

COOPERATION AND INTEGRATION

WITH INTERNATIONAL ORGANIZATIONS
AND INTERNATIONAL TECHNICAL
ASSISTANCE PROJECTS

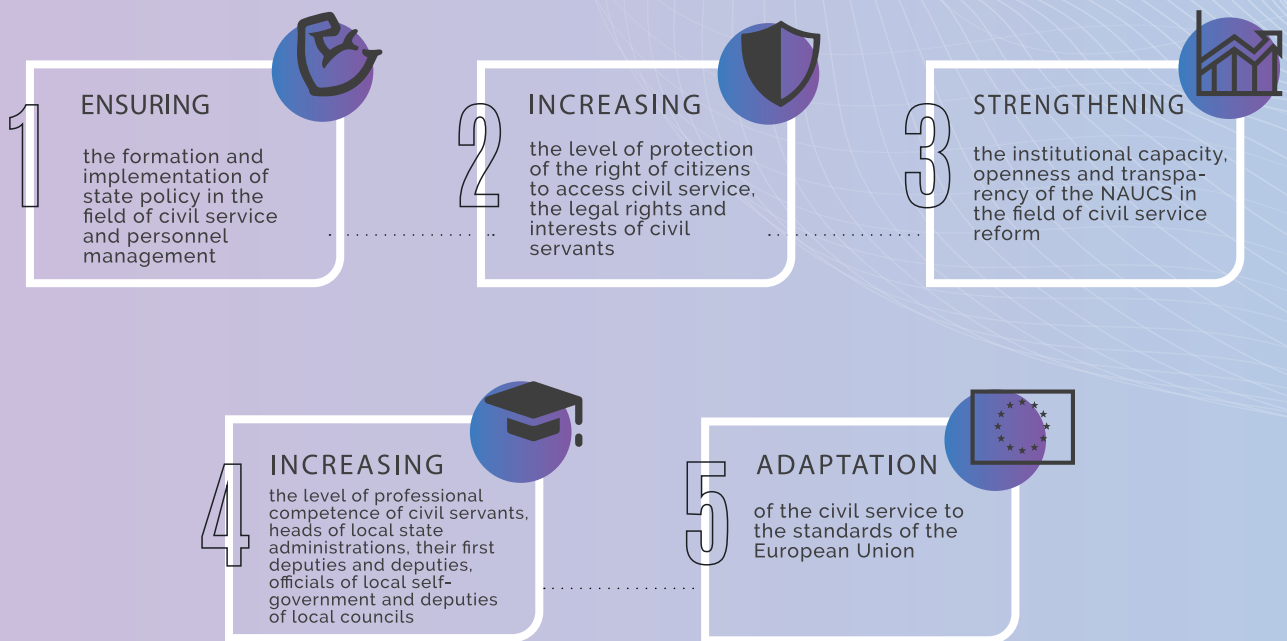
2022-2023

PARTNERS
FORUM
2022

MISSION OF THE NAUCS

development of a professional, efficient, sustainable, politically impartial civil service that meets the principles of good governance and the standards and best practices of the EU Member States.

STRATEGIC OBJECTIVES OF THE NAUCS ACTIVITIES



COOPERATION of the National Agency of Ukraine on Civil Service in the framework of international assistance in 2022



Centre
for Integrity
in the Defence
Sector

CIDS

informational materials for the manual, processing of materials by a literary editor, visual design.

2) Proposals have been prepared to simplify the procedure for evaluating the results of official activities of civil servants.

3) Expert support and assistance in the development of the Methodology for conducting a functional audit of executive authorities under martial law.

1) Expert support regarding the formation of organizational culture in the public service, namely: development of

1) Expert support in the preparation of the project of Methodological recommendations on working with conflicts in the government authorities.

2) Expert support in the preparation of a project of Methodological recommendations on working with conflicts in local self-government authorities.

3) The educational programme "Working with conflicts in public authorities" has been prepared.

Organization for Security and
Co-operation in Europe



Project Co-ordinator in Ukraine

Organization for Security and
Co-operation in Europe



Project Co-ordinator in Ukraine

OSCE Project
"Strengthening the Capacities
of Ukrainian Government Bodies
in the Field of Cyber Hygiene
and Cyber Security"

1) The general short-term advanced training programme "Basics of Cyber Hygiene" (for civil servants) was implemented full-time. 134 persons were certified.

2) Trainers were prepared to implement the practical part (16 hours) of the general short-term advanced training programme "Basics of Cyber Hygiene" in a remote format on the USG Moodle platform. 271 persons were certified.

3) The general short-term advanced training programme "Development and implementation of the information security management system" was implemented (civil servants and local self-government officials whose functional duties include the development and implementation of the information security management system). 20 persons were certified.

1) Training for personnel management services was developed and conducted under the programme "Systematic Approach to Personnel Management in the Civil Service" - HR Workshop (HR Maisternia).



EU project
"Support to Comprehensive Reform
of Public Administration in Ukraine"

2) Expert support for improving the selection procedure in the civil service.

3) Expert support and dissemination of international experience in finalizing the Catalog of typical civil service positions and the criteria for assignment to such positions.

4) Three educational videos on conducting functional audits of executive authorities were developed, which are included in the training course "Conducting Functional Audits of Executive Authorities" and posted on the platform of the Ukrainian School of Government:

<https://moodle.usg.org.ua/course/view.php?id=134>.

5) The general short-term advanced training programme "General Administrative Procedure" was developed and implemented (for civil servants). 119 persons were certified.

6) The general short-term advanced training programme "Cyber Protection System of State Institution from A to Z" was developed and implemented (civil servants of category "A"). 20 persons are studying.

7) Participation of Project representatives in the working process:

- Coordinating Council on professional training of civil servants, heads of local state administrations, their first deputies and deputies, local self-government officials, deputies of local councils under the National Agency of Ukraine on Civil Service;

- Working group on the development of a draft typical general professional (certificate) advanced training programme regarding the new principles of the administrative procedure implementation.

EU PAR



Ukraine Reform Architecture Project (URA)



European Bank
for Reconstruction and Development

Multilateral Donor
Fund for Stabilization
and Sustainable
Development of Ukraine

The general professional (certification) advanced training programme "Systematic Approach to Personnel Management in the Public Service" was developed and implemented (employees of the personnel management services of government authorities of categories "B" and "C" and employees who deal with personnel management issues in local self-government authorities). 35 people were certified.

Proposals have been prepared regarding the criteria for assessing compliance by the competency "Integrity and Compliance with the Ethical Behavior Rules" of candidates for civil service positions (SACCI Integrity).



USAID
FROM THE AMERICAN PEOPLE

"Support to Anti-Corruption
Champion Institutions"

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

The Council of Europe Programme
"Decentralisation and public
administration reform in Ukraine"

1) Recommendations on organisation of labor relations in local self-government authorities under wartime conditions have been prepared.

2) Expert support in drafting of methodological recommendations for local self-government authorities, as well as templates of job descriptions.

3) Resource support, in particular financial, has been ensured for the competition “Best practices for implementing educational innovations in the system of professional training of civil servants, heads of local state administrations, their first deputies and deputies, officials of local self-government and deputies of local councils”.

4) Participation of representations of the Programme in activities of:

- Coordination council on the issues of professional training of civil servants, heads of local state administrations, their first deputies and deputies, officials of local self-government, deputies of local councils under the National Agency of Ukraine on Civil Service;

- Commission of the competition “Best practices for implementing educational innovations in the system of professional training of civil servants, heads of local state administrations, their first deputies and deputies, local self-government officials and deputies of local councils”;

- Expert advisory council on issues of approval of training programs for civil servants, heads of local state administrations, their first deputies and deputies, officials of local self-government and deputies of local councils.

5) Participation in the conducting of the Richelieu Public Service Forum 2022 “Architecture of the new model of public service”.

General professional (certification) advanced training programme “Protection of personal data” (for civil servants and local self-government officials) has been implemented.

249 people were certified.

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

The Council of Europe Office in Ukraine in the framework of the joint project “European Union and Council of Europe working together to strengthen the Ombudsperson’s capacity to protect human rights”



Уповноважений
Верховної Ради України
з прав людини



United Nations Development Program in Ukraine
(UNDP)

1) Participation in the organisation of the strategic session “Public service – a modern view”.

2) The program and materials of the online course on public service have been developed.

3) The program and materials of the online course on crisis communications for public

servants have been developed.

4) Expert support in drafting of the methodical recommendations on creating barrier-free workplaces.

5) The training course “Classification of civil service positions” has been developed, which is posted on the digital online platform “Diia. Digital education” <https://osvita.diia.gov.ua/courses/classification-of-civil-service>.

6) Participation of Program representatives in the activities of the Commission of the competition “Best practices for implementing educational innovations in the professional training system of civil servants, heads of local state administrations, their first deputies and deputies, officials of local self-government and deputies of local councils”.

1) General professional (certification) advanced training programme "Human Rights" (for civil servants and local self-government officials).

671 persons were certified.

2) The online course "Human rights for civil servants" has been developed".



1) A conclusion for the draft Law of Ukraine "On service in local self-government authorities", approved by the Cabinet of Ministers of Ukraine and registered in the Verkhovna Rada of Ukraine as of January 5, 2022 No. 6504.

2) An overview of portals (websites) for the selection of civil servants of individual EU member states was prepared, similar to the career.gov.ua portal, in order to highlight the best and innovative practices regarding the ease of use of online services, their transparency, protection of confidential data, the level of development of online services, with special attention to the mechanism of the search engine and available search criteria.

1) The general short-term programme "Gender audit in executive authorities and local self-government bodies" was developed and implemented.

240 persons were certified.

2) The typical general short-term programme "Identification and response to cases of conflict-related sexual violence and assistance to victims" was developed and implemented. 100 people are certified.

3) Participation in the commission of the All-Ukrainian competition of creative works among young people.

4) Organisation and participation in the Workshop "Responsible leadership – the basis for building gender-oriented governance" (September 23, 2022) within the framework of the Richelieu Public Service Forum 2022.



UN Women Project
"Transformative
approaches to achieving
gender equality
in Ukraine"

1) Participation of the Project representatives in the work of the Working Group on the development of the project of a typical general short-term advanced training programme for civil servants and local self-government officials regarding the proper responses to cases of conflict-related sexual violence.

2) The typical general short-term programme "Identification and response to cases of conflict-related sexual violence and assistance to victims" was developed and implemented. 100 people are certified.

1) The general short-term programme “Integration of the gender approach in decision-making processes” (civil servants of categories “B” and “C”, in particular, experts on gender issues of sectoral working groups) was developed and implemented. 24 persons were certified.



NIRAS

**European Union
for Gender Equality:
Reform Support Service**



**Office of the Deputy Prime
Minister for European and
Euro-Atlantic Integration
of Ukraine**



**FRIEDRICH
EBERT
STIFTUNG**

2) A toolkit was developed for conducting a survey of employees of the ministries, central executive authorities regarding the state of ensuring equal rights and opportunities for women and men as part of a gender audit in the form of a questionnaire in format of Google Forms. 18,172 civil servants from 44 state bodies completed the survey.

3) The general short-term programme “Conducting a gender audit in executive power authorities and local self-government authorities” was developed and implemented. 240 people were certified.

4) Participation in the conducting of the Richelieu Public Service Forum 2022 “Architecture of the new model of public service”.

5) Organisation and participation in the Workshop “Responsible leadership – the basis for building gender-oriented governance” (September 23, 2022) within the framework of the Richelieu Public Service Forum 2022.



1) Participation in the commission of the All-Ukrainian competition of creative works among young people.

2) Organisation and participation in the Workshop “Responsible leadership – the basis for building gender-oriented governance” (September 23, 2022) within the framework of the Richelieu Public Service Forum 2022.

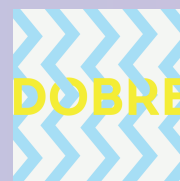
1) Participation of Programme representatives in the working process:

- competition committee of the competition “Best practices for implementing educational innovations in the professional training system of civil servants, heads of local state administrations, their first deputies and deputies, local self-government officials and deputies of local councils”;

- expert advisory board on the approval of advanced training programmes for civil servants, heads of local state administrations, their first deputies and deputies, local self-government officials and deputies of local councils;

- working group on the development of a draft typical general professional (certificate) advanced training programme regarding the new principles of the administrative procedure implementation.

2) The general professional (certificate) advanced training programme “Public administration in the context of decentralization” (with the participation of Cracow University of Economics (Poland)) was implemented. 19 persons were certified.



**Programme
“Decentralization
Offering Better
Results and
Efficiency”
(DOBRE)**

EU4PFM

EU Public Finance Management
Support Programme for Ukraine

Within the framework of the Project “Public Finance Management Support Programme for Ukraine”, the HRMIS implementation is foreseen throughout the country, which includes:

1) functional extension of HRMIS system by developing modules for efficiency assessment, professional competence and analysis, and reporting.

2) connection of the state institutions at the national and subnational levels to the HRMIS system, including data migration and verification.

3) integration of the HRMIS system with relevant registers and information systems of state administration.

4) development of open software interface specifications that will be used as data exchange standards (interaction with other systems).

5) training of future users and change management.

6) improvement of the policy and methodological base for the implementation of the HRMIS main functional modules (review of HR management practices and processes, preparation of state decisions on the HRMIS system implementation, including capacity building of individual state structures regarding HRM).

7) annual technological modernization and implementation of adaptive and evolutionary changes of the HRMIS system.

(The Letter Agreement regarding the Grant No. TF0B6630 of the Project “Public Finance Management Support Programme for Ukraine” was signed by the World Bank on 12.09.2021, by the Ministry of Economy of Ukraine on 09.02.2022)

1) Didactic materials were prepared and reviewed, in particular, 13 cases (situational tasks) were prepared, which were recommended to be used in the thematic block “Public management and administration with a transnational perspective”;

2) An international round table on the topic “Public management and administration with a transnational perspective” was prepared and held (June 22, 2022, 96 participants).



HIGH SCHOOL
OF PUBLIC
GOVERNANCE



SÖDERTÖRN UNIVERSITY
STOCKHOLM

Academic cooperation between
the School of Social Sciences of the University of Soderthorn
and the Ukrainian School of Government on the topic
“Internationalization of education in public administration
with a transnational perspective”

1) The training programme for civil servants regarding the decentralization of education management was developed and implemented in co-operation with representatives of the Public Organization “Development of Civic Competences in Ukraine” (NGO DOCCU).

2) Participation in the conducting of the Richelieu Public Service Forum 2022 “Architecture of the new model of public service”.

3) Participation in the commission of the All-Ukrainian competition of creative works among young people.



DECIDE

Swiss-Ukrainian Project
DECENTRALIZATION FOR IMPROVED
DEMOCRATIC EDUCATION

DAAD

DAAD International Project
"Providing psychosocial support to people
in an emergency situation, taking
into account the specifics of the conflict"

1) Training was conducted for trainers and volunteers on mastering the basic methods of providing psychosocial support to people in an emergency situation, taking into account the specifics of the conflict, including civil servants (04.02-04.2022, 05.10-11.2022 and 06.24.2022 - 27 participants).

2) 1 training programme has been developed for the following target groups: people in need of first rapid psychological assistance; refugees; children; public servants; participants of territorial defense; wounded servicemen.

3) A practical manual for trainers has been prepared, taking into account the experience of scientists, psychologists, trainers, experts, coaches involved in the implementation of the project.

4) An international round table on the topic of the project was held (September 15, 2022, 88 participants).

General short-term professional development programmes have been developed:

- 1) Citizens in the EU.
- 2) The transformational power of the EU.
- 3) Expansion of the EU market.
- 4) Development of policies in the EU.
- 5) Financial instruments of the EU.

The Project "Development of capacity for integration and reforms: increasing the administrative capacity of the civil service of Ukraine for European integration with the help of a comprehensive educational program"



GOVERNMENT OFFICE
FOR COORDINATION ON EUROPEAN
AND EURO-ATLANTIC
INTEGRATION



NATOLIN4CAPACITY BUILDING
COLLEGE OF EUROPE IN NATOLIN



1) The International Workshop "Civil service during crisis and post-crisis periods" was organized and held (June 28, 2022).

2) Participation in the conducting of the Richelieu Public Service Forum 2022 "Architecture of the new model of public service".

3) Participation in the commission of the All-Ukrainian competition of creative works among young people.

Participation of the Project's representatives in the work of the Working Group on the development of the project of a typical general professional (certificate) training program regarding the new principles of the implementation of the administrative procedure.



Support to Services
Accessibility in Ukraine



**International
Language Centres**

Cooperation in the field of learning English by civil servants.

1) Memorandum of Understanding was signed between the National Agency of

Ukraine on Civil Service and the largest educational company EF Language Learning Solutions Ltd (August 9, 2022).

2) Piloting of the “EF English Live” project (200 participants) for learning English on the online platform of the international educational organization “EF Language Learning Solutions” has begun (October 31, 2022).

As of November 15, 2022:

631 representatives of government authorities participated in 2 international workshops initiated by the European Commission and 9 events initiated by Ukraine, including:

- 4 expert missions;
- 5 workshops.

24 TAIEX applications were sent and approved by the European Commission as part of the 2022 TAIEX foreign aid attraction plan of the European Commission.

TAIEX SHARING
EU EXPERTISE
SINCE 1996

PROPOSALS

on the needs of the NAUCS

in the framework of attracting donor assistance

Name of the event	Aim of the event	Expected results
<p>1. Automation of human resource management processes/systems based on modern information and communication technologies, increasing the efficiency and transparency of the civil service.</p>	<p>Ensuring the functioning of the information and communication system "Unified Portal of Civil Service Vacancies".</p>	<p>Modernization and development of the information and communication system "Unified portal of civil service vacancies".</p>
<p>2. Analysis of the quantitative and qualitative composition of civil servants of state authorities, their apparatuses (secretariats), other bodies covered by the Law of Ukraine "On Civil Service".</p>	<p>Preparation of analytical materials and infographics on the composition of civil servants in general and by gender in particular, as well as ensuring public awareness of current data on the composition of civil servants in order to implement the state policy on ensuring equal rights and opportunities for women and men to occupy civil service positions.</p>	<p>1. Monitoring of accounting of the quantitative and qualitative composition of civil servants. 2. Formation of reporting forms and informing state authorities regarding the submission of information; processing of reporting forms; formation, support and update of statistical data accounting information.</p>
<p>3. Development of a community of personnel management specialists.</p>	<p>1. Increasing the capacity of personnel management services by highlighting current issues in the field of personnel management in the civil service. 2. Increasing the level of awareness of employees of personnel management services regarding actual issues of personnel management.</p>	<p>Conducting of training for personnel management specialists.</p>
<p>4. Increasing the capacity of personnel management services by conducting training on evaluation the</p>	<p>1. Increasing the capacity of personnel management services regarding the order of determining the results of tasks, the algorithm of actions of the evaluation procedure.</p>	<p>Organization and conducting of training on evaluation of the results of service activities.</p>

	results of service activities.	2. Increasing the level of awareness of employees of personnel management services on evaluation the results of service activities.	
5.	Implementation of mentoring programmes in state authorities.	Implementation of the mentoring institute as a part of the organizational culture in the civil service.	<ol style="list-style-type: none"> 1. Study of the best practices and international experience regarding the institute of mentoring. 2. Conducting a pilot project in order to train civil servants in the mentoring methodology. 3. Implementation of mentoring programmes, continuous internal training and transferring of knowledge and professional skills from experienced colleagues as a part of the organizational culture in the civil service.
6.	Development of organizational culture in public service.	Strengthening of organizational culture in the public service, its transformation in accordance with today's challenges.	<ol style="list-style-type: none"> 1. Increasing the level of awareness of employees of personnel management services on organizational culture formation in the public service. 2. Updating the training programme for public servants "Culture of public service". 3. Development and distribution of explanatory materials regarding the basic rules of communication between civil servants, local self-government officials and citizens in the war and post-war period.
7.	Development of the methodology for monitoring compliance with the requirements of the legislation on civil service in state authorities.	Making effective management decisions.	Determination of the mechanism for monitoring compliance with the legislation on civil service by the heads of the civil service and personnel management services of state authorities as well as the

		principles of monitoring indicators formation and data collected in the conducting process of the mentioned monitoring for the purpose of making effective management decisions.
8.	Coordination of the civil service positions classification .	Classification of all civil service positions.
		1. Organization of the civil service positions classification. 2. Processing of the positions classification results.
9.	Conducting a remuneration comparison in typical civil service positions with the private sector of Ukraine to determine a competitive level of remuneration.	Conducting a 2022 labor remuneration survey and comparison in typical civil service positions remuneration with the private sector to determine a competitive level of remuneration.
		Preparation of a report on the conducting of the remuneration comparison in typical civil service positions with the private sector of Ukraine.
10.	Ensuring communication on the implementation of the remuneration system reform.	Conducting an information campaign on the peculiarities of the reform of the system of remuneration of civil servants, the classification of positions and the new conditions of civil servants' remuneration to ensure a high level of communication with civil servants during the preparation and implementation of the reform.
		Development of infographics and methodological materials, video materials, etc. on the implementation of the reform of the system of remuneration of civil servants, classification of positions and the new conditions of civil servants' remuneration.
11.	Advocacy for the reform of the system of remuneration of civil servants.	The entry into force of laws and by-laws.
		Ensuring support of laws and by-laws application.
12.	Providing expert support in improving legislation of Ukraine on civil service and service in local self-government bodies.	Compliance with the principles of good governance in the preparation of draft legal acts.
		1. Ensuring support for the implementation process of civil service reform. 2. Providing advisory assistance in the preparation of draft legal acts, in accordance with

		the list of acts of the Cabinet of Ministers of Ukraine and central executive authorities, the adoption or revision of which must be carried out in order to implement the provisions of the draft Law of Ukraine "On Service in Local Self-Government Bodies".
13.	Restoring and ensuring the capacity of personnel management services in state authorities and local self-government bodies in the de-occupied territories.	<p>Providing consultative and methodological support to personnel management services in state authorities and local self-government bodies in the de-occupied territories to restore and strengthen their capacity.</p> <ol style="list-style-type: none"> 1. Conducting a survey to identify the key problems faced by personnel management services in the de-occupied territories. 2. Development of an algorithm of actions to restore the capacity of personnel management services in state authorities and local self-government bodies in the de-occupied territories. 3. Development of an algorithm of actions on the restoration of personnel documents in local self-government bodies in the de-occupied territories. 4. Conducting appropriate communication activities.
14.	Ensuring barrier-free access during the service in state authorities and local self-government bodies.	<p>Ensuring compliance with the principles of inclusion and equality in the civil service and in local self-government bodies to increase the level of organizational culture and the level of awareness of personnel management services employees on servants issues regarding barrier-free communication, the organization of the work process and space.</p> <p>Development of informational materials for servants regarding barrier-free communication, organization of work process and space.</p>
15.	Conducting of activities for	<p>Ensuring emotional stability and support of servants</p> <ol style="list-style-type: none"> 1. Drafting of list for measures to contribute

	adaptation of servants who have experienced the war.	who has experienced the war, determining the algorithm of actions in the process of their adaptation in order to overcome the negative consequences of the war with the help of personnel management tools.	to the quick and high-quality adaptation of employees who have experienced the war. 2. Preparing of informational materials for personnel management services regarding the implementation of adaptation measures for employees who have experienced the war. 3. Sharing of useful information regarding the interaction of employees who have experienced the war.
16.	Execution of the state order for advanced training of civil servants, heads of local state administrations, their first deputies and deputies, officials of local self-government.	Acquisition by participants of professional training of new and/or improvement of previously acquired competencies within the scope of professional activity.	Execution of the state order for 100% of the approved volume (development and starting of general professional (certificate) and/or short-term training programmes in priority areas (topics) of training of civil servants, heads of local state administrations, their first deputies and deputies, officials of local self-government).
17.	Organization of trainings on the new principles of administrative procedure implementation.	Conducting of trainings for civil servants who need such trainings.	20% of civil servants who need such training have been trained.
18.	Development and implementation of the training programme for employees of personnel management services.	Conducting of trainings for representatives of personnel management services who need such trainings.	20% of employees of personnel management services who need such training have been trained.
19.	Establishment of effective system for identifying the professional training needs of civil servants, local self-government officials, heads of	1. In 2023, organization and conducting of study of the needs for professional training of local self-government officials and deputies of local councils. 2. Introduction of	1. Report on the needs for professional training of local self-government officials and deputies of local councils and relevant recommendations has been prepared.

	local state administrations, their first deputies and deputies, deputies of local councils.	digitization and automation of management processes in the system of providing professional training for civil servants, officials of local self-government, heads of local state administrations, their first deputies and deputies, deputies of local councils.	2. Functionality of the Knowledge Management Portal has been improved.
20.	Creation of appropriate conditions to ensure the professional development of civil servants, heads of local state administrations, their first deputies and deputies, local self-government officials, deputies of local councils.	1. Development of forecast and draft strategic plan for the development of system of professional training of civil servants, local self-government officials, heads of local state administrations, their first deputies and deputies, deputies of local councils until 2027. 2. Preparation of educational series on organization and conducting of professional training for civil servants, local self-government officials, heads of local state administrations, their first deputies and deputies, deputies of local councils.	1. Recommendations for the draft programme document of the Cabinet of Ministers of Ukraine and the action plan for its implementation have been prepared. 2. Educational series was posted at the Knowledge Management Portal.
21.	Implementation of the cooperation mechanism of government authorities, local self-government authorities, civil society institutions, international technical assistance programs, all-Ukrainian associations of local self-government authorities, organizations, and institutions of various forms of ownership that provide educational services.	In 2023, organization and conducting of the Competition "Best practices for implementing educational innovations in the professional training system of civil servants, heads of local state administrations, their first deputies and deputies, officials of local self-government and deputies of local councils".	The competition was organized and conducted.
22.	Development of professional service	1. Development of professional service	Professional service standards in local

	standards in local self-government bodies.	standards in local self-government bodies. 2. Holding a public discussion and a round table meeting on professional service standards in local self-government bodies.	self-government bodies are developed on the basis of a competency-based approach, with the aim of determining general and professional competencies, as well as determining the functionality of the relevant professions (positions).
23.	Development of the road map for implementation of the draft Law of Ukraine "On Service in Local Self-Government bodies" of January 05, 2022 No. 6504.	1. Implementation of the draft Law of Ukraine "On Service in Local Self-Government bodies" of January 05, 2022 No. 6504. 2. Development and implementation of modern human resources management tools in local self-government bodies.	1. Development of draft regulations provided by the draft Law of Ukraine "On Service in Local Self-Government bodies" of January 05, 2022 No. 6504. 2. Conducting communicative activities on implementation of draft Law of Ukraine "On Service in Local Self-Government bodies" of January 05, 2022 No. 6504. 3. Preparation of training programmes for representatives of local self-government personnel management services on implementation of the draft Law of Ukraine "On Service in Local Self-Government bodies" of January 05, 2022 No. 6504.
24.	Popularization of public service among young people.	1. Ensuring the strategic development of the personnel potential of the public service. 2. Increasing young people's interest in public service.	1. Development of information campaign on increasing awareness of the principles of public servants' activities among young people. 2. Organization of educational activities for young people, in particular for pupils and students of higher education institutions.
25.	Development of the High School of Public Governance online platform to provide	1. Creation of a functional educational website. 2. Development of a safe place (cloud service) to	1. Ensuring a continuous and structured training process of public servants.

<p>training.</p>	<p>store data and provision the access to all other projects of its ecosystem (site, applications, personal account, chatbot, etc.).</p> <ol style="list-style-type: none"> 3. Online courses development with its further placement on the online platform. 4. Creation of a mobile application that will increase the convenience of learning. 	<ol style="list-style-type: none"> 2. Improved efficiency due to online tools use (presentations, tests, videos, chat, screen display and the ability to review a lesson multiple times). 3. Providing the possibility of affordable mobile learning. 4. Providing personal teaching approach and rapid knowledge evaluation. 5. Creation of a single flexible learning space that will contribute to the professional development of civil servants.
<p>26. Development of educational and methodological complexes on European and Euro-Atlantic integration, pressing issues of public administration and local self-government.</p>	<ol style="list-style-type: none"> 1. Development and systematization of educational and informational materials. 2. Creation of a methodical basis for high-quality training of public servants. 	<p>Creating and ensuring the functioning of a single base of educational and methodological complexes on European and Euro-Atlantic integration, pressing issues of public administration and local self-government to ensure the professional development of public servants, increasing the level of their professional competence and obtaining new knowledge and skills on the above-mentioned issues.</p>
<p>27. The school of personnel potential of senior civil service.</p>	<p>Development and implementation of the training programme for the personnel potential of senior civil service.</p>	<ol style="list-style-type: none"> 1. Identifying the leadership potential of state authorities' employees. 2. Ensuring personal development of public servants. 3. Creating a modern educational space that corresponds to innovative trends of personality development, motivates the discovery of new opportunities and promotes the

		improvement of the professional competence of public servants.	
28.	<p>Providing psychological support for public servants.</p>	<ol style="list-style-type: none"> 1. Conducting training activities, workshops, master classes, etc. on psychosocial support, adaptation, psychological competence development of public servants. 2. Development of online courses, online marathons organization aimed at coping with mental states to improve working capacity of public servants. 3. Creation, adding and ensuring the functioning of the resource-methodical base on issues of psychosocial support, adaptation and psychological competence development of public servants. 4. Training of employees of personnel management services to deal with tasks on psychosocial support, adaptation and psychological competence development of public servants. 5. Creating the instructions for immediate emergency working strategies for the psychological states during the influence of stressful factors on a person. 	<ol style="list-style-type: none"> 1. Preserving and strengthening the mental health of public servants with the creation of an effective system of psychological support, adaptation and psychological competence development of public servants. 2. Reducing the level of influence of stress related factors on the efficiency and work capacity of public servants. 3. Reducing the level of professional burnout of public servants. 4. Implementation of psychosocial support and adaptation measures at the workplace. 5. Providing comfortable psychological conditions for effective work during martial law, introduction of a positive supportive organizational culture. 6. Providing easy access tools of psychosocial support and adaptation for public servants. 7. To increase stress resistance of public servants. 8. Ensuring a healthy, respectful and favorable work environment, built on respect for colleagues' mental and physical health, which will contribute to strengthening the public service as a whole.
29.	<p>Development of foreign language competencies of public servants.</p>	<ol style="list-style-type: none"> 1. Implementation of educational and information activities to increase the level of foreign language knowledge of public 	<p>Improving language proficiency of public servants in a foreign language (English, French, German) as a means of</p>

	<p>servants. 2. Creating the conditions for civil servants communication with native speakers of foreign languages (English, French) on professional matters with the help of modern information technologies. 3. Implementation of innovative methods of learning a foreign language (workshops, speaking club, learning language by watching films, documentaries, Internet resources, foreign language open lectures by public figures, social projects, etc.).</p>	<p>communication and acquisition of foreign language competence for successful performance in professional activities.</p>
<p>30. Functioning of Summer School of Coaching Skills.</p>	<p>Development and implementation of training programs and other educational activities regarding: 1. Formation and development of basic skills of trainers for professional work with civil servants. 2. Implementation of the latest methods and coaching techniques for working with the audience. Improving the trainers' abilities and skills regarding the use of interactive forms and tools for the implementation of the educational process, methods and increasing its efficiency.</p>	<p>1. Providing an educational space to educate expert trainers using modern innovative methods and tools for creating and conducting trainings for public servants. 2. Creation of a professional network of trainers/mentors/coaches for the state administration and local self-government.</p>
<p>31. Development and recovery strategy building course of Ukraine (for the senior civil service).</p>	<p>Development and implementation of a set of programmes, aimed at mastering the practical skills of strategic analysis by the senior civil service, planning and creating strategies for the development of certain spheres of public administration and corporate strategies, including resource planning and risk management.</p>	<p>Formation for a senior civil service a modern understanding of the building of development strategies for individual areas of public administration aimed at the development and restoration of Ukraine.</p>

32. Strengthening the capacity of government authorities to effectively manage the process of European integration.

1. Development of advanced training programmes for civil servants (members of negotiation teams, employees of structural subdivisions whose competence includes issues of European integration) and training organization in accordance with 35 sections of the law of the European Union.
2. Formation and providing of training (advanced training programmes and organization of trainings/webinars) for a pool of experts among public servants of Ukraine for analytical support of the EU membership process.

Ensuring professional training of civil servants to the level necessary for effective management of the EU accession process.

33. Conducting an information campaign on the effectiveness of the implementation and use of the EU Twinning and TAIEX institutional development instruments by organizing information and communication events (a regional conference on institutional development) and distributing information materials.

Presentation of the best practices for the implementation of international aid projects regarding the implementation of public administration and civil service reform;
Exchange of experience on issues of implementation and ensuring effective project management, including in the framework of involvement and use of the EU Twinning and TAIEX institutional development instruments;
Creating, replenishing and ensuring the functioning of the resource and methodical base on the implementation of Twinning and TAIEX instruments with the aim of strengthening the European integration of government authorities.

Ensuring the effective implementation of public administration reform by studying the complex achievements and best practices of implementation and use of the EU Twinning and TAIEX institutional development instruments in the context of European integration policy.

34. Realization of information and communication events (conferences, workshops, webinars etc.) on the

Development and implementation of measures to ensure equal rights and opportunities for women and men.
Formation of a resource

Ensuring the systematization and dissemination of information, best practices, national and international experience

implementation of the gender equality principles, non-discrimination and human rights in civil service.

base of information materials, best practices and cases regarding the implementation of gender approaches in the activities of government authorities and local self-government bodies. Building a communicative space for discussion and popularization of successful examples of introducing gender-sensitive initiatives in public administration.

on implementation of gender approaches in the activities of the government authorities and local self-government bodies.

35. All-Ukrainian competition of creative works among young peoples.

Creation of conditions for finding, supporting and developing ambitious and motivated youth. Expanding the participation of the young generation in the formation and implementation of state policy and public administration. Formation of interest of the younger generation in civil service.

The competition was organized and held. The formation of the younger generation's interest in topical issues of public service and public administration is ensured.

36. Organization and holding the annual Richelieu Forum of public service.

Exchange of experience and modern trends with the aim of implementing the best practices in the activities of government authorities and local self-government bodies.

Increasing the efficiency of public administration and public service.

INTERNATIONAL AGREEMENTS OF NATIONAL AGENCY OF UKRAINE ON CIVIL SERVICE

Agreement of Cooperation in the sphere of civil service between National Agency of Ukraine on Civil Service and Head of the Civil Service of the Republic of Poland.



Szef
Służby Cywilnej

06.11.2015
(The period of validity - open-ended)

Memorandum of Understanding and Cooperation between National Agency of Ukraine on Civil Service and Swiss-Ukrainian Project “Decentralisation Support in Ukraine” (DESPRO).



Swiss-Ukrainian project
DESPRO
Decentralization Support in Ukraine

17.05.2018
(The period of validity - open-ended)

Memorandum of Cooperation between National Agency of Ukraine on Civil Service, All-Ukrainian Center for Advanced Training of Civil Servants and Local Self-Government Officials, the German Agency for International Cooperation (GIZ), U-LEAD with Europe: Ukraine – Local Empowerment, Accountability and Development Programme and Center for Expertise on Local Self-Government Reforms of the Directorate General for Democracy of the Council of Europe.



giz WITH EUROPE

U-LEAD



05.10.2018
(The period of validity - open-ended)

Agreement of Cooperation between the Gender-Responsive Budgeting Project in Ukraine, funded by the Swedish Government, Friedrich Ebert Stiftung and National Agency of Ukraine on Civil Service.



Sweden
Sverige



20.03.2019
(The period of validity - open-ended)

Memorandum of Cooperation on International Technical Assistance between National Agency of Ukraine on Civil Service and the Company International Management Systems (LLC IMS) within the framework of the project “Support to Leading Organizations in Combating Corruption in Ukraine “Interaction”.



IMS MANAGEMENT SYSTEMS INTERNATIONAL
A TETRA TECH COMPANY

23.04.2019
(The period of validity - 13.06.2022)

Memorandum of Understanding between National Agency of Ukraine on Civil Service and the OSCE Project Co-ordinator in Ukraine.



30.08.2019
(The period of validity - open-ended)

Organization for Security and Co-operation in Europe



Project Co-ordinator in Ukraine

Memorandum of Cooperation between National Agency of Ukraine on Civil Service, the All-Ukrainian Association of Local Self-Government Authorities "Association of United Territorial Communities" and Center for Expertise on Local Self-Government Reforms of the Directorate General for Democracy of the Council of Europe.



06.03.2020
(The period of validity - open-ended)



Memorandum of Understanding and Cooperation between National Agency of Ukraine on Civil Service, Governance School of Ukraine and the Swiss-Ukrainian Decentralisation Support Project (DESPRO).



10.10.2020
(The period of validity - open-ended)



Memorandum of Cooperation between National Agency of Ukraine on Civil Service and the Solidarity Fund PL in Ukraine.



11.06.2021
(The period of validity - open-ended)



Memorandum of Cooperation between National Agency of Ukraine on Civil Service and NGO "Development of Civic Competencies in Ukraine" on the implementation of the Swiss-Ukrainian Project DECIDE – "Decentralization for the development of democratic education".



16.07.2021
(The period of validity - 31.01.2025)



Memorandum of cooperation between the National Democratic Institute and the National Agency of Ukraine on Civil Service.



24.01.2022
(The period of validity - 31.03.2024)



Memorandum of Understanding between EF Language Learning Solutions Ltd and National Agency of Ukraine on Civil Service.



09.08.2022
(The period of validity - 09.08.2024)



**International
Language Centres**

ONGOING INTERNATIONAL TECHNICAL ASSISTANCE PROJECTS IMPLEMENTED IN NATIONAL AGENCY OF UKRAINE ON CIVIL SERVICE

TITLE OF PROJECT	DEVELOPMENT PARTNER	IMPLEMENTATION PERIOD
Human Rights for Ukraine (HR4U)	 <p>United Nations Development Program in Ukraine (UNDP)</p>	01.01.2019-31.12.2023
Strengthening Ukrainian State Authorities in Cyber Hygiene and Cybersecurity Capacity	<p>Organization for Security and Co-operation in Europe</p>  <p>Project Co-ordinator in Ukraine</p>	01.07.2020-31.12.2022
Assistance for the implementation of TAIEX activities: provision of logistical services and financial management tasks	 <p>THE EUROPEAN UNION</p>	01.08.2022 - 30.07.2024
Decentralization for the Development of Democratic Education	<p>The Government of the Swiss Confederation through the Swiss Agency for Development and Cooperation (SDC)</p>  <p>Schweizerische Eidgenossenschaft Confédération suisse Confederazione Svizzera Confederaziun svizra</p> <p>SWISS AGENCY FOR DEVELOPMENT AND COOPERATION SDC</p>	01.02.2020 -31.01.2025
Capacity Building for Integration and Reform – enhancing the administrative capacity of Ukrainian civil service for European integration through a comprehensive educational programme (Natolin4Capacity Building)	 <p>THE EUROPEAN UNION</p>	01.01.2021 - 31.12.2023



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