**European Social Dialogue Committee for Central Government Administrations**

**EU PROJECT**

**FOR A QUALITY SERVICE FOR VULNERABLE PEOPLE
Regional Seminar - Bucarest, 5 and 6 June 2014**

**Agenda**

**Thursday 5June, Day 1**

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| **Time** | **Sessions** |
| **09:00 – 09:30** | **Registration** |
| **09:30 – 10:00** | * **Welcome, presentation of participants and expectations**

*EUPAE and TUNED representatives from Romania**Jacky Leroy, EUPAE Belgium, former President of the Federal Public Service Personnel and Organisation** **Background and objectives of the project**

*Jacky Leroy, EUPAE Belgium* |
| **10:00 – 11:00** | * **Quality services within Central Government : from theory to practice**

Presentation of the EU framework agreement for a quality public service in central government administrations (adopted by EUPAE and TUNED in 2012) .*Aurore Chardonnet, TUNED* *Jacky Leroy, EUPAE Belgium** **Project's methodology: literature review and preliminary survey results; framing discussions and seminar aims**

*Raffaella Greco Tonegutti, Project consultant*Discussion with participants |
| **11:00 – 11:30** | **Coffee break** |
| **11:30 – 12:30** | **Quality for the users: Welcome, Equity, Integrity, Efficiency, Communication and Transparency*** **Case study: Welcome/Efficiency good practice**

**Reform of Luxemburg employment administration : towards users’ and workers’ needs?** *Camille Weydert (CGFP) TUNED, LU* *Vera Weisgerber, agency for employment development- ADEM, LU*Discussion with participants  |
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| **12:30 – 14:00** | **Lunch** |
| **14:00 – 15:30** | * **Case study:**

**Romania: The European professional card - European solution for finding a job** *Adrian Dragomir, director - IT Department NAE and Elena Tanase, director in the partner company** **Exchange of practices between participants for each value**

What could be improved? What new processes have been implemented in your country? What suggestions?* **Synthesis of main elements of the discussion**

*Raffaella Greco Tonegutti, Consultant* |
| **15:30 – 16:00** | **Coffee break** |
| **16:00 – 17:00** | * **Discussion continues. Exchange of practices between participants**

What could be improved? What new processes have been implemented in your country? What suggestions?* **Synthesis of main elements of the discussion**

*Raffaella Greco Tonegutti, Consultant* |

**Friday 6 June, Day 2**

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| **Time** | **Sessions** |
| **09:30 – 10:30** | **Quality of life at work : meaningful job, competence development, good pay, work/life balance , social dialogue and trade union rights*** **Case study:**

**Romanian public administration** *Florian Marin, President of BNS - young branch and Vice-President of Romanian youth council (TUNED)** **Exchange of practices between participants** (Discussion)

What could be improved? What new processes have been implemented in your country? What suggestions?* **Synthesis of main elements of the discussion**

 *Raffaella Greco Tonegutti, Consultant* |
| **10:30-11:00** | **Coffee break** |
| **11:00-12:30** | * **Discussion continues. Exchange of practices between participants**

What could be improved? What new processes have been implemented in your country? What suggestions?* **Synthesis of main elements of the discussion**

*Raffaella Greco Tonegutti, Consultant* |
| **12:30-13:00** | * **Conclusion of the seminar and preliminary recommendations**

*Raffaella Greco Tonegutti, Consultant** **Next steps of the project**

*Jacky Leroy and Aurore Chardonnet* |
| **13:00** | **Lunch – end of regional seminar** |
| **Afternoon** | **Focus group** A small group of participants will meet with the consultant to complement the qualitative research. |