



Rule of Law Institutional Strengthening Program  
Programul de Consolidare a Instituțiilor Statului de Drept

# RULE OF LAW INSTITUTIONAL STRENGTHENING PROGRAM

REPORT ON TRAINING ACTIVITIES ORGANIZED IN

JUNE, 2012

June, 2012

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## OVERVIEW

This report contains information about the training activity by the Rule of Law Institutional Strengthening Program (ROLISP) for the period June 25-29, 2012. It is a summary of all the training activities for court staff (Secretaries).

The trainings for court staffs were in the

### **Integrated Case Management System (ICMS) - Version 2.0;**

This report has the following sections:

- **TRAINING TOPICS:** the structure of training course for each specialized program;
- **TRAINING BENEFICIARIES:** list of the courts and number of beneficiaries;
- **MAP OF TRAINING BENEFICIARIES:** map of the courts where the trainees work;
- **PHOTO GALLERY:** photo gallery of the training activities;
- **EVALUATION RESULTS:** graphical presentation of the evaluation results;
- **TRAINING COURSE AGENDA:** topics of the training;
- **LISTS OF TRAINEES AND EVALUATION FORM:** lists of trainees for each training day and the training evaluation form;

The training activities had the goal of developing the abilities and skills of court staffs (secretaries) in the use of the Integrated Case Management System (ICMS) – Version 2.0.

The training courses were conducted at the National Institute of Justice training room. Interactive methods were used to teach the following topics for the specialized software Integrated Case Management System (ICMS) – registration of simulated cases;

# 1. TRAINING TOPICS

## Topics covered:

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### 1. Integrated Case Management System (ICMS) – Version 2.0

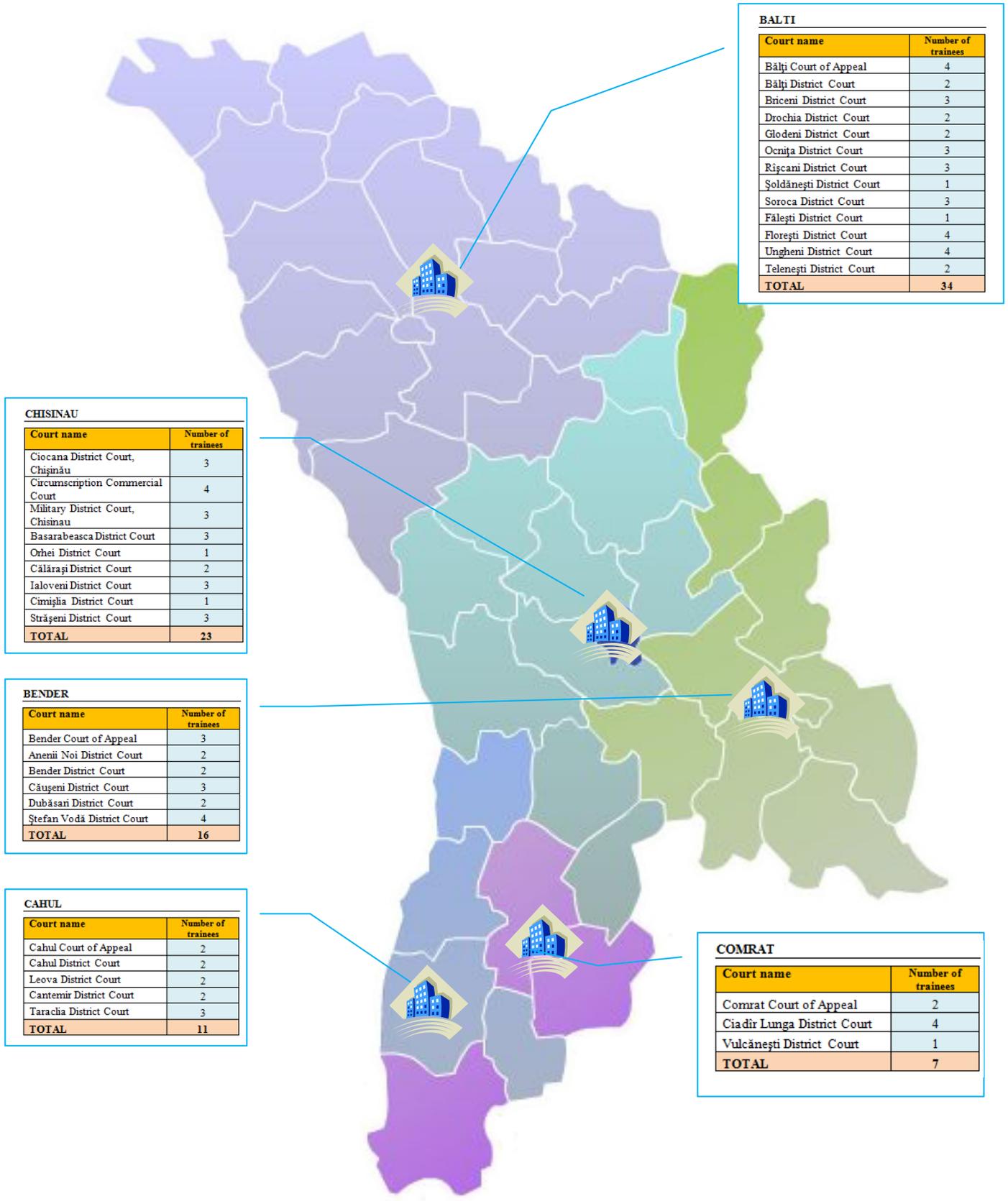
- Main objectives of the Integrated Case Management System (ICMS)
- Integrated Case Management System (ICMS) – functions
- The possibilities of the system
- User instructions
- Case registration
- Case management
- Case archiving
- Listing and editing the circuit of summons
- Calendar of activities
- Administration of the Integrated Case Management System (ICMS)
- Settings in the Integrated Case Management System (ICMS)
- My notifications
- Statistical reports

## 2. TRAINING AGENDA

### LIST OF THE COURTS AND NUMBER OF TRAINEES: June 25 – 29, 2012:

| No  | Court name                        | Total number of trainees (Secretaries) in ICMS |
|-----|-----------------------------------|--|
| 1.  | Bălți Court of Appeal             | 4  |
| 2.  | Bender Court of Appeal            | 3  |
| 3.  | Cahul Court of Appeal             | 2  |
| 4.  | Comrat Court of Appeal            | 2  |
| 5.  | Anenii Noi District Court         | 2  |
| 6.  | Bălți District Court              | 2  |
| 7.  | Basarabasca District Court        | 3  |
| 8.  | Bender District Court             | 2  |
| 9.  | Briceni District Court            | 3  |
| 10. | Cahul District Court              | 2  |
| 11. | Călărași District Court           | 2  |
| 12. | Cantemir District Court           | 2  |
| 13. | Căușeni District Court            | 3  |
| 14. | Ciadâr Lunga District Court       | 4  |
| 15. | Cimișlia District Court           | 1  |
| 16. | Ciocana District Court, Chișinău  | 3  |
| 17. | Circumscription Commercial Court  | 4  |
| 18. | Drochia District Court            | 2  |
| 19. | Dubăsari District Court           | 2  |
| 20. | Fălești District Court            | 1  |
| 21. | Florești District Court           | 4  |
| 22. | Glodeni District Court            | 2  |
| 23. | Ialoveni District Court           | 3  |
| 24. | Leova District Court              | 2  |
| 25. | Military District Court, Chisinau | 3  |
| 26. | Ocnîța District Court             | 3  |
| 27. | Orhei District Court              | 1  |
| 28. | Rîșcani District Court            | 3  |
| 29. | Șoldănești District Court         | 1  |
| 30. | Soroca District Court             | 3  |
| 31. | Ștefan Vodă District Court        | 4  |
| 32. | Strășeni District Court           | 3  |
| 33. | Taraclia District Court           | 3  |
| 34. | Telenești District Court          | 2  |
| 35. | Ungheni District Court            | 4  |
| 36. | Vulcănești District Court         | 1  |
|     | <b>TOTAL</b>                      | <b>91</b>                                      |

### 3. MAP OF TRAINING BENEFICIARIES



## 4. PHOTO GALLERY

**Photo Gallery on Google Picasa web albums:**

*(Ctrl+Click to follow link)*



**ICMS Training, June 25-29 2012**

List of beneficiaries for each day (see Annex nr. 1)

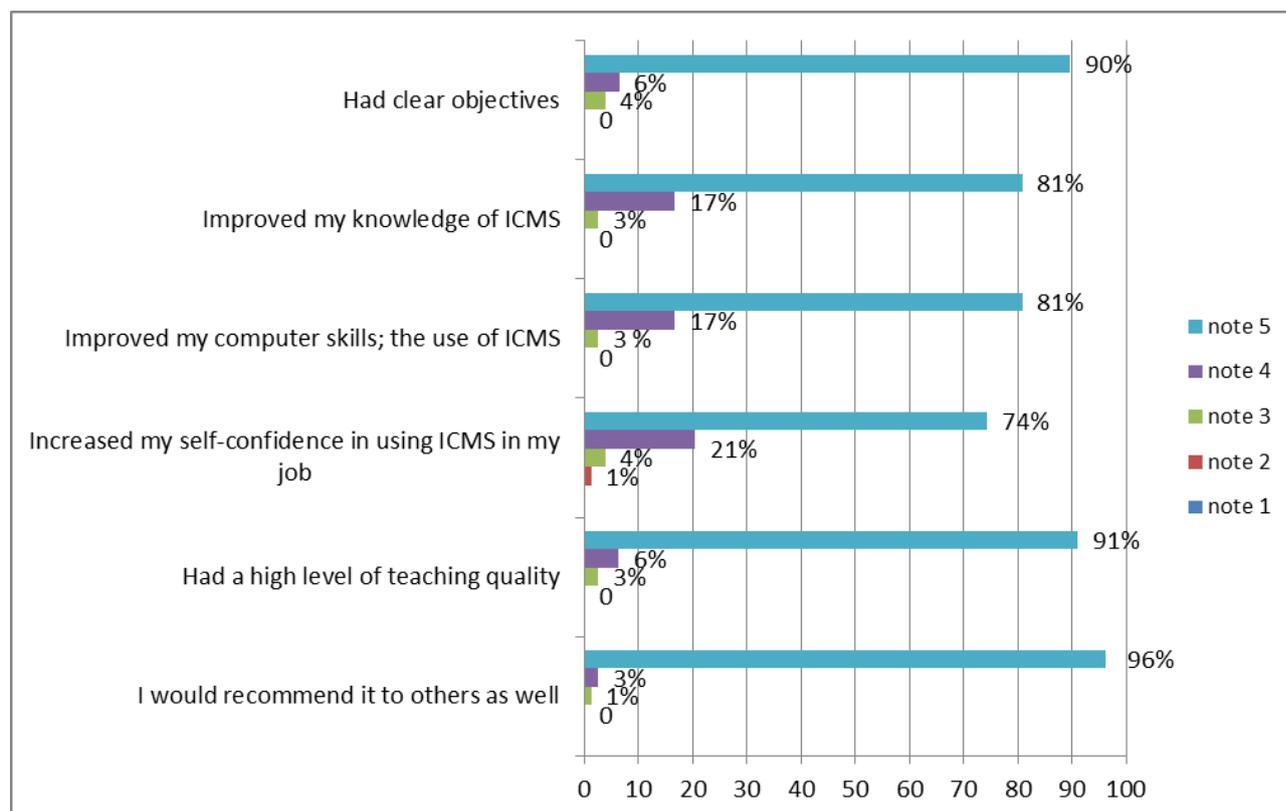
## 5. EVALUATION RESULTS.

The training was assessed using an Evaluation Form (See Annex No. 3)

The evaluation forms were analyzed and the results are graphically presented below as percentages of the total number of questionnaires completed by the trainees (the court staff).

### 5.1. THE TRAINING COURSE: (%)

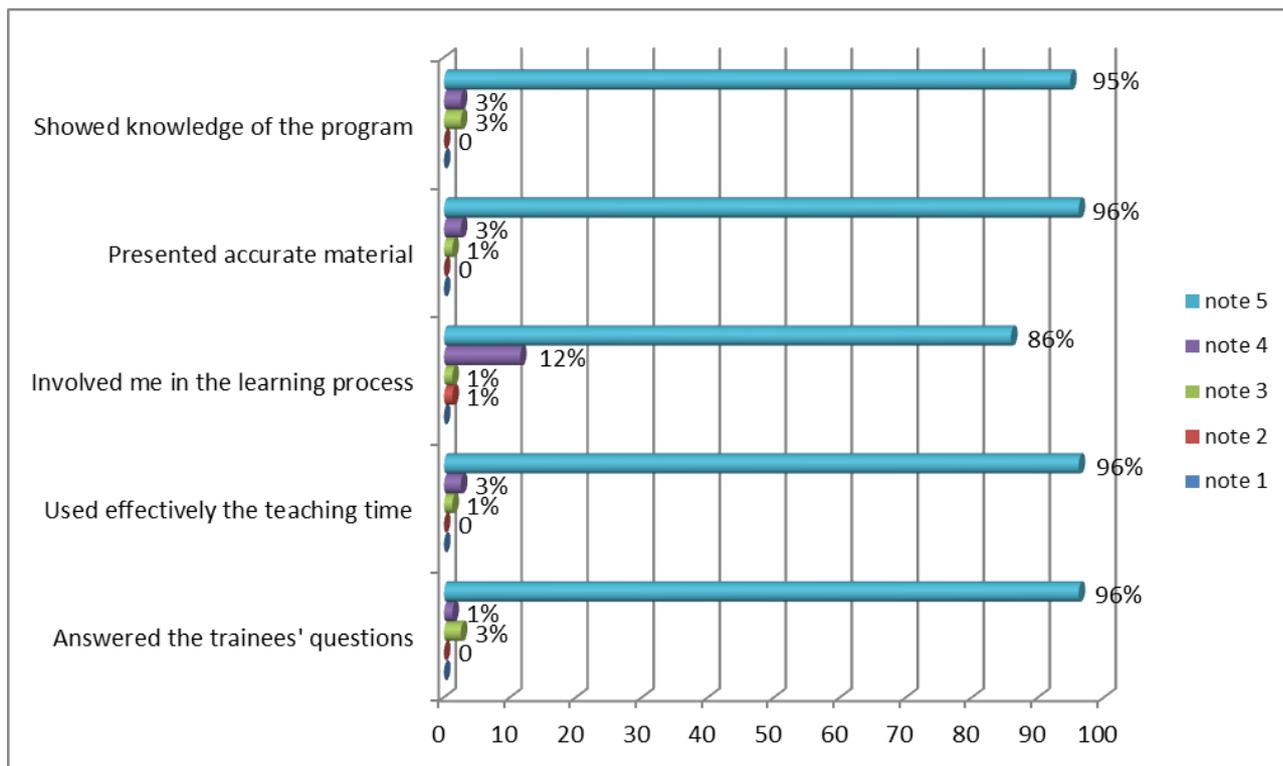
(Grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree.)



| 5.1. The training course (No abs) |  | The grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree |   |   |    |    |
|-----------------------------------|--|--|---|---|----|----|
|                                   |  | 1  | 2 | 3 | 4  | 5  |
| 1                                 | Had clear objectives                                 | -  | - | 3 | 5  | 69 |
| 2                                 | Improved my knowledge of ICMS                        | -  | - | 2 | 13 | 63 |
| 3                                 | Improved my computer skills; the use of ICMS.        | -  | - | 2 | 13 | 63 |
| 4                                 | Increased my self-confidence in using ICMS in my job | -  | 1 | 3 | 16 | 58 |
| 5                                 | Had a high level of teaching quality                 | -  | - | 2 | 5  | 71 |
| 6                                 | I would recommend it to others as well               | -  | - | 1 | 2  | 75 |

## 5.2. THE TRAINER: (%)

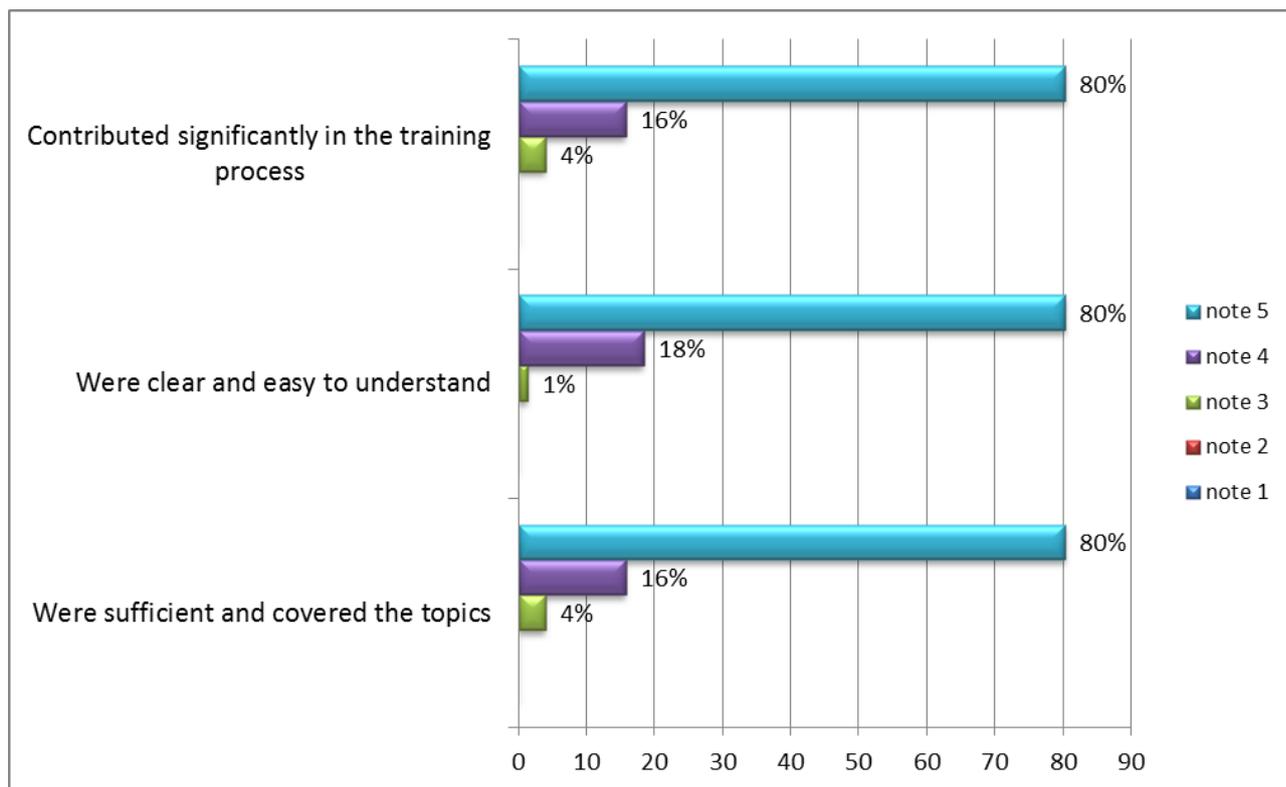
(Grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree.)



| 5.2. The Trainer: (No abs) |                                     | The grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree |   |   |   |    |
|----------------------------|-------------------------------------|--|---|---|---|----|
|                            |                                     | 1  | 2 | 3 | 4 | 5  |
| 1                          | Showed knowledge of the program     | -  | - | 2 | 2 | 74 |
| 2                          | Presented accurate material         | -  | - | 1 | 2 | 75 |
| 3                          | Involved me in the learning process | -  | 1 | 1 | 9 | 67 |
| 4                          | Used effectively the teaching time  | -  | - | 1 | 2 | 75 |
| 5                          | Answered the trainees' questions    | -  | - | 2 | 1 | 75 |

### 5.3. THE TEACHING MATERIALS: (%)

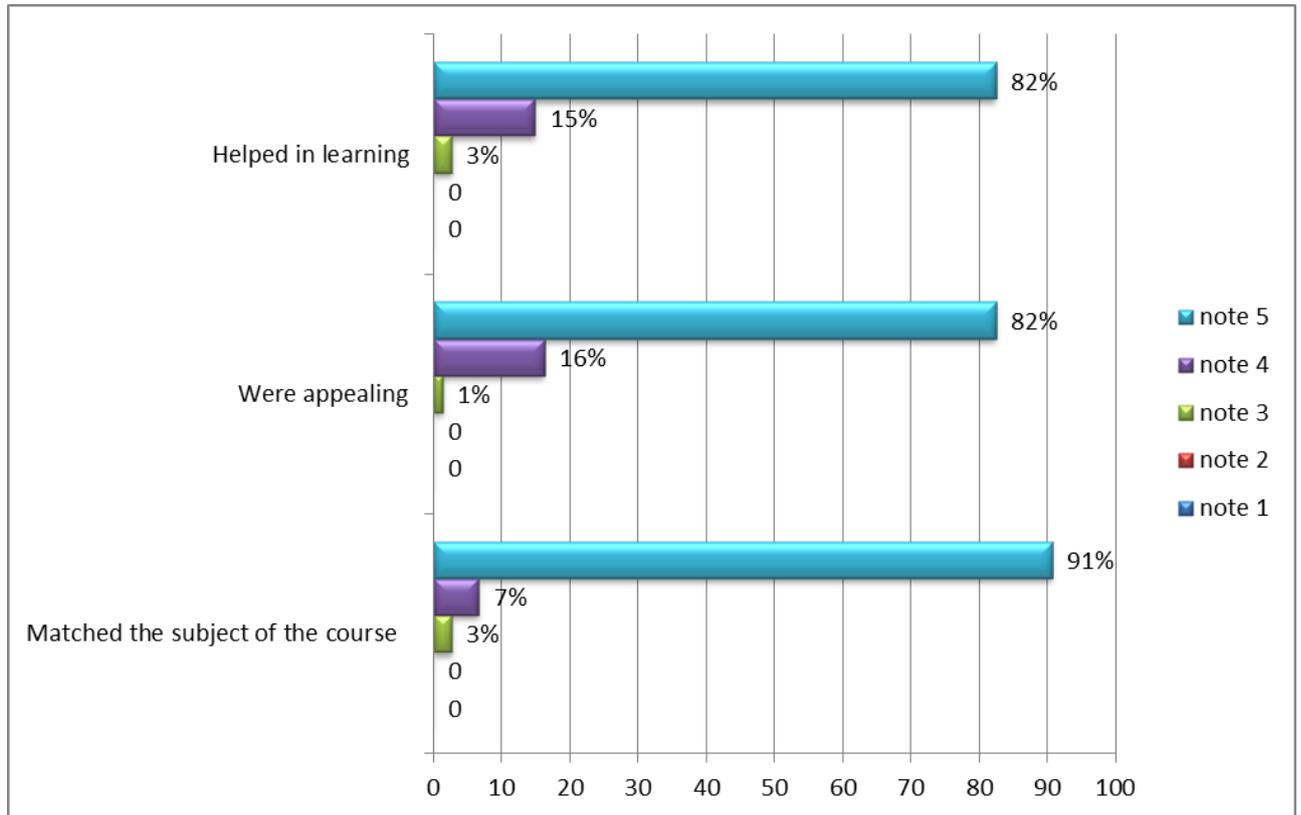
(Grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree.)



| <b>5.3. The teaching materials: (No abs)</b> |   | The grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree |   |   |    |    |
|--|---|--|---|---|----|----|
|  |   | 1  | 2 | 3 | 4  | 5  |
| 1  | Contributed significantly in the training process | -  | - | 3 | 12 | 61 |
| 2  | Were clear and easy to understand                 | -  | - | 1 | 14 | 61 |
| 3  | Were sufficient and covered the topics            | -  | - | 3 | 12 | 61 |

#### 5.4. THE TEACHING METHODS: (%)

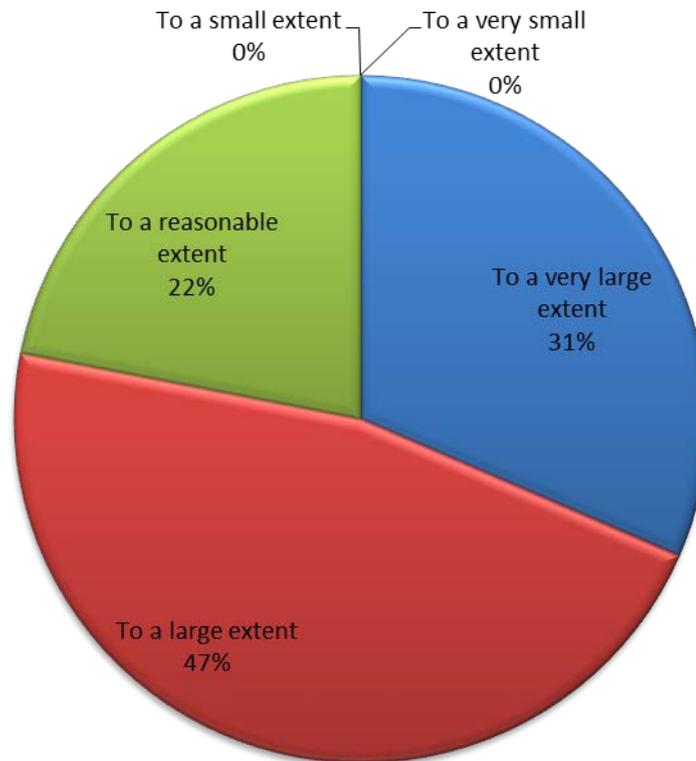
(Grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree.)



| <b>5.4. The teaching methods: (No abs)</b> |                                   | The grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree |   |   |    |    |
|--|-----------------------------------|--|---|---|----|----|
|  |                                   | 1  | 2 | 3 | 4  | 5  |
| 1  | Helped in learning                | -  | - | 2 | 11 | 61 |
| 2  | Were appealing                    | -  | - | 1 | 12 | 61 |
| 3  | Matched the subject of the course | -  | - | 2 | 5  | 68 |

**5.5. TO WHAT EXTENT HAVE THE TOPICS DISCUSSED IN THE TRAINING MET YOUR EXPECTATIONS? (%)**

*(1. To a very large extent; 2. To a large extent; 3. To a reasonable extent; 4. To a small extent; 5. To a very small extent.)*

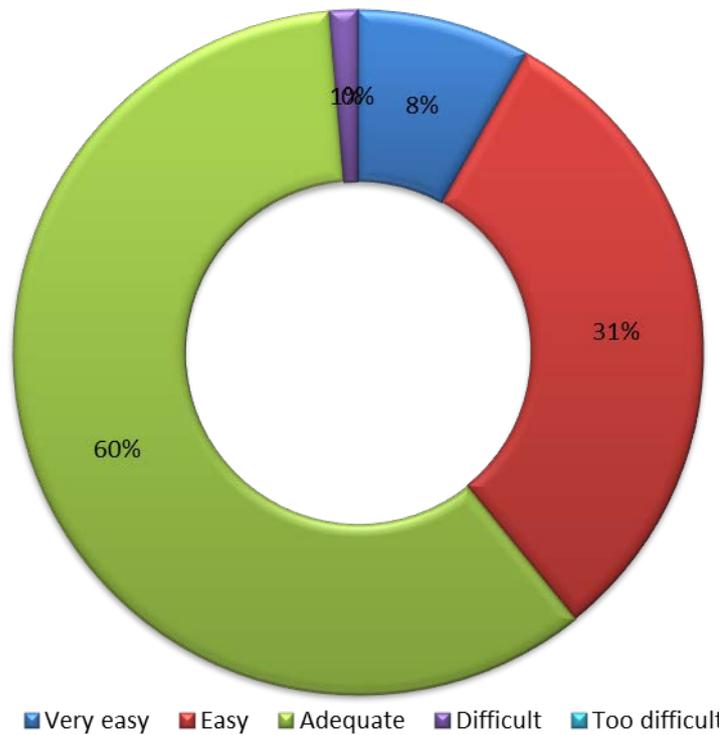


**5.5. To what extent have the topics discussed within the training met your expectations? (No abs)**

|   |                        |    |
|---|------------------------|----|
| 1 | To a very large extent | 23 |
| 2 | To a large extent      | 34 |
| 3 | To a reasonable extent | 16 |
| 4 | To a small extent      | -  |
| 5 | To a very small extent | -  |

**5.6. EVALUATE THE LEVEL AT WHICH THE TOPICS WERE COVERED: (%)**

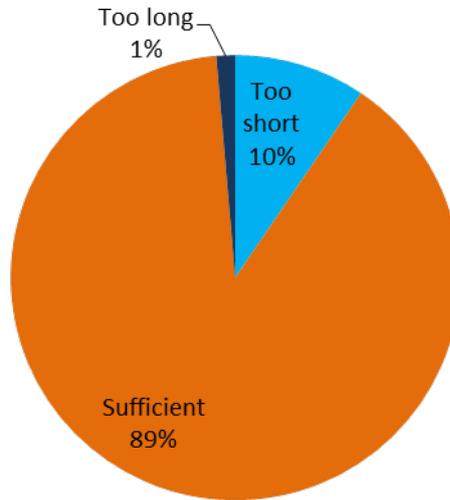
(1. Very easy; 2. Easy; 3. Adequate; 4. Difficult; 5. Too difficult.)



| 5.6. Evaluate the level at which the topics were covered: (No abs) |               |    |
|--|---------------|----|
| 1  | Very easy     | 6  |
| 2  | Easy          | 23 |
| 3  | Adequate      | 44 |
| 4  | Difficult     | 1  |
| 5  | Too difficult | -  |

### 5.7. THE TEACHING TIME SEEMED TO YOU: (%)

(1. Too short; 2. Sufficient; 3. Too long)



#### 5.7. The teaching time seemed to you: (No abs)

|   |            |    |
|---|------------|----|
| 1 | Too short  | 7  |
| 2 | Sufficient | 66 |
| 3 | Too long   | 1  |

## **5.8. WHAT DO YOU THINK WERE THE STRONG POINTS OF THIS TRAINING COURSE?**

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- Presentation of a more efficient and more convenient way of working with the Integrated Case Management System. *(3 comments)*
- Clear way of use of ICMS. *(3 comments)*
- Trainer's teaching quality. *(2 comments)*
- Explanation of some details of ICMS that were unclear but necessary for my work.
- The software seemed interesting and mostly easy to use.
- Trainer's good knowledge of the software.
- Practical use of the information provided by trainers. *(2 comments)*
- I think in my case all points and topics were strong points. *(2 comments)*
- Training on ICMS, a profound study of all its functionalities; I learned things I have never known.
- Presentation of necessary information.
- Topic of judgments publication on the court's web page.
- Highly qualitative organization of the training course; the questions to be discussed were discussed.
- The course improved the level of knowledge of ICMS considerably.
- Theoretical knowledge was combined with the practical.
- I improved my proficiency in using ICMS.
- The whole training course was entertaining and beneficial.
- The training course contributed considerably to court clerks' work, making it much easier and as simple as possible.
- Practical work. Individual work. Combination of the theory with practice.
- I think the strong points consisted in court clerk and judge's work, which improved my knowledge.
- I think the strong point of the training course related to saving summons.
- I think the strong point of the training course on ICMS consisted in enforcement of judgments.
- I think the strong points of this training course consisted in the way all issues and questions of court clerks addressed to the trainer were explained and solved.
- Improvement of knowledge on operation and use of the software.
- The training course was accessible for the participants, even for those who used ICMS software for the first time.
- The information of this training course was presented in a very good and easy to understand way.
- I think new things, which we had not known previously, were explained.
- It was a very successful training course, especially for the newly-employed court staff.
- Personally I learned many new things and I think this will help in my work. *(2 comments)*
- It enhanced my work capacity and made my job easier.
- Clarity of the explanation of the software.
- The emphasis was made on new elements of the software. We had real possibility to tackle our knowledge gaps in respect to the Integrated Case Management System.
- It improved skills of working with the Integrated Case Management System (ICMS).
- I acquired lots of information within a short time period; it was a very clear course. *(3 comments)*
- Participants' involvement in the training course.

- I think the strong points of this training course consisted in reducing court clerk's overlapped work.
- Possibility to learn and, at the same time, to perform actions within the software, to practice working on a computer and to ask questions during the course.
- Logical sequence of explanations of the studied topics.

#### **5.9. WHAT DO YOU THINK THE WEAK POINTS OF THE TRAINING COURSE WERE?**

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- I think there were no weak points of the training course. *(13 comments)*
- I think only one day of training is not enough to remember all. *(2 comments)*
- I had not seen any weak points of the training course.
- The training course seemed interesting to me and I had not noticed any weak points in it.
- The software features many subtleties that require more time to learn.
- Little attention was paid to the Court Hearings Calendar.
- I think that sometimes the course should have focused more on court clerks' work.

#### **5.10. HOW DO YOU INTEND TO USE THE KNOWLEDGE AND SKILLS ACQUIRED DURING THE TRAINING COURSE FURTHER?**

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- In my daily work. *(25 comments)*
- I think to inform my workmates and to use the software correctly as learned.
- I will try to access this software as often as possible, least I should avoid what I have learned, and, maybe, to participate in such training courses as often as possible.
- To use them in practice, to work with the software more.
- I want to use them more efficiently and to apply them in the future.
- As extensively as possible, helping my workmates with issues they have in using ICMS 2.0.
- I will use the knowledge and skills acquired during the training course in my work and they will help us very much in the future. *(2 comments)*
- Hopefully in the future we will have opportunities to participate in such courses to improve our knowledge.
- I will use them in practice and will share my knowledge with other coworkers.
- I will use all skills acquired today in my work.
- I intend at least to try to work with this software.
- I intend to use the knowledge acquired during the training course further in practice.
- At work in the court where I work.
- I think to share with my workmates what I have learned during this training course.
- I will use the knowledge acquired during this course in practice of using the case management system in order to make the court work easier.
- Yes, I think I should try and work with this software. *(2 comments)*

#### **5.11. PROPOSALS**

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- Let the training course last 2-3 days in order to allow a better learning and remembering of all the information.
- Seminars should be organized more often. ICMS should be improved and used to facilitate the work in the court. *(3 comments)*
- I propose, and, indeed, this is desirable, that such seminars be organized as often as possible in order to acquire more knowledge.

- Training of the staff of the Center for Special Telecommunications, who often do not know how to troubleshoot issues encountered by the court staff when using ICMS.
- Organize such seminars repeatedly in the future. *(2 comments)*
- We want training intended to deepen our knowledge about the court hearing audio recording system Femida. *(6 comments)*
- I propose that seminars in this area be organized more often.
- Organization of courses on using ICMS and Femida SRS for the novice court clerks.
- Make the court clerk's work easier.
- Let such kind of seminars be organized oftener.
- To ensure a high level of use of this software in all courts, it is good to have a relevant specialist in every court or, as the case may be, to hold training courses regularly for newly employed staff.
- Introduce modifications in the software exactly as required by court clerks. More time is needed for a deeper training.
- Address software bugs that have been detected in the court work
- I request that ICMS 3.0 be implemented in courts.
- Organize training courses at the judges' offices in districts.
- Let the participants in the course explain their work and difficulties they have encountered in more details.

## 6. ANNEXES

### 6.1. Annex No. 1. List of trainees for each day

#### Day 1 : June, 25 2012

| No | Name, surname       | Position  | Court name                       |
|----|---------------------|-----------|----------------------------------|
| 1  | Romanciuc Olesea    | Secretary | Călărași District Court          |
| 2  | Pelin Tatiana       | Secretary | Ungheni District Court           |
| 3  | Păun Nicoleta       | Secretary | Military District Court          |
| 4  | Шилова Снежана      | Secretary | Ciadîr Lunga District Court      |
| 5  | Puica Eudochia      | Secretary | Fălești District Court           |
| 6  | Rizova Ludmila      | Secretary | Taraclia District Court          |
| 7  | Gorlenco Inga       | Secretary | Cahul District Court             |
| 8  | Ostafi Natalia      | Secretary | Cantemir District Court          |
| 9  | Badel Veronica      | Secretary | Drochia District Court           |
| 10 | Varvarici Cristina  | Secretary | Ciocana District Court, Chișinău |
| 11 | Țarălungă Ecaterina | Secretary | Bălți Court of Appeal            |
| 12 | Blaj Eleonora       | Secretary | Bălți Court of Appeal            |
| 13 | Станчева Л. В.      | Secretary | Ciadîr Lunga District Court      |
| 14 | Cojocarui Nadejda   | Secretary | Ștefan Vodă District Court       |
| 15 | Gherasimovici Liuba | Secretary | Ștefan Vodă District Court       |
| 16 | Țipa Ana            | Secretary | Telenești District Court         |
| 17 | Pavlov Elena Ion    | Secretary | Dubăsari District Court          |
| 18 | Railean Tatiana     | Secretary | Florești District Court          |

**Day 2 : June, 26 2012**

| No | Name, surname      | Position   | Court name                       |
|----|--------------------|------------|----------------------------------|
| 1  | Antonova Ecaterina | Secretary  | Ungheni District Court           |
| 2  | Мечикарь Елена     | Secretary  | Ciadîr Lunga District Court      |
| 3  | Торчу Татьяна      | Secretary  | Ciadîr Lunga District Court      |
| 4  | Palii Tatiana      | Secretary  | Ocnița District Court            |
| 5  | Pavlovschi Dina    | Consultant | Șoldănești District Court        |
| 6  | Stolareenco Tamara | Secretary  | Căușeni District Court           |
| 7  | Plămădeală Ludmila | Secretary  | Bălți District Court             |
| 8  | Nica Irina         | Secretary  | Military District Court          |
| 9  | Guglea Ala         | Secretary  | Cahul Court of Appeal            |
| 10 | Petucovschi Diana  | Secretary  | Bălți Court of Appeal            |
| 11 | Chirca Viorica     | Secretary  | Bălți Court of Appeal            |
| 12 | Boghi Mihaela      | Secretary  | Circumscription Commercial Court |
| 13 | Lupașco Oxana      | Secretary  | Circumscription Commercial Court |
| 14 | Stratu Victor      | Secretary  | Basarabeasca District Court      |
| 15 | Danu Olga          | Consultant | Bender Court of Appeal           |
| 16 | Pșenița Denis      | Secretary  | Briceni District Court           |
| 17 | Guțu Olga          | Secretary  | Anenii Noi District Court        |
| 18 | Dabija Ana         | Secretary  | Călărași District Court          |
| 19 | Bonbuța Mariana    | Secretary  | Anenii Noi District Court        |

**Day 3 : June, 27 2012**

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| <b>No</b> | <b>Name, surname</b> | <b>Position</b> | <b>Court name</b>         |
|-----------|----------------------|-----------------|---------------------------|
| 1         | Pelin Liliana        | Secretary       | Strășeni District Court   |
| 2         | Gurjni Angela        | Secretary       | Rîșcani District Court    |
| 3         | Coțuc Oxana          | Secretary       | Rîșcani District Court    |
| 4         | Bastiuc Anna         | Secretary       | Rîșcani District Court    |
| 5         | Gospodarenco Tatiana | Secretary       | Military District Court   |
| 6         | Melnic Tatiana       | Secretary       | Glodeni District Court    |
| 7         | Cocostirco Aliona    | Secretary       | Vulcănești District Court |
| 8         | Durlescu Alexei      | Secretary       | Cimișlia District Court   |
| 9         | Munteanu Cristina    | Secretary       | Soroca District Court     |
| 10        | Cervatiuc Mariana    | Secretary       | Ocnița District Court     |
| 11        | Hasan Silvia         | Secretary       | Leova District Court      |
| 12        | Oboroc Vladimir      | Secretary       | Ungheni District Court    |
| 13        | Postică Natalia      | Secretary       | Ungheni District Court    |
| 14        | Savin Oxana          | Secretary       | Orhei District Court      |
| 15        | Suruceanu Maria      | Secretary       | Ialoveni District Court   |
| 16        | Manduca Maria        | Secretary       | Cantemir District Court   |
| 17        | Ciobanu Andrei       | Secretary       | Bender District Court     |
| 18        | Gortolomei Petru     | Secretary       | Căușeni District Court    |

**Day 4 : June, 28 2012**

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| No | Name, surname       | Position  | Court name                       |
|----|---------------------|-----------|----------------------------------|
| 1  | Marit Aliona        | Secretary | Dubăsari District Court          |
| 2  | Roman Mihai         | Secretary | Glodeni District Court           |
| 3  | Aprodu Ecaterina    | Secretary | Strășeni District Court          |
| 4  | Vameș Natalia       | Secretary | Briceni District Court           |
| 5  | Bragarenco Svetlana | Secretary | Ștefan Vodă District Court       |
| 6  | Poiană Victoria     | Secretary | Ialoveni District Court          |
| 7  | Albu Olga           | Secretary | Bender District Court            |
| 8  | Furtună Anna        | Secretary | Taraclia District Court          |
| 9  | Traci Anna          | Secretary | Bender Court of Appeal           |
| 10 | Severin Svetlana    | Secretary | Cahul Court of Appeal            |
| 11 | Ceretcu Daniela     | Secretary | Drochia District Court           |
| 12 | Railean Tatiana     | Secretary | Florești District Court          |
| 13 | Postolachi Mariana  | Secretary | Soroca District Court            |
| 14 | Perșinov Ana        | Secretary | Basarabeasca District Court      |
| 15 | Niculiță Lilia      | Secretary | Basarabeasca District Court      |
| 16 | Ciobanu Mariana     | Secretary | Leova District Court             |
| 17 | Sînică Anna         | Secretary | Ciocana District Court, Chișinău |
| 18 | Eșanu Diana         | Secretary | Telenești District Court         |

**Day 5 : June, 29 2012**

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| <b>No</b> | <b>Name, surname</b> | <b>Position</b> | <b>Court name</b>                |
|-----------|----------------------|-----------------|----------------------------------|
| 1         | Hilotii Polina       | Secretary       | Circumscription Commercial Court |
| 2         | Bulai Galina         | Secretary       | Ștefan Vodă District Court       |
| 3         | Mahu Elena           | Secretary       | Florești District Court          |
| 4         | Sochircă Silvia      | Secretary       | Ocnița District Court            |
| 5         | Bandalac Stela       | Secretary       | Briceni District Court           |
| 6         | Ajdej Svetlana       | Secretary       | Cahul District Court             |
| 7         | Cheleş Natalia       | Secretary       | Comrat Court of Appeal           |
| 8         | Mihnioglo Elena      | Secretary       | Comrat Court of Appeal           |
| 9         | Vasluian Ina         | Secretary       | Căușeni District Court           |
| 10        | Tincu Ludmila        | Secretary       | Soroca District Court            |
| 11        | Munteanu Margareta   | Secretary       | Florești District Court          |
| 12        | Tataru Lucia         | Secretary       | Ialoveni District Court          |
| 13        | Crețu Rodica         | Secretary       | Circumscription Commercial Court |
| 14        | Focșa Elena          | Secretary       | Bender Court of Appeal           |
| 15        | Деривалкова Мария    | Secretary       | Taraclia District Court          |
| 16        | Baltaga Olga         | Secretary       | Strășeni District Court          |
| 17        | Vasilos Snejana      | Secretary       | Bălți District Court             |
| 18        | Sarsarici Corina     | Secretary       | Ciocana District Court, Chișinău |

## 6.2. Annex No. 2. Training Course Agenda



### Rule of Law Institutional Strengthening Program

Programul de Consolidare a Instituțiilor Statului de Drept



DEPARTMENT OF JUDICIAL ADMINISTRATION  
MINISTRY OF JUSTICE OF THE REPUBLIC OF MOLDOVA

### **Training Course Agenda: INTEGRATED CASE MANAGEMENT SYSTEM Version 2.0**

#### **General goals of the training course**

##### ***In terms of knowledge and understanding:***

1. Understanding of the operation and use of the Integrated Case Management System;
2. Knowledge of the regulatory framework in force on use of the Integrated Case Management System;
3. Awareness of the role of the court clerk using the Integrated Case Management System.

##### ***In terms of application:***

1. Management of cases by the court clerk through the Integrated Case Management System after the case trial is closed.
2. Publication of court judgments on the web page of the court.

##### ***In terms of integration:***

1. Awareness of the way of cooperation between a court clerk user and other users within the Integrated Case Management System.
2. Contribution to observance of court users' rights and interests by efficient use of the Integrated Case Management System.
3. Contribution to an efficient case management within the court of law.

|               |   |
|---------------|---|
| 09.00 – 10.30 | <ol style="list-style-type: none"><li>1. Main goals of the Integrated Case Management System and its benefits for users and court users.</li><li>2. General description of the Integrated Case Management System and the role of a court clerk user.</li><li>3. Case management (all cases, my cases, challenged cases, cases subject to enforcement)</li></ol> <p>Practical work<br/>Questions/answers</p> <p><i>trainers: Mihai GROSU, program assistant, Rule of Law Institutional Strengthening Program (USAID), Tatiana CIAGLIC, consultant of the</i></p> |
|---------------|---|

|                      |  |
|----------------------|--|
|                      | <i>Department of Judicial Administration</i>   |
| <b>10.30 – 10.45</b> | Coffee break   |
| 10.45 – 12.15        | <p>1 Case management until the hearing (general data on the case, participants, documents).</p> <ul style="list-style-type: none"> <li>• Summons. Listing and editing of the summons flow. Use of templates.</li> </ul> <p>Practical work</p> <p>Questions/answers</p> <p><i>trainers: Mihai GROSU, program assistant, Rule of Law Institutional Strengthening Program (USAID), Tatiana CIAGLIC, consultant of the Department of Judicial Administration</i></p>   |
| <b>12.15 – 13.15</b> | Lunch  |
| 13.15 – 14.45        | <ul style="list-style-type: none"> <li>• Minutes. Use of templates.</li> <li>• Appeals;</li> <li>• Enforcement of judgments.</li> </ul> <p>Practical work</p> <p>Questions/answers</p> <p><i>trainers: Mihai GROSU, program assistant, Rule of Law Institutional Strengthening Program (USAID), Tatiana CIAGLIC, consultant of the Department of Judicial Administration</i></p>   |
| 14.45 – 15.00        | Coffee break   |
| 15.00 – 16.45        | <ul style="list-style-type: none"> <li>• Case summary.</li> <li>• Case actions card;</li> <li>• Calendar of tasks. Calendar of court hearings. Creation of a personal calendar. Printing the list of cases scheduled for trial.</li> </ul> <p><u>Final assessment of the course/knowledge: working with a case by a court clerk user within the Integrated Case Management.</u></p> <p>Practical work</p> <p>Questions/answers</p> <p><i>trainers: Mihai GROSU, program assistant, Rule of Law Institutional Strengthening Program (USAID), Tatiana CIAGLIC, consultant of the Department of Judicial Administration</i></p> |

### 6.3. Annex No. 3. Training evaluation form

Annex no. 3.



## Rule of Law Institutional Strengthening Program

Programul de Consolidare a Instituțiilor Statului de Drept



DEPARTMENT OF JUDICIAL ADMINISTRATION  
MINISTRY OF JUSTICE OF THE REPUBLIC OF MOLDOVA

### TRAINING EVALUATION FORM

Date :

Court:

First name, Last name

Position:

*Please the grade each item listed below on a 1 to 5 scale; 1- you fully disagree, 5 - you fully agree.  
Check just one grade for each statement.*

#### 1. The training course:

|  | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| Had clear objectives                                 |   |   |   |   |   |
| Improved my knowledge of ICMS                        |   |   |   |   |   |
| Improved my computer skills; the use of ICMS         |   |   |   |   |   |
| Increased my self-confidence in using ICMS in my job |   |   |   |   |   |
| Had a high level of teaching quality                 |   |   |   |   |   |
| I would recommend it to others as well               |   |   |   |   |   |

#### 2. The trainer:

|                                     | 1 | 2 | 3 | 4 | 5 |
|-------------------------------------|---|---|---|---|---|
| Showed knowledge of the program     |   |   |   |   |   |
| Presented accurate material         |   |   |   |   |   |
| Involved me in the learning process |   |   |   |   |   |
| Used effectively the teaching time  |   |   |   |   |   |
| Answered the trainees' questions    |   |   |   |   |   |

**3. The teaching materials :**

|   | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| Contributed significantly in the training process |   |   |   |   |   |
| Were clear and easy to understand                 |   |   |   |   |   |
| Were sufficient and covered the topics            |   |   |   |   |   |

**4. The teaching methods:**

|                                   | 1 | 2 | 3 | 4 | 5 |
|-----------------------------------|---|---|---|---|---|
| Helped in learning                |   |   |   |   |   |
| Were appealing                    |   |   |   |   |   |
| Matched the subject of the course |   |   |   |   |   |

**5. To what extent have the topics discussed within the training met your expectations?**

- To a very large extent       To a large extent       To a reasonable extent  
 To a small extent                       To a very small extent

**6. Evaluate the level to which the topics were covered:**

- Very easy     Easy       Adequate       Difficult       Too difficult

**7. The teaching time seemed to you:**

- Too short       Sufficient       Too long

**8. To your opinion, what were the strengths of this training course?**

.....  
.....

**9. To your opinion, what were the weaknesses of this training course?**

.....  
.....

**10. How do you intend to further use the knowledge and skills acquired within the training?**

.....  
.....

**11. Suggestions**

.....  
.....  
.....

Thank you!