



european school of administration

Overview of the 2010/11 Certification exercise ¹

The candidates

In total, 132 candidates participated in the training programme: from 7 EU institutions and 2 Agencies. The selection of the candidates was, as always, the responsibility of each institution.

The breakdown of candidates was as follows:

Institution	N° of candidates
European Parliament	7
Council of the EU	5
European Commission	113
Court of Justice	1
European Court of Auditors	1
European Economic and Social Committee	2
Committee of the Regions	1
EMSA (Lisbon)	1
OHIM (Alicante)	1
Total	132

There is no limit to the number of candidates that can be selected each year, nor to the number of candidates who may succeed. However, the staff regulations specify that no more than 20% of all AD appointments in a year can be made through Certification and the institutions take these limits into account in the number of candidates they select.

¹ The information provided refers to the Certification programme for candidates selected in the exercise launched in the institutions in 2010.



N° of candidates following the training in Brussels and Luxembourg		
Institution	Brussels	Luxembourg
European Parliament	4	3
Council of the EU	5	-
European Commission	102	11
Court of Justice	-	1
European Court of Auditors	-	1
European Economic and Social Committee	2	-
Committee of the Regions	1	-
EMSA (Lisbon)	-	1
OHIM (Alicante)	-	1
Total	114	18

Language used for training programme			
	BXL	LUX	TOTAL
English	84	12	96
French	30	6	36

Gender distribution by Institution		
Institution	Male	Female
European Parliament	4	3
Council of the EU	1	4
European Commission	61	52
Court of Justice	1	-
European Court of Auditors	1	-
European Economic and Social Committee	1	1
Committee of the Regions	-	1
EMSA (Lisbon)	1	-
OHIM (Alicante)	-	1
Total	70	62



The training programme

The training programme consisted of 28 days of classroom-based training divided into 2 blocks plus the equivalent of 10 days individual study period in between. The purpose of this programme was to help candidates acquire or strengthen their skills in a number of key areas necessary to become an effective administrator and which they had to demonstrate in the subsequent examinations.

The structure of the training programme was very similar to that of previous years:

Modules		
BLOCK 1 02 – 27/05/2011	FT	Foundation Training
	1	Analysing and Problem Solving I
	2	Structure your thinking
	3	Negotiating Skills
	4	Writing with impact I
	5	Managing Meetings
BLOCK 2 19/9 - 07/10/2011	GT	Getting Back on Track
	6	Writing with impact II
	7	Performing with impact
	8	Presenting with impact
	9	Analysing and Problem Solving II

Candidates were required to follow the whole training programme, the only exception being for duly substantiated medical and family reasons. From a total of 3696 candidate-days (classroom-based training), there were only 20.5 days of absence.

Candidates were divided into 12 groups, 2 of which were based in Luxembourg and 10 in Brussels. Wherever possible, a gender balance was kept as was a balance between the institutions (and in the case of the Commission, the DGs) where candidates worked.



Evaluation of the training programme

The School attaches particular importance to the evaluation of the Certification training programme and constantly monitored and evaluated it as it was delivered. Each candidate was also invited to complete an evaluation form at the end of each block giving views on content, presentation and course material.

Additionally, the School asked each of the groups to appoint a spokesperson, to obtain further feedback. Finally, an in-depth review was held with the management team of the training consortium.

The evaluation process usually results in a number of adjustments to the training programme, the overall length of which will not, however, be affected.

Below is a summary of the evaluation of the 2010/11 training programme:

Satisfaction levels Scale 1 (poor) - 4 (very satisfied) level	% of ALL candidates satisfied or very satisfied
Development of new skills	89,70%
Trainers	95,59%
Course materials	87,26%
Overall satisfaction (blocks 1 & 2)	98,53 %



Evaluation by module:

Module		% of candidates satisfied or very satisfied
BLOCK 1	Foundation Training	92,71%
	Analysing and Problem Solving I	88,55%
	Structure your thinking	79,17%
	Negotiating Skills	85,42%
	Writing with impact I	86,46%
	Managing Meetings	85,42%
BLOCK 2	Getting Back on Track	87,04%
	Writing with impact II	80,56%
	Performing with impact	62,96%
	Presenting with impact	93,52%
	Analysing and Problem Solving II	82,41%



The examinations

In order to be "certified", candidates had to sit and pass four examinations, designed by EPSO and the School in collaboration with outside experts. An inter-institutional Examining Board (EB) was set up to test candidates' competencies. The members of the Board were trained in the necessary assessment techniques to be able to judge the performance of candidates in a coherent and objective way. The members of the training consortium management team were kept informed about the general structure of the exams.

The examinations for the 2010/11 exercise were structured as follows:

E1 - Assessment of candidates' interpersonal skills, reasoning and creative thinking, negotiation and persuasion skills through observing a group exercise.

The examination consisted of a discussion in groups of 5 or 6 candidates about finding a solution for re-housing the inhabitants of Loutros, a village destroyed by fire that was located next to the important archaeological site of Olivanum. Each candidate in the group assumed the role of a representative of a local organisation, assembled in a working party meeting by the Regional Government with the aim of defending their proposals and to reach an agreement about which solution should be adopted. Part way through the discussion, a new piece of information was presented to the group which may have affected the group's decision.

The exercise involved individual preparation followed by group discussion, the latter of which was observed and marked by the EB.

E2 - Assessment of candidates' abilities to analyse information and to solve problems, to think strategically (seeing the bigger picture) and to communicate effectively in writing.

Candidates were given a file relating to 3 possible projects for making the best use of Mr Goldfingers' property, an estate of historic interest, that he left to the town council of Jamestown to use at their discretion for the lasting benefit of the town and its inhabitants. By assuming the role of an advisor to the Chairman of the town council, candidates were asked to assess the advantages and disadvantages of three potential projects and to produce a note for the Chairman of the town council recommending the best option for using Mr Goldfingers' property including suggestions for dealing with any possible opposition.

Candidates typed their texts on computer.

E3 - Assessment of candidates' ability to find, understand and process information, to present a case logically and coherently and to communicate convincingly.

This exam was composed of two parts: a 10-12 minutes speech on a general topic, communicated 10 working days before the examination date, followed by a 10 minutes questions & answers session.

E4 - Assessment of candidates' ability to organise and prioritise, to solve problems and to provide good customer service.

Candidates assumed the role of a project manager of the Agency for Development Overseas in charge of running the "Promoting Awareness of the World's Poor Students" scheme. In this context, they were required to identify the best and worst course of action from among 4 possibilities for each of the 15 scenarios covering different aspects of the organisation, communication and implementation of the scheme.



Overview of the results of the examinations:

	N° / Percentage
Candidates who passed all four examinations	54
Overall pass rate	40.91%
Pass rate for women	37.10%
Pass rate for men	44.29%
Failed 1 examination	51
Failed 2 examinations	17
Failed 3 examinations	10
Failed 4 examinations	0
Pass rate for examination E1	78.79%
Pass rate for examination E2	82.58%
Pass rate for examination E3	78.03%
Pass rate for examination E4	73.48%
Pass rate for those taking training and examinations in English	39.58%
Pass rate for those taking training and examinations in French	44.44%

Depending on the provisions of the implementing rules of each of the institutions, candidates who were unsuccessful in one or more of the examinations can re-sit those examinations without going through the selection process again. With the exception of one institution, the general rule now is that candidates are allowed to re-sit examinations no more than twice.

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