

**Annex 1. Logical Framework Matrix for Capacity Building of Borders and Residence Department**

<b>Overall objective</b>	<b>Objectively Verifiable Indicators</b>	<b>Sources of Verification</b>	
Contribute to strengthening the capacities of the Borders and Residence Department at the Public Security directorate	Positive EC opinion on the progress made in the public management area, cooperation with taxpayers, and strengthening the functioning of BRD capacity, at least 1 year after the completion of the Twinning project.	EC Regular Report on progress by Jordan in implementation of the ENP Action Plan priorities (and National Indicative Programmes beyond 2016).	
<b>Project purpose</b>	<b>Objectively Verifiable Indicators</b>	<b>Sources of Verification</b>	<b>Assumptions</b>
To improve the institutional capacity of the Borders and Residence Department, to design and deliver high quality training and professional career development services inclusive and gender-sensitive, embodying the human rights based approach, across all sectors	Positive EC opinion about progress in areas of civil service training and reform related sectors.	EC Regular Report on progress by Jordan in implementation of the Action Plan priorities (and National Indicative Programmes beyond 2016).  Twinning project review mission report.	The political coordinators of Borders and Residence Department continue to support the strategic direction and purpose of the Academy; and provide the staff and technical resources to match the medium term needs.
<b>Results</b>	<b>Objectively Verifiable Indicators</b>	<b>Sources of Verification</b>	<b>Assumptions</b>
<u>Result 1: Strategic management capacity of the Borders and Residence Department is strengthened</u> 1.1 Assessment of management team capacity in team building skills, communication skills, Human Resources Management and, international relations and public relations 1.2 Medium-term Business plan is developed 1.3 Computer-based planning model is created 1.4 Counselling on software options for Training Resources	1.1 Business plan is used as the basis for planning and implementing activities in each division; 1.2 The annually updated business plan defines targets, inputs & outputs of activities, main risks, assumptions and conditionalities each year; 1.3 Computer model is used to support annual development and updating of business plan; 1.4 Members contribute to development and annual updating of computer model, provide data, define relationships and conditionality's.	1.1 Business plan and meeting reports. 1.2 Business plan documents, annual reports, reports of meetings. 1.3 Model documents and logbook. Reports. 1.4 Agendas, minutes and reports of meetings. Papers contributed.	<ul style="list-style-type: none"> <li>• Political support continues for ongoing reform and aims of BRD.</li> <li>• Will exists to build a professional strategic management structure and culture.</li> <li>• Borders and Residence operates successfully in wider public sector environment. Borders and Residence strengthens its relations with the, to develop a wider, more responsive approach to their concerns and needs.</li> </ul>

Management			
<p><u>Result 2: Capacity of the Borders and Residence Department to design, develop and deliver high quality training programmes is strengthened.</u></p> <p>2.1 Capacity Building plan is designed using effective techniques and modern techniques including TOT</p> <p>2.2 Level of techniques and skills in training evaluation methods is assessed</p> <p>2.3 Training manual is developed and adopted</p>	<p>2.1 Range of training methodologies used in Borders and Residence increases;</p> <p>2.2 E-learning techniques are introduced into Borders and Residence services;</p> <p>2.3 Level of demand for Borders and Residence training services grows;</p> <p>2.4 Evaluation level of training on content, relevance, methodology increases;</p> <p>2.5 Trainers deliver higher quality programmes and courses;</p> <p>2.6 Trainees are better qualified to undertake their tasks.</p>	<p>2.1 Course reports on content and methods;</p> <p>2.2 Borders and Residence training reports;</p> <p>2.3 Evaluation of training by trainees and client institutions.</p>	<ul style="list-style-type: none"> <li>• Demand for training and development services from public institutions continues to grow.</li> </ul>
<p><u>Result 3: Capacity of the Residence Department to design and deliver professional career development programmes is strengthened.</u></p> <p>3.1 Career development is enhancing through ( Job Task , Recruitment and Selection, Performance Evaluation , motivation and promotion and disciplinary and ethical management issues.</p>	<p>3.1 Range of PCD/HRM services offered increases;</p> <p>3.2 Skills and knowledge of PCD staff and trainers increase;</p> <p>3.3 Demand for PCD services grows;</p> <p>3.4 Evaluation level of development services on form, content and relevance increases;</p> <p>3.5 Work of PCD services leads to higher demand for training</p>	<p>3.1 Reports of Borders and Residence ;</p> <p>3.2 Training feedback reports;</p> <p>3.3 Evaluations of PCD service activities;</p>	<p>Borders and Residence finds and satisfies new demand for services in human resources management techniques in government and public institutions.</p>
<p><u>Result 4: The Quality Management System of the Borders and Residence Department is strengthened</u></p> <p>4.1 QMS is assessed and action plan is developed.</p>	<p>4.1 Roadmaps defined, with support for their implementation;</p> <p>4.2 QMS extended to other areas;</p> <p>4.3 More QMS targets achieved;</p> <p>4.4 QMS approach is valued;</p> <p>4.5 Decline in poor service &amp; negative feedback</p>	<p>4.1 Reports of Borders and Residence Department</p> <p>4.2 Reports of QMS &amp; Borders and Residence Department ;</p> <p>4.3 Reports of Management Team;</p> <p>4.4 Evaluation reports on training and service programmes.</p>	<ul style="list-style-type: none"> <li>• Full international standards of QMS are not yet achieved.</li> <li>• Borders and Residence Department maintains wish to implement QMS in key areas to internationally accepted standards. Adequate resources are provided to enable QMS proposals to be</li> </ul>

			introduced.
<b>Activities</b>			
<b>MS to develop activities which are needed in order to achieve the results</b>			