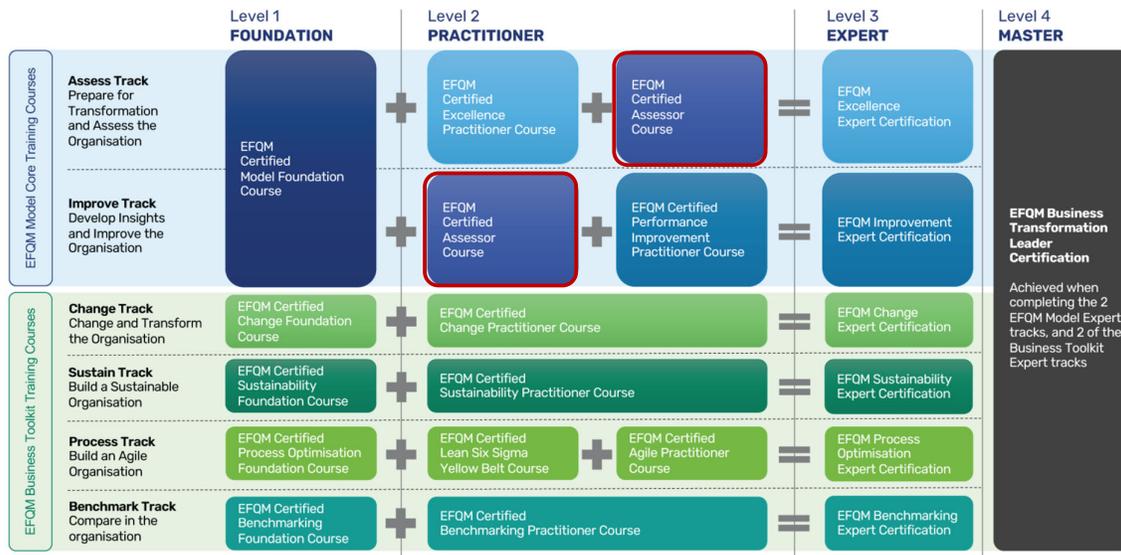


EFQM Certified Assessor Training 2025

Equip participants with the skills and competencies to conduct a strategic assessment of an organisation as part of a high-performing EFQM assessment team.



The Certified Assessor course is a pre-requisite to reach the EFQM Certified Excellence Expert or the EFQM Certified Improvement Expert Certifications.

Master Model 2025 & RADAR Logic

Drive Sustainable Organisation's Growth

Global Certification for Elite Assessments

Overall course topics

- **The role of the Assessor** (what an EFQM assessment is, stakeholder expectations & benefits, teamwork, professional conduct, minimising bias).
- **Understanding the organisation** (ecosystem, stakeholders, challenges, strategic priorities, defining Key Strategic Themes).
- **Applying the EFQM Model criteria** (Direction-Execution-Results; criteria and criterion-parts; identifying site-visit subjects; linkages).
- **Applying RADAR** (analysing Direction/Execution and Results; shaping questions; translating findings into feedback statements).
- **Site visit** (purpose, structure, interviews/focus groups, information gathering).
- **Strengths & Opportunities for Improvement (OFIs), Scoring, Feedback Report, and Next steps.**

Goals

The goals of participating in this course are to equip professionals with the essential skills, competencies, and knowledge to conduct strategic EFQM assessments as part of a high-performing team, enabling them to analyse an organisation's ecosystem, key stakeholders, and strategic priorities; apply the EFQM Model 2025 criteria and RADAR logic effectively across Direction, Execution, and Results; plan and execute site visits through interviews, focus groups, and evidence triangulation; identify strengths and opportunities for improvement; achieve consensus on scoring and performance levels; and deliver value-adding, insightful feedback reports that drive sustainable performance and transformation.

Ultimately, completers gain the ability to formulate key strategic themes, refine site-visit questions, and produce actionable executive summaries linked to organisational context, fostering long-term growth and positioning them for advanced EFQM pathways.

Learning objectives

By the end of the course, participants will be able to:

- Analyse the **ecosystem** and **Key Stakeholders** to provide assessment context.
- Identify **strategic priorities** and ask **strategically important questions**.
- Develop **key strategic themes** to focus an EFQM assessment.
- Apply **EFQM Model criteria** and **RADAR logic** in practice.
- Reach **team consensus** on findings and performance level and produce **value-adding feedback** that supports sustainable performance.
- Understand the **structure and purpose of the site visit** and how to conduct it professionally.

Learning outcomes

Participants will leave able to:

- Prepare for an assessment using **pre-work** (management report review, ecosystem research, assessor workbook).
- Translate evidence into clear **Strengths/OFIs**, apply RADAR thinking in questioning, and support **consistent scoring** and **report writing** within a team process.
- Contribute to a structured assessment journey from pre-work → site visit → consensus/scoring → final feedback report.

Certification (exam)

Final online exam: **20 multiple-choice questions, open book, bloom level 3 & 4, max 60 minutes, pass mark 60%.**



Course agenda

The EFQM Certified Assessor training can be delivered as follows:

- as face-to-face over 3 days (for in-company delivery only)
- as a trainer-led virtual class course over 4 days (typical format for the open assessor training)

The typical agenda of the course is as follows:

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Agenda 3 days (face to face)

Day 1 09:00 – 17:00	Day 2 09:00 – 17:00	Day 3 09:00 – 17:00
<ul style="list-style-type: none"> Introduction The Role of the Assessor Understanding the Organisation Applying the EFQM Model Criteria <ul style="list-style-type: none"> Overnight Homework 	<ul style="list-style-type: none"> Applying RADAR Site Visit Identifying Strengths and Opportunities for Improvement <ul style="list-style-type: none"> Overnight Homework 	<ul style="list-style-type: none"> Identifying Strengths and Opportunities for Improvement Scoring Feedback Report Next steps 1 to 1 Feedback

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Agenda 4 days (online)

Day 1 09:00 – 15:00	Day 2 09:00 – 15:00	Day 3 09:00 – 15:00	Day 4 09:00 – 15:00
<ul style="list-style-type: none"> Introduction The Role of the Assessor Understanding the Organisation Applying the EFQM Model Criteria <ul style="list-style-type: none"> Overnight Homework 	<ul style="list-style-type: none"> Applying the EFQM Model Criteria Applying RADAR Site Visit <ul style="list-style-type: none"> Overnight Homework 	<ul style="list-style-type: none"> Site Visit Identifying Strengths and Opportunities for Improvement Scoring <ul style="list-style-type: none"> Overnight Homework 	<ul style="list-style-type: none"> Scoring Feedback Report Next steps 1 to 1 Feedback

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Breaks and lunch are scheduled throughout the days, timing is flexible and takes into account the course content, exercises and group discussions.