EFQM Excellence Model Training Courses

Designed to equip you to the highest standard, to support and lead performance improvement initiatives

bqf.org.uk
Our programme of recognised training courses will enable you to learn more about using the EFQM Excellence Model, and about implementing improvement programmes in your organisation:

- RADAR Workshop
- Leader for Excellence
- EFQM Assessor Training.

These courses are run by experienced trainers using official EFQM training materials, and will provide you with essential tools and techniques to help you understand and apply the Model.

### EFQM Excellence Model Training Courses

Our EFQM Excellence Model training courses have two development paths, one for EFQM Excellence Model Users and Line Managers and one for Assessors. In-house training is also available.

1 **Line Manager/Model User Development Path**
   - Managing through RADAR – one-day workshop for Line Managers
   - Leader for Excellence (L4E) Level 1
   - Leader for Excellence (L4E) Level 2.

2 **Assessor Development Path**
   - Basic Assessor Training (BAT)
   - EFQM Assessor Training (EAT)
   - Internal Assessor Training (IAT) (non-assessed, in-house only).

All of our training courses can be delivered in-house if required. This would depend on number of delegates and the facilities available.

As a primary partner of EFQM, we are the only UK organisation permitted to deliver the official EFQM course material. Courses are delivered and administered by our training partner, Perfex.

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**“I really enjoyed the course – it was challenging, but the structure of the learning and practical exercises was a really good balance.”**
EFQM Excellence Model

Two development paths, one for EFQM Excellence Model Users and Line Managers and one for Assessors, represent a great win-win for you and your organisation. Your people will be equipped to the highest standard to lead improvement initiatives and for you it provides a tremendous contribution to your Continuing Professional Development. EFQM Excellence Model experience is an extremely valuable addition to your CV.

1 Line Manager/Model User Development Path

The Line Manager/Model User Development path is for individuals in organisations that use or plan to use the EFQM Excellence Model but do not wish to become fully accredited assessors.

Managing Through RADAR
One-day workshop for Line Managers

The RADAR cycle is a very powerful tool to help Line Managers drive Continuous Improvement that delivers higher levels of performance and real benefits. This one-day practical workshop is designed to introduce the use of the RADAR Assessment and Management Tool. RADAR can be used to assess how well existing activities are done and how current performance could be improved. It is also an essential tool for planning and managing new activities.

Delegates will:
- learn the power of applying the RADAR cycle
- learn how to apply RADAR thinking in any function or area of responsibility
- learn the key steps to delivering improvement using RADAR.

Workshop Includes:
- a full explanation of the RADAR cycle, its logic and the key questions to drive improvement
- application of the RADAR cycle to a range of real case studies
- how to link RADAR thinking to the challenges and opportunities facing Line Managers and their organisations.

Fees (excluding VAT):
- BQF member: £295
- non-member: £350

For more information or to reserve a place:
T +44 (0) 1928 736624
E model.training@bqf.org.uk
W bqf.org.uk

“The course was intensive but rewarding with good quality course documentation and presentation materials. Excellent Tutors created a relaxed atmosphere and involvement for everyone.”
2 Assessor Development Path

The Assessor Development path is for individuals who wish to become fully accredited assessors.

Basic Assessor Training (BAT)*
An eLearning course that provides an introduction to the EFQM Excellence Model and the basics of an EFQM assessment.
*It is not mandatory to complete BAT before EAT, but could be beneficial.

For more information and to register
T: 0207 654 5010

EFQM Assessor Training (EAT)
This is the only official EFQM Assessor Training course. It is a three-day diploma course that has the benefit of a case study based on part of a global organisation. Delegates must complete some pre-course work and the delegate to trainer ratio (6:1) ensures that everyone receives individual feedback and coaching. EAT is also the minimum requirement for UK Excellence Award Assessors.

Delegates will:
- gain a thorough understanding of the more detailed aspects of the EFQM Excellence Model and the RADAR scoring matrix
- gain a good level of assessor skills through practical hands-on work, both individually before the course and in teams during the course, based upon a high quality case study
- receive a high level of personal support and feedback from highly experienced tutors who operate across Europe
- have the opportunity to learn with and from delegates with a range of different backgrounds and experiences
- develop the skills and knowledge to conduct assessments with a varying range of complexity
- receive Accredited European Assessor certification (subject to demonstrating the required level of competence)
- be qualified to act as a UK Excellence Award Assessor.

Course includes:
- the award simulation assessment process (including: identifying key themes, consensus, site visits and feedback reports)
- advanced understanding of the EFQM Excellence Model
- working in a team of assessors
- using RADAR to assess an organisation
- understanding the organisation being assessed
- delegates must complete approximately 15 hours of pre-work prior to the course.

Fees (excluding VAT):
- BQF Member: £1350
- non-Member: £1550

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Internal Assessor Training (IAT)
A non-assessed internal alternative to EAT
This three-day in-house training course is designed to prepare a team to plan and carry out an organisational self-assessment based on the EFQM Excellence Model. This course is suitable for anyone who has been selected to be part of an internal EFQM assessment team. No prior knowledge of the EFQM Excellence Model is required. All participants will work on a case study throughout the course.

Delegates will learn:
- how the EFQM Excellence Model is structured
- how to apply RADAR to your organisation’s processes and results
- how to plan for a self-assessment and choose the most appropriate assessment method
- how to work as part of an assessment team
- how to look for evidence of your organisation’s strengths and areas for improvement
- how to produce an assessment feedback report.

Benefits of attending:
- you will work with an experienced EFQM Trainer and Assessor to plan and prepare for your self-assessment
- you will be able to carry out a credible assessment and identify areas for improvement that add real value to your business
- the EFQM Internal Assessor Training course is a valuable addition to your CV.

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Delivery of the IAT is dependent on the number of delegates and the facilities available.

“A very enjoyable three days. The training by the tutors was very informed and always interesting.”
“The level of depth of theory and opportunities to apply through practical exercises was great. The way the sub-groups were chosen by the tutor enabled a good combination of personalities to support learning.”
“Loads of opportunity to practice with the Model and RADAR, also to hear the other group members’ views and share ideas and experiences. The Trainer was enthusiastic and very knowledgeable, which increased my confidence levels.”

“Brilliant! I learnt lots – very practical, which provided me with the assessment skills needed.”

Contact the BQF
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