcomes; the detailed schedule is made available to learners and trainers in advance of the learning activities and published in Moodle.
- h. Ensure that all training materials (e.g. handouts, printed copies of online resources, readings etc.) required by the Frontex Training Coordinator, trainers or other relevant programme staff are available in hardcopies for all relevant users (e.g.: learners, trainers) in advance of the learning activities, as required.

- i. Provide support to learners and trainers throughout the delivery of the training programme on the educational administrative matters that fall within the scope of the role.
- j. Liaise with the back-office at Frontex HQ in relation to the Moodle and Aula administration and implementation of data and records assigned; participates to the necessary training and follows the relevant instructions.
- k. Ensure the timely and accurately implementation in Moodle/learning Management System and/or Aula, as appropriate, of the grades and other data related to the assessments and learner records (e.g.: extensions, absences, suspensions, reassessments), as instructed by Frontex representative.
- l. Monitor and record learners' attendance of all learning activities (classroom, practical, assessments etc.) and ensures that accurate records are implemented in Moodle and maintained accordingly.
- m. Collect the marking rubrics/assessment sheets signed by the authorised assessors, scans and keeps the electronic and hardcopy, and ensures accurate and timely implementation in Moodle of the grades (unless the assessment is administered online or implemented directly in Moodle by the trainers/assessors).
- n. Observe the standards of data and records management and implementation, as defined within the Quality Assurance mechanism applicable to the training programme and the relevant data protection policy and procedure; is personally responsible to ensure that access to all records handled is strictly limited, as instructed by Frontex.
- o. Remind learners and trainers on the requirement to provide feedback via Moodle after each module and by the end of the programme, facilitating an increased response rate.
- p. Take part in the meetings related to the monitoring and evaluation of the quality of the programme implementation (periodic, after each module or ad-hoc, as necessary), or any other activity monitoring or milestone meetings, providing input and reporting, within the scope of their role.
- q. Contribute to ensuring that all measures arising from the quality monitoring and evaluation meetings, as well as any other project monitoring milestone meetings are implemented as appropriate and that any faults are remedied with priority, as regards the educational administrative matters.
- r. Take responsibility to pro-actively/immediately remedy any issues of an educational administration nature within the competence area that may arise in the course of the programme delivery and/or suggest improvements.
- s. In collaboration with the Administrative/Logistical Coordinator and the Frontex Training Coordinator, ensures that any learner with a temporary or a previously-known disability is accommodated as far as in practicable, to pursue the studies in proper conditions and be able to take the assessments.
- t. May act as a mentor to learners, if appointed by Frontex (through delegation of responsibility).
- u. Upon request, attends occasionally training and learning activities and provides feedback to the Frontex Training Coordinator.
- v. Strictly observes the financial regulations governing the project (grant agreement) and the Frontex Code of Conduct, and ensures within the scope of their role that all persons involved in the programme

delivery at the host training institution abide by the aforementioned financial and professional standards.

- w. Takes responsibility to immediately report through the chain of command in relation to Frontex and/or the host training institution if any suspicion arises in relation to any potential breach of the financial regulations governing the project (grant agreement) and the Frontex Code of Conduct by any person involved directly or indirectly to the programme delivery at the host training institution.
- x. Takes part in any other meetings related to the training programme implementation as deemed necessary by Frontex, dedicated to i.a. ensuring harmonisation and quality implementation of the training programme across all delivery locations.
- y. Provides feedback to the Frontex Training Coordinator (and/or through the programme feedback mechanism) on matters related to the educational administration of the programme, with the aim to recommend improvements for the current and future module/programme iterations.
- z. Supports the Frontex Training Coordinator in collecting, collating and reporting to Frontex HQ of information related to the training programme delivery within the scope of their role and prepare reports as required.
- aa. In close cooperation with the Frontex Training Coordinator and the Programme manager, the Educational Coordinator prepares the detailed planning for the parallel delivery of the sessions (taking into account approximately 20 learners per classroom); for this purpose the Educational Coordinator will tailor the overall programme schedule without any prejudice to the progression of learning and achievement of learning outcomes; the detailed schedule is made available to learners and trainers in advance of the learning activities and published in Moodle.

2. Administrative/Logistics Coordinator

Staff member of the delivering training institution in charge of all administrative, logistical and organizational matters in their institution.

Role and responsibilities:

- a. Liaise with the Frontex Training Coordinator on the spot and report to/take instructions from the Frontex representative in order to ensure a smooth delivery of the programme within the host training institution.
- b. Liaise with the management of the host training institution and manage the appointed team of local staff assigned to the project in order to ensure that all necessary measures related to the smooth implementation of the training programme are executed in due time and at the expected quality standards (including the regular activities, measures, recommendations and urgent actions, as they may arise); regularly informs the management of the host institutions on any issues pertaining to the programme delivery that requires management awareness and/or intervention. The local team will include a minimum of one administrative assistant.
- c. Act as a local point of contact for trainers, learners and Frontex staff on all matters related to the delivery of the training programme in their institution, in respect to administrative, logistical and organizational issues.

- d. Prepare orientations session on practical matters for learners and trainers at the beginning of the training programme/module(s).
- e. Introduce and arrange access for learners and trainers, at the beginning of each module, to all resources and services available at the host training institution.
- f. Provide support to learners and trainers throughout the implementation of the training programme on practical, administrative, logistical and organisational issues.
- g. Manages the organisation of any meetings related to the training programme implementation, at the premises of the host training institution, for monitoring and reporting purposes, as required by Frontex.
- h. Ensure that ICT support is available 24/7 to learners, trainers and all staff involved in the training delivery.
- i. Liaise with the Educational Coordinator and the Frontex Training Coordinator to ensure that all necessary facilities and equipment are available, checked in advance and ready to be effectively used in the context of all training and learning activities, including the scheduled assessments and reassessments, classroom based or practical.
- j. Facilitate immediate access to adequate medical services for learners and trainers including, but not limited to the emergency cases and ensures translation services (directly or indirectly), observing the confidentiality.
- k. Accompany the Frontex Training Coordinator to the weekly/periodic inspections throughout the training and accommodation facilities to verify and report on the findings.
- l. Take part in the meetings related to the monitoring and evaluation of the quality of the programme implementation (periodic, after each module or ad-hoc, as necessary), or any other activity monitoring or milestone meetings, providing input and reporting, from the perspective of the administrative-logistical implementation and related support to learner, trainers and other programme staff.
- m. Ensures that all measures arising from the quality monitoring and evaluation meetings, as well as any other project monitoring milestone meetings are implemented as appropriate and that any faults are remedied with priority.
- n. Takes responsibility to pro-actively/immediately remedy any issues within the competence area that may arise in the course of the programme delivery and/or suggest improvements (of a logistical/administrative nature).
- o. In collaboration with the Educational Coordinator and the Frontex Training Coordinator, ensures that any learner with a temporary or a previously-known disability is accommodated as far as in practicable, from a logistical/administrative perspective, to pursue the studies in proper conditions and be able to take the assessments.
- p. Strictly observes the financial regulations governing the project (grant agreement) and the Frontex Code of Conduct, and ensures within the scope of their role that all persons involved in the programme delivery at the host training institution abide by the aforementioned financial and professional standards.

- q. Takes responsibility to immediately report through the chain of command in relation to Frontex and/or the host training institution if any suspicion arises in relation to any potential breach of the financial regulations governing the project (grant agreement) and the Frontex Code of Conduct by any person involved directly or indirectly to the programme delivery at the host training institution.
- r. Takes part in any other meetings related to the training programme implementation as deemed necessary by Frontex, dedicated to i.a. ensuring harmonisation and quality implementation of the training programme across all delivery locations.
- s. Provides feedback to the Frontex Training Coordinator (and/or through the programme feedback mechanism) on matters related to the programme implementation of administrative/logistical nature, with the aim to recommend improvements for the current and future module/programme iterations.
- t. Supports the Frontex Training Coordinator in collecting, collating and reporting to Frontex FQ of information related to the training programme delivery within the scope of their role and prepare reports as required.

The local Educational and Administrative Coordinators are appointed by the management of the hosting training institution based on their relevant expertise, experience and personal traits (especially problem-solving, effectiveness, communication and customer-orientation). It is expected that the 2 coordinators are adequately empowered by the management to ensure that all necessary measures related to the smooth implementation of the training programme at the respective hosting training institution are executed in due time and at the expected quality standards. This may require that a team of relevant local staff is made available to the Educational & Administrative Coordinator to ensure the implementation of the regular activities, measures, recommendations and urgent actions, as they may arise.