

**SPECIAL REPORT OF THE PROTECTOR OF CITIZENS
ON TRAINING FOR ACQUISITION AND IMPROVEMENT OF KNOWLEDGE
AND COMPETENCIES IN THE PREVENTION AND SUPPRESSION OF DOMESTIC
AND INTIMATE PARTNER VIOLENCE AND PROTECTION OF WOMEN FROM SUCH VIOLENCE**

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I

CURRENT SITUATION ASSESSMENT AND RECOMMENDATIONS

In a review of the manner in which training for employees who have a duty to act upon learning of o domestic violence and intimate partner violence against women is planned and provided, the Protector of Citizens found the following facts:

(1)

Employees at public authorities¹ are not provided with sufficient training on the protection of women from domestic violence and intimate partner violence or on the content and application of the General Protocol and the Special Protocols on the Protection of Women from Violence². A mere 14% of health care professionals attended such training, the exact number of judicial office holders who attended such training is unknown, while health mediators and pedagogical assistants received no training on the protection of women from violence.

(2)

There is an apparent lack of multidisciplinary training on the protection of women from violence³ that would be simultaneously provided to employees at different public authorities in order to raise awareness of all roles involved in the process of protecting women from violence and strengthening and promoting a cross-departmental and interdisciplinary approach to protection of women from domestic violence and intimate partner violence.

(3)

The number of training event on the protection of women from violence available to employees in social security, the police, judicial authorities, health care institutions, education institutions and public authorities and the coverage of employees vary greatly between different authorities.

(4)

Authorities and training providers⁴ have not established (appropriate) records of training on the protection of women from violence, the subject matter and objectives of training and the number of employees who underwent training, which would allow them to keep track of the number of employees who underwent training, the level of their knowledge obtained through training, the efficiency of training, the application of acquired knowledge and other parameters relevant for organising the efforts to protect women from violence and plan further training.

¹ For the purposes of this Report, the term „authorities“ means all authorities, organisations, institutions and departments in charge of prevention and elimination of violence and protection of women from violence, including: the Ministry of Interior, the Ministry of Labour, Employment, Veteran and Social Issues, the Ministry of Justice, the Ministry of Health, the Ministry Education, Science and Technological Development, courts, public prosecutor's offices, social security institutions, health care institutions and educational institutions.

² The General Protocol on Acting and Cooperation between Institutions, Authorities and Organisations in Situations of Domestic Violence and Intimate Partner Violence against Women; the Special Protocol of the Ministry of Health of the Republic of Serbia on the Protection and Treatment of Women subject to Violence; the Special Protocol on the Actions of Police Officers in Cases of Domestic Violence and Intimate Partner Violence against Women; the Special Protocol on the Actions of Social Welfare Centres/Guardianship Authorities in Cases of Domestic Violence and Intimate Partner Violence against Women and the Special Protocol for the Judiciary in Cases of Domestic Violence and Intimate Partner Violence against Women.

³ For the purposes of this Report, the term „training on the protection of women from violence“ means training on the protection of women from domestic violence and intimate partner violence and training on the content of the General Protocol and the Special Protocols on the Protection of Women from Violence.

⁴ For the purposes of this Report, the term „training providers“ means authorities, organisations and services in charge of accreditation and planning of trainings, including: the Ministry of Interior (which independently accredits, plans and organises training events), the Republic Institute for Social Protection, the Judicial Academy, the Human Resources Management Service, the Chamber for Social Protection, the Serbian Medical Chamber, the Serbian Chamber of Nurses and Medical Technicians, the Serbian Chamber of Healthcare Institutions, the Serbian Health Council.

(5)

Authorities neither monitor nor obtain information on accumulation of training on the protection of women from violence among their employees and the accumulated knowledge⁵ on violence against women, which effectively prevents the efficient use of human resources at the authorities and departments in charge of prevention, elimination and protection of women from violence and planning of training sessions and professional development of employees according to their acquired level of knowledge.

(6)

Authorities do not evaluate the level of knowledge and skills of their employees whose duties include direct involvement in the protection of women from violence or the way in which the trained employees apply the acquired knowledge in their work.

(7)

Authorities do not have readily available information relevant for evaluating the efficiency and effectiveness of training events and the applicability of acquired knowledge and skills.

(8)

Attendance of training, professional development, acquisition of knowledge and skills and practical application of acquired knowledge and skills have no bearing on the performance evaluations of employees and are not taken into consideration as relevant information during performance evaluations and assessments or in investigations of irregularities identified in their work.

(9)

Public authorities⁶, other than the Ministry of Interior, have not passed binding instructions on the application of the General Protocol and the Special Protocols on the Protection of Women from Violence, although – as authorities directly responsible for protecting women from violence and overseeing the work of employees, authorities, institutions and departments whose duties include direct involvement in the protection of women from violence – they have a duty to pass such instructions in order to enable the acquisition and advancement of knowledge on the phenomenon of domestic violence and intimate partner violence against women, proper recognising of victims of violence and actions taken in cases of identified or suspected violence against women and in order to develop standards and ensure uniformity of practice.

(10)

Authorities do not plan training and professional development courses dealing with the protection of women from violence. They have no influence or have only limited influence in the assessment of training needs of employees whose duties include direct involvement in the protection of women from violence, the assessment of the subject matter of such training, the planning and evaluation of training events, knowledge reviews and follow-up on the effects of training. In the field of social security, some of these activities are implemented by the Republic Social Security Institute, in the judiciary this is within the remit of the Judicial Academy, for employees at Ministries this is done by the Human Resources Management Service, while the health care system has no authority, institution or department in charge of these matters.

⁵ For the purposes of this Report, the terms „accumulation of training“, „accumulation of training“ and „accumulated knowledge“ mean that a person has attended multiple training events in the same field or on the same issue or has acquired knowledge or specialisation in the field from multiple sources.

⁶ For the purposes of this Report, the term „public authorities“ includes judicial authorities, independent authorities and public authorities with executive and oversight powers in the prevention, elimination and protection of women from violence, including: the Ministry of Interior, the Ministry of Labour, Employment, Veteran and Social Issues, the Ministry of Justice, the Ministry of Health, the Ministry Education, Science and Technological Development, the High Judiciary Council, the State Prosecutorial Council, courts and public prosecutor's offices.

(11)

Social security institutions are not sufficiently involved in the planning of training and professional development of their professional staff.

(12)

The Ministry of Labour, Employment, Veteran and Social Issues has not adopted a human resources development plan in the field of social security, although the six-month period in which it should have been adopted expired more than four years ago. In the absence of a human resources development plan, social welfare centres and other social security institutions are unable to develop professional development plans.

(13)

Training needs assessments relating to the authorities do not take into account:

- The reports of oversight activities taken in respect of the authorities and their employees (inspection, performance evaluation, expert evaluation, internal control etc.);
- Complaints and petitions filed by citizens in relation to the work of the authorities, especially when they are found to be justified;
- Opinions and recommendations of independent human rights institutions (the Protector of Citizens, the Equality Commissioner, the Commissioner for Information of Public Importance and Personal Data Protection and the Anti-Corruption Agency);
- Although this information can be invaluable in assessing any gaps in technical knowledge, skills and competencies of employees and thus contribute to proper assessment and planning of training and professional development.

(14)

Training providers do not have access to the complete information they need to assess the effects and success of training or professional development programmes. They do not have access to assessments from oversight activities taken in respect of the authorities and their employees; information on complaints and petitions filed by citizens in relation to the work of the authorities; opinions of managerial staff with regard to the justifiability of any such complaints and petitions; or the opinions and recommendations of independent human rights institutions (the Protector of Citizens, the Equality Commissioner, the Commissioner for Information of Public Importance and Personal Data Protection and the Anti-Corruption Agency).

(15)

Oversight and performance evaluation of employees does not include checks to determine which training and professional development programmes the employees attended or assessments to determine whether any identified omissions in their work can (among other things) be attributed to their insufficient knowledge, competences and skills and whether they could be addressed by additional training and professional development.

(16)

Assessments of needs for training and professional development do not include evaluations of the existing levels of knowledge, competencies and skills, the uptake of knowledge delivered in earlier training and professional development events or the specific job requirements, taking into account employees' existing competencies; on the other hand, planning of training events is heavily influenced by the interest in specific types of training shown by employees. As a result of such planning arrangements, the number of employees who underwent training on the protection of women from violence has been disproportionately low taking into account the role of authorities in the process of protection of women from domestic violence and intimate partner violence.

(17)

The Judicial Academy does not keep records of the number of participants at the training events it prepares and organises, although this is one of its responsibilities under the Law on the Judicial Academy.

(18)

There is no mechanism in place to assess and monitor the training needs of judicial office holders. The Judicial Academy does not have access to all required information for such assessment and does not have a sufficient level of cooperation in this regard with the High Judicial Council, the State Prosecutorial Council, courts and public prosecutor's offices.

(19)

There is no appropriate mechanism in place for planning the training of judicial office holders who handle cases of protection of women from domestic and intimate partner violence or for implementing such training events and evaluating their effects. The High Judicial Council and the State Prosecutorial Council approved the proposed Continuous Training Programme of the Judicial Academy for 2015 only in April and May 2015 respectively and none of the planned training events include instructions on compliance with the General Protocol and the Special Protocols.

(20)

The Ministry of Health does not have ready access to information relevant for training needs assessment of employees in the health care system and for planning of training events, nor does it have ready access to information on training events held, the number of participants or the evaluated effects of such training. Such information is not even fully available to the Health Council of Serbia, although it is in charge of accrediting continuous education programmes, or to the Serbian Medical Chamber or the Chamber of Nurses and Medical Technicians of Serbia, although they receive reports from training providers and are in charge of licensing health care professionals.

(21)

When it prepares proposals of training programmes for civil servants, the Human Resources Management Service does not have direct access to information on the knowledge, competencies and skills of civil servants and the demands of specific jobs at public authorities that include the responsibilities concerning prevention, elimination and protection of women from domestic violence and intimate partner violence. Due to a lack of interest among civil servants, general professional development programmes for civil servants employed at public authorities and the Government's departments have not included a single training event dedicated to the protection of women from violence, while only a small number of civil servants received training on gender equality, gender-based violence, human rights, protection from discrimination and protection from workplace mobbing.

(22)

The method according to which civil servants are evaluated does not allow for an assessment of their treatment of citizens and does not provide sufficient information to determine whether any faults and sub-par performance can be attributed to a lack of specific knowledge, skills and competencies. For this reason, performance evaluations of civil servants have little or no use in training needs assessment and planning of training.

(23)

The professional development programme is identical for all civil servants and thus is not suited to the specific needs of public authorities and their civil servants that are in charge of prevention and protection of women from domestic violence and intimate partner violence.

Based on his powers and responsibilities under the Constitution and the law, with the aim of improving the level of training, knowledge, skills and competencies of employees concerning the protection of women from violence, the Protector of Citizens hereby issues to relevant authorities these

RECOMMENDATIONS

(1)

Training providers should provide a sufficient number of training events on the protection of women from violence for employees, which should reflect their powers and competences in the process of protection of women from violence, needs of authorities and needs of employees.

(2)

The Ministry of Public Administration and Local Self-government and the Human Resources Management Service should, taking into account the specific needs of authorities and of employees whose duties include the protection of women from domestic violence and intimate partner violence, include in professional development programmes training events on the protection of women from violence, protection of children against abuse and neglect, gender equality and gender-based violence.

(3)

Training providers should, in cooperation with the authorities, ensure an appropriate number of multidisciplinary training events on the protection of women from violence which will be jointly attended by employees in the systems of social protection, internal affairs, the judiciary, health care, education and public administration.

(4)

Authorities should, in accordance with their powers and competences in the process of protection of women from violence and in cooperation with training providers, ensure equal training and professional development of employees in the field of the protection of women from violence.

(5)

Public authorities should assess or be significantly involved in the training needs assessment of authorities and of employees, in the planning, reporting and evaluation of training events on the protection of women from violence for employees in social protection and health care, the judiciary, education, as well as for employees in their authorities.

(6)

Authorities should, in cooperation with training providers, plan training events according to the needs of the process of prevention and protection of women from violence, based on the competencies, powers and needs of authorities, institutions and services and the needs of their employees, taking into account the existing knowledge, skills and competences of employees.

(7)

Public authorities and training providers should plan training events for the professional development of employees on the protection of women from violence and allocate funds for the implementation of such training events on an annual basis.

(8)

Authorities and training providers should ensure regular obtaining, exchange and recording of information on all training events on the protection of women from violence attended by employees in the systems of social protection, internal affairs, the judiciary, health care, education and public administration, including information on:

- Types of training events and their content and objectives,
- Number of employees who attended these training events,
- Employees who accumulated knowledge and skills on the protection of women from domestic violence and intimate partner violence and the content and application of the General Protocol and the Special Protocols on the Protection of Women from Violence.

(9)

Training providers should, in cooperation with authorities and based on the obtained information on training events on the protection of women from violence and the employees who attended such training and accumulated knowledge and skills, jointly plan and hold new training events in accordance with the employees' competences and powers, the demands of their work, their needs and any knowledge they have already acquired.

(10)

Authorities and training providers should use the following when assessing of the needs of authorities, institutions and services, planning training events and professional development programmes on the protection of women from violence and evaluating their effectiveness:

- The reports of oversight activities taken in respect of the authorities and their employees (inspection, performance evaluation, expert evaluation, internal control etc.)
- Opinions and recommendations of independent human rights institutions (the Protector of Citizens, the Equality Commissioner, the Commissioner for Information of Public Importance and Personal Data Protection and the Anti- Corruption Agency)
- Complaints and petitions filed by citizens in relation to the work of the authorities, especially when they are found to be justified.

(11)

To ensure cost-efficient and proper utilisation of human resources according to the knowledge, skills and competencies of employees and their job demands, authorities should make arrangements for proper assignment of employees on the basis of obtained information on training events dealing with the protection of women from violence to the employees who attended such training and who accumulated knowledge and skills.

(12)

Authorities should put in place a system for evaluation and monitoring of the level of acquired/ advanced knowledge, competencies and skills and their application in the work.

(13)

When controlling and evaluating the quality of employees' work, authorities should obtain information on training events and professional development on the protection of women from violence attended by employees and how the acquired knowledge is applied in work.

Authorities will use such data to evaluate whether the possible identified omissions resulted from insufficient knowledge, competencies and skills and whether they can be eliminated by additional training and professional development on the protection of women from violence and will take appropriate measures in accordance with their evaluation.

(14)

Authorities should collect and forward to training providers any data of relevance for the assessment of efficiency and effectiveness of training events and applicability of gained knowledge, competencies and skills.

(15)

With the aim of establishing and developing the standards of work and ensuring the uniformity of practice in the protection of women from violence, public authorities should pass binding instructions on the course of action in cases of domestic violence and intimate partner violence against women, recognising of victims of violence and actions taken in cases of identified or suspected violence against women.

(16)

The Ministry of Labour, Employment, Veteran and Social Issues should, in accordance with Article 145 of the Law on Social Protection, adopt a Human Resources Development Plan in the field of social security.

(17)

The Judicial Academy should establish records in accordance with the Law on Judicial Academy.

(18)

Although it is not directly in charge of the process of protection of women from violence in accordance with the General Protocol on the Protection of Women from Violence, the Ministry Education, Science and Technological Development should provide an appropriate number of training events on the protection of women from violence for employees in the education system, taking into account their role and duties in protection of children against violence, abuse and neglect.

(19)

The Ministry of Public Administration and Local Self-government should prepare amendments to the regulations that provide for evaluation civil servants, in the manner which would allow for an assessment of their treatment of citizens and users of their services.

II

ANALYSIS OF WORK OF COMPETENT AUTHORITIES IN THE PROTECTION OF WOMEN FROM DOMESTIC VIOLENCE AND INTIMATE PARTNER VIOLENCE

1. INTRODUCTION

The Republic of Serbia has ratified the United National Convention on the Elimination of All Forms of Discrimination against Women (2003)⁷ and the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (2013)⁸. Both of these international documents, incorporated in the legal system of the Republic of Serbia, impose a commitment on the state to undertake measures to prevent any form of discrimination against women, prevent violence against women and protect women from violence. Some of those measures focus on dissemination of information on the situation faced by women and on violence against women, as well as appropriate training of professionals in this context.

The Conventions leave it to the states parties to determine the way in which such training would be organised, but demand that such training be continuous and supported with appropriate follow-up activities to ensure adequate application of acquired skills. Training should also be supported by clear protocols and rules that set standards for the employees who are expected to apply them in their respective fields. The states are also expected to monitor the effectiveness of such protocols on a regular basis and to review and, where appropriate, improve them.

The General Protocol for Action and Cooperation of Institutions, Bodies and Organisations in the Situations of Violence against Women within the Family and in Intimate Partner Relationship (2011)⁹ includes as one of its general principles the concept of improving professional competencies through planned training and affirmation of examples of good practice.

In its national strategic documents, the Republic of Serbia set out the objectives and measures/activities regarding the training and professional development of professionals. The provincial strategies (programmes) on the protection of women from gender-based violence also include objectives and activities related to training and professional development of professionals.

In 2014, the Protector of Citizens conducted a survey of implementation of the General Protocol and the Special Protocols on the Protection of Women from Violence, in which he found that caseworkers were clearly in need of additional training and professional development on all aspects of violence against women and prevention and protection of women from domestic violence and intimate partner violence. The Protector of Citizens issued a number of recommendations, one of which was to conduct **regular, planned, coordinated and continuous training of professionals in the authorities and institutions responsible for protection of women from violence**.

The aim of this analysis was to determine the scope of available training events on the protection of women from domestic violence and intimate partner violence, the arrangements in place for their planning and the arrangements for following up on efficiency of the training events and the application of new knowledge in practical work.

⁷ *Official Gazette of SFRY – International Agreements*, No. 11/1981.

⁸ *Official Gazette of RS, International Agreements*, No. 12/2013.

⁹ Issued by the Government of Serbia in November 2011, available at official web page of Ministry of Labour, Employment, Veteran and Social Issues: <http://www.minrzs.gov.rs/files/doc/porodica/nasilje/Opsti%20protokol%20nasilje%20u%20porodici.pdf>, accessed on 10.10.2016.

In the course of 2015, the Protector of Citizens, acting within his mandate in an effort to improve the work of public authorities, conducted an analysis on the basis of information provided to the Protector of Citizens by the competent authorities¹⁰ involved in the process of planning and implementation of training events aimed at building the capacities, knowledge and skills of employees in the systems of social security, internal affairs, justice and judiciary, health care and public administration and local self-government.

The outcome of this survey is the Special Report on Training events to acquire and improve Knowledge and Competences on the Prevention, Elimination and Protection of Women from Domestic Violence and Intimate Partner Violence. The Report aims to draw attention to identified shortcomings in the assessment, planning, organisation and evaluation of training and professional development programmes, to ensure such shortcomings are eliminated and future training programmes are planned, organised and implemented in such a way as to ensure the maximum desired outcome, which is to provide an appropriate number of professionals with the required knowledge of the phenomenon of violence against women, key aspects of violence and mechanisms of prevention and protection of the women who are victims.

Appropriate levels of training and proper utilisation of resources for (additional) training are prerequisites for timely and proper response of the professional responsible for the process of prevention and protection and lead to a higher quality of services available to women who are victims of violence and their improved protection.

All words used in a specific grammatical gender in the text of this Report apply equally to persons of both genders.

2. GENERAL AND SPECIAL PROTOCOLS FOR THE PROTECTION OF WOMEN FROM VIOLENCE

General Protocol for Action and Cooperation of Institutions, Bodies and Organisations in Situations of Violence against Women within the Family and in Intimate Partner Relationship

In November 2011, the Government adopted the General Protocol in order to provide a legal and professional framework for actions by relevant authorities in the prevention of violence against women and protection of women against domestic and intimate partner violence.

Protection and support for women who suffer violence is a complex process and the establishment of good cooperation between caseworkers from all socially organised systems (the systems of health care, education, social welfare and family law protection, police, judiciary) is the main prerequisite for establishing an efficient multi-sector support and protection system. The objective is to ensure the provision of fast and efficient protection to women victims of violence, i.e. immediately after the incident, during criminal and/or misdemeanour proceedings, upon conclusion of proceedings and in other cases unrelated to these proceedings.

Participants in the system for protection of women who suffer domestic and intimate partner violence are required to provide a process of ongoing training for their employees to develop and maintain competencies of employees in institutions in the field of domestic violence; to keep records on cases of violence against women in the family and intimate partner relationships in the manner prescribed by law, to monitor the effects of actions in cases of domestic and intimate partner violence against women and to ensure that data is processed and made available to the public.

¹⁰ The Ministry of Labour, Employment, Veteran and Social Issues, the Ministry of Interior, the Ministry of Health, the Ministry of Justice, the Ministry of Public Administration and Local Self-government, the Ministry Education, Science and Technological Development, the High Judicial Council, the State Prosecutorial Council, the Republic Institute for Social Protection, the Human Resources Management Service, the Directorate for Vocational Education, Training, Advancement and Science, of the Ministry of Interior, the Serbian Health Council, the Serbian Medical Chamber, the Serbian Chamber of Nurses and Medical Technicians, the Serbian Chamber of Healthcare Institutions, the Chamber for Social Protection and the Judicial Academy.

The Ministries in charge of internal affairs, social protection, health and justice are under an obligation, for the purpose of improving actions in cases of domestic and intimate partner violence against women, to monitor the implementation of the General and Special Protocols, as well as the effects of actions by the relevant authorities. All participants in the procedure of the protection of women victims of domestic and intimate partner violence are obliged to inform their employees about the content and activities to be performed in the implementation and monitoring of the General Protocol. All participants are required to provide a process of ongoing training for their employees and to ensure the alignment of the training programmes with the principles of the General Protocol. The participants in the process of protection are obliged, „in accordance with their possibilities”, to provide the training of appropriate number and structure of employees so that everyone acquires a basic knowledge of the occurrence of domestic violence against women and knows how to act in accordance with the General Protocol. The participants will train separately individuals and teams (specialised training) to act in cases of domestic violence against women in accordance with the principles of this Protocol.

Special Protocol of the Ministry of Health of the Republic of Serbia for the Protection and Treatment of Women Victims of Violence

In 2010, the Ministry of Health adopted the Special Protocol intended for health care professionals at all levels of health care, defining the procedures and describing in detail the role of health care professionals in relation to violence against women in the family and intimate partner relationships. The Protocol defines the prevention and intervention activities that health care professionals should undertake in order to adequately respond to cases of domestic violence, with best practice examples in the provision of health services to women who have experienced violence, as well as types of training courses for employees in health care institutions for the implementation of the Protocol. The Protocol also contains the Form for recording and documenting violence against women, which is important for the uniform documentation of violence by health care professionals, and is of great forensic and medical importance. Particularly emphasised is the importance of integrating the content on violence against women in „continuing education, as a separate and/or integral part of every programme on women’s health” and that „the Protocol should be promoted to health care professionals at expert meetings and on other occasions for gathering and promoting good practice”.

Special Protocol on Conduct of Police Officers in Cases of Domestic and Intimate Partner Violence against Women

The Protocol, adopted by MoI in February 2013, regulates normatively the procedure for conduct of police officers in cases of domestic violence with the aim of standardising the conduct of police officers in cases of domestic and intimate partner violence against women, and specialising individual police officers who will be engaged in the police response in these cases. The Protocol governs the conduct of police officers upon finding out about a case of domestic or intimate partner violence; actions aimed at ensuring safety of the victim of violence and her referral to the system of protection; cooperation with other agencies and institutions dealing with domestic and intimate partner violence; as well as the implementation of the Protocol and monitoring of its implementation including keeping records on cases of violence against women in the family and intimate partner relationships.

The relevant organisational units of the Ministry of Interior are obliged to inform their employees about the content of the Special Protocol and the activities to be performed in its implementation and monitoring of the implementation. The relevant organisational units of the Ministry of Interior¹¹ should also organise training on domestic and intimate partner violence against women and on the implementation of the Special Protocol, in accordance with the principles of the General Protocol, including the appropriate content.¹²

¹¹ The General Police Directorate, the Criminal Force Directorate and the Directorate for Police Education, Professional Training, Development and Science.

¹² Information on regulations, rules and principles of police conduct in accordance with the Special Protocol; information on the dynamics of partner and domestic violence, prejudice and specific characteristics of domestic violence in relation to the cultural differences and lifestyles of population groups; information about the work of the public prosecutor, court procedures, support groups for victims of violence, efficient exchange of information with other institutions and organisations.

The trainers „who are not police officers but who work on the protection of victims of domestic and intimate partner violence” can also be engaged.

The Protocol envisages two forms of training:

- Basic training should include all police officers whose daily work includes domestic violence reports. This training is implemented as part of the annual Programme of Professional Development of Police Officers with the Ministry of Interior.
- Specialised training can be organised for the police officers who will work with the issue of domestic and intimate partner violence more often than others. This type of training is to be provided, at the proposal of the Head of Regional Police Directorate, by the General Police Directorate together with the Directorate for Police Education, Professional Training, Development and Science.

Special Protocol for Action of Social Welfare Centres/Guardianship Authorities in Cases of Domestic and Intimate Partner Violence against Women

The aim of the Special Protocol, adopted by the Ministry of Labour, Employment, Veteran and Social Affairs in March 2013, is to establish the structure of procedures applied by the social welfare centres/guardianship authorities in performing the activities involving the exercise of public powers, and to ensure that violence is terminated immediately, prevent the reoccurrence of an act of violence, provide for the safety of the person suffering violence, meet the fundamental existential needs of the person suffering violence, empower and enable the victim of violence to take over responsibility for the quality and organisation of her own life free from violence with or without support, and to provide for a comprehensive coordination role of this institution in responding to the incidence of domestic and intimate partner violence. Specific objectives of this Protocol include: to define internal procedures of social welfare centres/guardianship authorities at all stages of work on cases of domestic and intimate partner violence, as well as to identify priorities in responding and providing emergency protective measures for victims of domestic and intimate partner violence; to put a social welfare centre/guardianship authority under an obligation to elaborate in detail its actions with a view to ensuring better protection of women from domestic and intimate partner violence, through the establishment of a special in-house team of staff, specially educated to tackle the phenomenon of domestic violence, intimate partner violence and the provision of assistance and support to victims; to point to the statutory obligation of the social welfare centre to enter into local level cooperation agreements, in conducting its coordination role at the local level with a view to meeting the needs of persons suffering domestic and intimate partner violence, and in light of the fact that services of social and family law protection may be provided simultaneously and in combination with services provided by other systems, with institutions and other organisations whose cooperation is necessary for efficient protection of victims of domestic and intimate partner violence.

The Special Protocol does not regulate the issue of training the staff of social welfare centres for its implementation. The obligation of social welfare centres to establish in-house teams of staff **specially educated to tackle the phenomenon of domestic violence, intimate partner violence and provide assistance and support to victims** implies the obligation of social welfare centres and other bodies and institutions to provide such special knowledge to skilled professionals through adequate training and professional development.

Special Protocol for Judicial Bodies in Cases of Domestic and Intimate Partner Violence against Women

The Protocol, adopted by the Ministry of Justice in January 2014, regulates the activities of judicial bodies in cases of domestic and intimate partner violence against women, taking into account the independence of judicial power guaranteed by the Constitution, constitutionally and legally governed judicial proceedings and judicial decisions in cases of domestic and intimate partner violence against women, the constitutionally and legally defined function of public prosecutors to prosecute perpetrators of criminal offences and other punishable acts in relation to the cases of domestic and intimate partner violence against women.

The Protocol puts courts and public prosecutor's offices under an obligation to apply the Law on Juvenile Criminal Offenders and Criminal Protection of Juveniles, the Law on the Protection Programme for Participants in Criminal Proceedings, the Law on Misdemeanours, the Law on Personal Data Protection, the Law on Special Measures for Prevention of Crimes against Sexual Freedom Involving Minors, while exercising special care in the proceedings in which women are victims of domestic and intimate partner violence.

The representatives of courts and public prosecutor's offices are under an obligation to carry out activities aimed at informing, notifying and educating all interested judicial office holders and other interested parties in courts and public prosecutor's offices about violence in the family and intimate partner relationships through cooperation with the participants in the procedure for protection and through training courses organised by the Judicial Academy. The courts and public prosecutor's offices are under an obligation to provide statistical data and records on cases involving violence against women in the family and intimate partner relationships in accordance with law. A special obligation of courts and public prosecutor's offices is to produce guidelines or instructions for their employees in order for them to acquire basic knowledge about the phenomenon of domestic and intimate partner violence against women, identification of victims of violence against women and action in case of suspicion that they have come across a victim of domestic and intimate partner violence against women on the premises of a judicial building while performing their regular duties falling within their purview. Bearing in mind the right and duty of everyone to report domestic violence, and that non-reporting of violence is a criminal offence, the employees of judicial bodies are obliged to press criminal charges with relevant authorities in all cases where they have learned of a perpetrated criminal offence of domestic violence.

One of the objectives of the Special Protocol is an ongoing process of training of judges, public prosecutors, employees in the judiciary, and to inform the employees in the courts and public prosecutors' offices about the content of the General Protocol, and the activities that should be performed in its implementation. Several chapters of this Protocol mention the responsibilities or activities relating to training and professional development. The public prosecutor's offices should provide continuous training of public prosecutors and assistant prosecutors for the purpose of efficient and consistent exercise of legal powers, recognition of domestic violence, ensuring the safety of victims and protection of their rights, as well as the specialisation of public prosecutors who handle the cases of domestic violence. Court presidents should ensure training of judges and other employees in relation with domestic violence/violence against women. The representatives of courts and public prosecutor's offices should continue with the activities of informing, notifying and educating all interested judicial office holders and other staff of courts and public prosecutor's offices in connection with domestic and intimate partnership violence through cooperation with other participants in the process of protection and through the training courses organised by the Judicial Academy. The Protocol also provides that the courts and public prosecutor's offices should prepare instructions for their employees in order to provide them with „basic knowledge on the occurrence of violence against women in the family and intimate partner relationships, identification of victims of violence and actions in cases of suspicion.”

Through the organisation and implementation of initial training, the Judicial Academy should provide education on the protection of women against violence covering the topic of „special knowledge of judicial office holders in the field of protection against discrimination, gender equality and domestic violence” in order to inform the trainees about domestic and international regulations, discussing the standards of procedure of prosecutor's offices and courts and analysing a case study. In addition, the Judicial Academy can deal separately with the issue of violence against women in the family and intimate partner relationships within the training courses for judicial and prosecutorial assistants and the training courses for prosecutorial and judicial personnel.

3. RECOMMENDATIONS FOR PROFESSIONAL DEVELOPMENT AND TRAINING ON THE PROTECTION OF WOMEN FROM DOMESTIC AND INTIMATE PARTNER VIOLENCE

3.1 *Concluding Observations of the UN Committee for the Elimination of Discrimination against Women on the reports of the Republic of Serbia*

The Committee on the Elimination of Discrimination against Women, in its concluding observations after considering the initial report of the Republic of Serbia on the implementation of the Convention on the Elimination of All Forms of Discrimination against Women in June 2007¹³, *inter alia*, urges the State party to carry out systematic gender-sensitization and training programmes for government and other public officials, especially law enforcement, judicial and health personnel, and for all others responsible for the implementation of relevant legislation and programmes.

The Committee recommends the implementation of training for the judiciary and public officials, in particular law enforcement personnel and health-service providers, ensuring that they are sensitized to all forms of violence against women, in particular domestic violence, and can provide adequate support to victims. In addition, the Committee expresses its concern about the persistence of deep-rooted, traditional patriarchal stereotypes regarding the role and responsibilities of women and men in the family and in the wider community, which are reflected in women's educational choices, their disadvantaged situation in the labour market and their low level of participation in political and public life, which all contributes to tolerance of violence against women.

In its Concluding Observations on the combined second and third periodic reports of the Republic of Serbia¹⁴, the Committee expresses its concern that the Convention on the Elimination of All Forms of Discrimination against Women is not taken into account in court proceedings, and that women do not claim their rights to non-discrimination and equality by invoking provisions of the Convention, which indicates a lack of awareness among the judiciary and legal professionals about the rights of women under the Convention. The Committee recommends to the state to „ensure that the Convention, the Optional Protocol thereto, the Committee's General Recommendations, its Views on individual communications and its inquiries and relevant domestic legislation are made an integral part of legal education and training for all judges, prosecutors and lawyers, with a view to enabling them to directly apply the Convention and to interpret national legal provisions in line with the Convention"¹⁵.

The Committee recommends to the state to „further strengthen its efforts to overcome stereotypical attitudes regarding the roles and responsibilities of women and men in the family and in society and continue implementing measures to eliminate gender stereotypes by promoting positive images and substantive equality of women; and to implement the Strategy for the Prevention and Protection against Discrimination in particular regarding minority women, Roma women, women with disabilities, women living with HIV and lesbian women and work with the civil society, the media and other stakeholders to improve tolerance and combat social exclusion of these groups of women.”¹⁶

3.2 *Special Report of the Protector of Citizens on the Implementation of the General and Special Protocols for the Protection of Women against Violence*¹⁷

In the period March - October 2014, the Protector of Citizens of the Republic of Serbia, within the framework of its competences and in order to improve the work of public authorities, conducted an analysis of the work of competent authorities¹⁸ involved in the system of protection of women from domestic and intimate partner violence.

¹³ CEDAW/C/SCG/CO/1/CRP Available at: http://www.gendernet.rs/files/dokumenta/CEDAW_zakljucni_komentari.pdf

¹⁴ CEDAW/C/SRB/Q/2-3 Available at: http://www.gendernet.rs/files/dokumenta/Izvestaji_Uprave/Cedaw_zakljucna_zapazanja_2013_srp..pdf.

¹⁵ Concluding Observations of the UN Committee for the Elimination of Discrimination against Women on the reports of the Republic of Serbia, Point 9, CEDAW/C/SRB/Q/2-3.

¹⁶ Concluding Observations of the UN Committee for the Elimination of Discrimination against Women on the reports of the Republic of Serbia, Point 21, CEDAW/C/SRB/Q/2-3.

¹⁷ Special Report was issued on 18 November 2014; available at <http://www.zastitnik.rs/index.php/lang-sr/izvestaji/posebni-izvestaji/3710-2015-02-24-13-35-38>.

¹⁸ Police, social welfare centres, basic and higher prosecutor's offices, basic, higher and appellate courts, misdemeanour courts and health care institutions.

The purpose of the analysis was to monitor the application of the General and Special Protocols for the actions of competent authorities in cases of violence against women in the family and intimate partner relationships. The Protector of Citizens' Special Report on the Implementation of the General and Special Protocols for the Protection of Women against Violence, with the assessment of situation and recommendations, is based on the facts established through the analysis of work of public authorities.

The Protector of Citizens established numerous shortcomings in the system of the protection of women against violence and the implementation of the General and Specific Protocols that indicate (also) the lack of knowledge of the phenomenon of violence against women and the deficiencies in the institutional and legal framework for combating such violence. The Protector of Citizens has also found that:

- Caseworkers¹⁹ are not fully informed about the existence and contents of the General and Special Protocols²⁰; there are still bodies and institutions whose employees are aware neither of the adoption of the Protocols, nor of their purpose;
- Caseworkers do not properly recognise or adequately understand the position of women suffering domestic and intimate partner violence, the imbalance of power between the victim and the perpetrator of violence, the cyclical nature of violence and its consequences for the victim. The lack of understanding and the failure to identify violence and victims' reactions to violence give rise to incorrect views and expectations which the competent authorities have in relation to them, inappropriate decisions of the authorities and an inadequate choice of measures for the protection of women against violence;
- There is an insufficient number of specialised training courses for the implementation of the General and Special Protocols and training courses about violence against women, its causes and dynamics, and measures to be taken. The number of caseworkers who participated in training events is low and disproportionate to the incidence of violence which these officers encounter in their work. Training of staff is imbalanced - in some bodies no employee has participated in any training related to the protection of women from violence, while in others a significant number of employees have participated in training. The outcome is inconsistent action of different bodies in the system for protection and, consequently, low efficiency and functionality of the entire system;
- The authorities responsible for the protection of women against violence do not have adequate information about the training needs of their employees, the training courses in which their employees have participated, the effects of training and the way in which the acquired knowledge is applied in work; moreover, they do not have a training plan which is aligned with the needs of these bodies and the requirements of their jobs.
- It necessary to regularly disseminate information and organise training courses for caseworkers in police directorates, guardianship authorities, courts, public prosecutor's offices and health care providers about the contents of, and obligations arising from, the General and Special Protocols, in a planned, coordinated, monitored and continuous manner.
- During such training it is necessary to develop understanding for the position of women who suffer violence, the imbalance of power between the victim and the perpetrator of violence and the cyclical nature of violence and its consequences.

In accordance with the Constitution and statutory powers and responsibilities, the Protector of Citizens referred to the competent authorities the following recommendations regarding the enhancement of competencies, knowledge and skills of the professionals dealing with the protection of women against domestic and intimate partner violence:

- It necessary to regularly disseminate information and organise training courses for caseworkers in police directorates, guardianship authorities, courts, public prosecutor's offices and health care providers about the contents of, and obligations arising from, the General and Special Protocols, in a planned, coordinated, monitored and continuous manner.

¹⁹ This expression is used to denote staff in the police, social welfare centres, courts, public prosecutor's offices, health care providers, bodies of local self-government units and other agencies and public services, whose duties include acting in case of reported violence against women in the family and intimate partner relationships.

²⁰ The Ministry of Interior invested significant efforts in the information and training of its staff. It prepared a „pocket edition“ of the Special Protocol and trained 2000 police staff for its implementation, during 2014.

- During such training it is necessary to develop understanding for the position of women who suffer violence, the imbalance of power between the victim and the perpetrator of violence and the cyclical nature of violence and its consequences.

During eight years of work, the Protector of Citizens conducted a number of the procedures of control of the legality and regularity of the work of public authorities, investigating whether the competent authorities fulfilled their obligations to protect women from domestic and intimate partner violence in accordance with law, ratified international treaties and generally accepted standards. The procedures of control²¹ have indicated that the omissions in the work of public authorities stem from the lack of knowledge and competencies and the lack of coordination in their work, and that there are still widespread prejudices and stereotypical expectations about gender roles and behaviour of women and men, which makes it difficult and even prevents proper assessment and consequently the correct choice of protective measures.

These procedures have indicated that the employees of public authorities do not have sufficient knowledge for detecting/identifying violence²², determining relevant facts, understanding the imbalance of power between the victim and the perpetrator, understanding the difference between a partnership conflict and violence²³, assessing the situation, needs and safety risks, drafting a safety plan²⁴, understanding the situation of children in domestic violence and the fact that children witnessing domestic or intimate partner violence against a parent or close family member are always and without exception the victims of abuse and neglect that requires appropriate intervention. Lack of appropriate skills and competencies also leads to the situation where the authorities make their actions „dependent on the statements of woman victims of violence and her capacity to participate in the procedures that follow after the reporting of violence“.²⁵

The control procedures have shown that professionals often do not apply regulations or apply them incorrectly but also that they „interpret court decisions contrary to their content“²⁶. In eliminating omissions and imposing punishments for omissions, it happens that the guardianship authority ignores the assessments of the supervisory authority, and „instead of accepting the assessment of the supervisory authority and implementing the ordered measure, the SWC Director based his actions solely on the self-assessment of the authority headed by him - the opinion of internal and *ad hoc* commission“²⁷.

²¹ This refers to the following the Protector of Citizens' acts with recommendations: Act No. 13-1585/13 with recommendations referred to the Social Welfare Centre Kragujevac and the Police Directorate Kragujevac; Act no. 13-3575/12 with recommendations referred to the Police Directorate Pančevo and the General Hospital Pančevo; Act no. 13-2018/12 with recommendations referred to the Social Welfare Centre Bor and the Police Directorate Bor; Act no. 13-3383/12 with recommendations referred to the Social Welfare Centre and the Police Directorate Kraljevo; Act no. 13-2979/12 with recommendations referred to the Social Welfare Centre Bujanovac; Act no. 13-513/12 with recommendations referred to the Social Welfare Centre Veliko Gradište and Golubac Municipalities; Act no. 13-4464/13 with recommendations referred to the Ministry of Labour, Employment, Veteran and Social Affairs.

²² For example, the Protector of Citizens states that „it should be taken into account that violence is not only physical violence and that the consequences of violence may not always be manifested in the physical form“ (Protector of Citizens' Act No. 13-513/12).

²³ It is stated that „the guardian authority identified the existence of domestic/intimate partner violence with the perpetration of crime and the existence of existential and security threat“ (Recommendations of Protector of Citizens, Act No. 13-513/12) available on official web page of Protector of Citizens, http://www.rodnaravnopravnost.rs/index.php?option=com_content&view=article&id=97:2014-05-05-12-12-19&catid=21:2012-12-13-11-09-16&Itemid=26, accessed on 10.10.2016.

²⁴ Developing a plan of measures that are in direct conflict with the assessment of victim's needs (Recommendations of Protector of Citizens, Act No. 13-2979/12) available on official web page of Protector of Citizens, http://www.rodnaravnopravnost.rs/attachments/088_3244_centar%20za%20socijalni%20rad%20bujanovac.pdf, accessed on 10.10.2016.

²⁵ Recommendations of Protector of Citizens, Act No. 13-1585/13 available on official web page of Protector of Citizens, http://www.rodnaravnopravnost.rs/index.php?option=com_content&view=article&id=181:2015-10-30-11-49-21&catid=21:2012-12-13-11-09-16&Itemid=26, accessed on 10.10.2016.

²⁶ Recommendations of Protector of Citizens, Act No. 13-513/12, available on official web page of Protector of Citizens, http://www.rodnaravnopravnost.rs/index.php?option=com_content&view=article&id=97:2014-05-05-12-12-19&catid=21:2012-12-13-11-09-16&Itemid=26, accessed on 10.10.2016.

²⁷ Recommendations of Protector of Citizens, Act No. 13-1585/13, available on official web page of Protector of Citizens, http://www.rodnaravnopravnost.rs/index.php?option=com_content&view=article&id=181:2015-10-30-11-49-21&catid=21:2012-12-13-11-09-16&Itemid=26.

Reminding that „professional work is supervised and evaluated by the authority invested with such power by law and its assessment is authoritative and binding”, the Protector of Citizens expects from the Ministry of Labour, Employment, Veteran and Social Affairs to carry out such supervision regardless of conducting or terminating judicial proceedings, given that „many measures for the protection of women against violence undertaken by the guardianship authority are complementary to the measures imposed by the judicial authorities and implemented in parallel or independently of judicial protection”.²⁸

It is not uncommon that professionals act „with a strong influence of personal attitudes... about the role of wife and mother in the family system”, and therefore the woman victim of violence is expected to „adjust” her behaviour to the traditional family patterns and „prove” her parental functionality regardless of the fact of suffering violence. These attitudes influence considerably the correctness of the assessment of the need to take protective measures, the choice of these measures and their further planning and implementation. In such situations, the woman victim of domestic/intimate partner violence becomes also a victim of institutional abuse.²⁹

In drafting recommendations after completed procedures of control of the legality and regularity of the work of public authorities, the Protector of Citizens was guided also by the fact that professionals needed additional knowledge, skills and competencies, and therefore recommended also „the provision of continuous training of professionals in the guardianship authority on the implementation of the General Protocol for Action and Cooperation of Institutions, Bodies and Organisations in the Situations of Violence against Women within the Family and in Intimate Partner Relationship and the Special Protocol for Action of Social Welfare Centres/Guardianship Authorities in Cases of Domestic and Intimate Partner Violence against Women”³⁰, „the assessment of the need for additional training of police officers and guardianship authority professionals about the recognition of family and intimate partner violence against women and child abuse and neglect, protection and prevention measures and emergency actions and procedures”³¹, „the implementation of measures aimed at organising necessary training courses in cooperation with the competent authorities (the Ministry of Interior, the Ministry of Labour, Employment, Veteran and Social Affairs and the Republic Institute for Social Protection)”³².

3.3 Research of the Social Inclusion and Poverty Reduction Unit and the Autonomous Women's Centre³³

There is still an obvious lack of knowledge about international treaties relevant to the area of protection of women from domestic and intimate partner violence and a lack of information on the General and Special Protocols; there are even opinions among professionals that they are needless or useless. However, some professionals clearly identify the need for professional development and most often mention the improvement of communication skills for their work with victims and perpetrators of violence, as well as knowledge of documenting violence and drafting official notes. Preference is given to „horizontal transfer of knowledge” - exchange of experiences with peers, training containing practical examples and encouraging the active role of participants, and different forms of learning. Based on these findings, the following is recommended:

- Establishing clear requirement for employees in relation to the quality of professional performance and better follow-up;
- Providing feedback on the effects of work and analysing the applied procedures in order to prevent omissions and errors;
- Periodic assessment of staff training needs;

²⁸ *Ibid.*

²⁹ *Ibid.*

³⁰ *Ibid.*

³¹ *Ibid.*

³² *Ibid.*

³³ *Delotvornost sistemskih mehanizama za sprečavanje nasilja prema ženama i nasilja u porodici (Effectiveness of systemic mechanisms for the prevention of violence against women and domestic violence)*, T. Ignjatović, D. Pavlović Babić, M. Lukić, Social Inclusion and Poverty Reduction Unit and Autonomous Women's Centre, Belgrade, 2015.

- Organising good basic training for professional staff who are the first point of contact for victims; organising basic and specialised training courses in various forms; and
- Making available the contents that would ensure the capacity building of institutions and professionals and ensure the functionality of the protection of women against violence.³⁴

4. DATA COLLECTION AND ANALYSIS

For the purpose of this report, the Protector of Citizen sent official letters to the competent authorities, institutions and agencies with a list of questions regarding the staff training aimed at advancing professional knowledge and skills for effective and efficient response to violence against women in the family and intimate relationships. The questions were formed on the basis of the recommendations from relevant international treaties, national laws, by-laws and strategies, and other available recommendations related to this topic³⁵.

The following information was requested from the Ministry of Interior, the Ministry of Labour, Employment, Veteran and Social Affairs, the Ministry of Health, the Ministry of Justice, the High Judicial Council and the State Prosecutorial Council:

- Staff information and training in connection with the General and Special Protocols;
- Staff training plan;
- Staff training needs in the field of protection of women from violence in partner relationships and in the family;
- Method of collecting data on staff training;
- Monitoring the application of knowledge and skills acquired through professional development of staff;
- Allocation of budgetary funds for staff training;
- Number of officers and employees whose training was financed with budgetary funds;
- Use of information from citizen complaints in planning the professional development of staff;
- General instructions for the action of employees in relation to violence against women.

The Ministry of Health was also requested to provide information on the number of health care mediators who participated in the training on the protection of women against violence in 2014, as well as on the number of participants and content of training on the protection of women from violence in 2015.

The Ministry of Education, Science and Technological Development was requested to provide information on the training on the protection of women from violence for pedagogical assistants in 2015.

The following institutions: MoI Directorate for Police Education, Professional Training, Development and Science, Republic Institute for Social Protection, Social Protection Chamber, Serbian Health Council, Serbian Medical Chamber, Serbian Chamber of Nurses and Medical Technicians, Serbian Chamber of Healthcare Institutions, Judicial Academy and Human Resources Management Service of the Government of the Republic of Serbia were requested to provide the following information:

- List of accredited training courses related to the indicated topics;³⁶
- Detailed information on the programmes: the year of first accreditation and re- accreditation, the names of authors and trainers, the institutions/organisations in which the authors and trainers are employed, learning objectives, programme content (thematic units), the type of educational programme and the number of training hours, the number of participants who attended training programmes, the competencies developed through the programme and the method of evaluating the acquired knowledge and skills;

³⁴ Contents on understanding the imbalance of power between the victim and the perpetrator, understanding a difference between conflicts and violence, understanding the cyclical pattern of violence and its consequences for the perception and behaviour of the victim, but also discussing the attitudes of professional staff in order to eliminate stereotypes and prejudices influencing their actions.

³⁵ The list of questions sent and answers received are given in *Table 1, Annex 1*.

³⁶ Violence against women/gender-based violence, domestic violence, work with perpetrators of domestic violence and implementation of the General and Special Protocols for dealing with cases of violence against women in the family and intimate partner relationships.

- Number of participants for each educational programme, classified according to the following data categories: ordering party, institution/organisation in which the participant is employed, participant's city of origin, participant's gender;
- Number of participants who „accumulated knowledge“ on the selected topics (number of employees who attended only one or two, three, four or more training courses on the selected topics).

5. ESTABLISHED FACTS

5.1 Professional development on the protection of women against violence in the social protection system

The Ministry of Labour, Employment, Veteran and Social Affairs (hereinafter: MLEVSA), i.e. the Republic Institute for Social Protection (hereinafter: RISP), provided detailed information about the method of developing professional training plans and assessing the needs for staff training in the field of protection of women from violence in intimate partner relationships and in the family.³⁷ The competencies, knowledge and skills of employees in the social protection system is monitored by the RISP, which is responsible for establishing the training needs for the employees in the social protection system and planning of training.

Pursuant to Article 145 of the Law on Social Protection, professional development of employees in this system is provided by social welfare institutions or social protection service providers - which, according to the Law, are social welfare centres (hereinafter: SWC). The institutions or service providers adopt the professional development plan and the professional development is provided according to that plan. The basis of the professional development plan is a human resources development plan, which - according to the Law - is adopted by the Minister at the RISP's proposal. However, the human resources development plan is still pending due to which the SWC are not able to adopt professional development plans. Using the powers defined in the Rulebook on the organisation, norms and standards of SWC, supervisors (should) prepare reports on the work of case managers and propose to the SWC director the plans for professional development of professional staff under their supervision.

Every year, the RISP submits to the Ministry a proposal of professional development plan for the employees in the social protection system, which is based on the analysis of data collected from institutions and service providers (the type of data and the method of analysis are described in detail). The RISP develops the training plan proposal on the basis of data obtained from the following sources: annual reports on the work of SWC and institutions for accommodation of beneficiaries; questionnaires on the number of professional staff who have not completed basic training for case management and supervision, sent to SWC; reports of the supervisory unit of the Department for Professional Performance Evaluation and Supervision of the RISP, the Association of Professional Workers and the Social Protection Chamber; available examples of good practice; modern approaches in the field of social protection.

The proposed programme of professional development constitutes only guidelines for planning training courses and other forms of professional development in the areas identified as priorities, since the methodology of professional development planning, which involves the development of individual plans for employees, as well as the obligation to develop a professional development plan at the level of each institution, has not been fully applied in practice.

³⁶ Violence against women/gender-based violence, domestic violence, work with perpetrators of domestic violence and implementation of the General and Special Protocols for dealing with cases of violence against women in the family and intimate partner relationships.

³⁷ Letter of the Ministry of Labour, Employment, Veteran and Social Affairs no. 06-00-00139/2015-14 delivered to the Protector of Citizens on 16 July 2015; Letter of the Republic Institute for Social Protection no. 783/15, delivered to the MLEVSA on 21 July 2015.

The RISP, which is responsible for accreditation and planning of training, every year submits to the MLEVSA and to the Accreditation Committee a report on accreditation activities (number and structure of accredited programmes by area, overview of the implementation of programmes and number of participants, as well as the information related to quality control, i.e. monitoring the implementation of programmes and their evaluation against the established criteria). The information on participation of individual employees in training is recorded also by the Social Protection Chamber. However, it is not clear in which way the data was recorded for certain training events that the SWC professionals chose and signed up for directly, or how data from the records of the RISP and the Social Protection Chamber are integrated and analysed together.

The RISP has the authority and duty to monitor whether the content of professional development is applied in practice, through monitoring the quality of professional work and services in social protection institutions, as well as to provide technical support for the advancement of professional work and social protection services; study social phenomena and problems, activity and effects of social protection; prepare analyses and reports in the field of social protection and propose measures for improvement. By supervising the professional work of SWC, the MLEVSA can learn about or identify shortcomings in professional knowledge, skills and capacity of professional staff. The information about the training in which the SWC professionals participated can be valuable for the Ministry in assessing their professional performance and ordering measures to the guardianship authority manager.

The MLEVSA reported that no funds in the budget are earmarked for education of SWC employees. According to the RISP report, there are different funding sources: from the national budget funds to the project funds. In case of planning the allocation of budget funds for the education of employees, they could be included in the RISP financial plan or the financial plan of each individual SWC.

It is not possible to determine the number of trained professionals or the number of delivered training courses on the protection of women against violence because the guardianship authority professionals attended various training courses related to domestic and intimate partner violence even before the establishment of RISP and training programme accreditation system.³⁹

Citizen complaints and petitions do not influence the process of determining training needs and planning training for SWC professionals. The MLEVSA's supervision of SWC's professional performance is a method of controlling a particular guardianship authority in a specific case or group of cases, whereas the MLEVSA imposes measures for remedying particular omissions. The supervision of professional performance, even if it reveals the existence of recurring omissions, has not even been the basis for the adoption and issuance of the guidance for work.

The MLEVSA submitted to the RISP a report containing data on the planned activities of that institution regarding the implementation of training for case managers and supervisors in 2014³⁸. This Plan does not include the activities and training courses on violence against women and domestic violence since the SWC professionals who are interested in training contact directly the authors and trainers and sign up for training.

³⁸ The Staff Training Plan for 2014 was submitted since the plan for 2015 has not been prepared because the priorities remain the same and the existing plan has not been fully implemented.

³⁹ For example, since 1990 onwards a large number of professionals attended the training courses organised by the Mental Health Institute, the Autonomous Women's Centre and the Incest Trauma Centre.

The RISP has an obligation to provide technical support to SWC internal teams dealing with domestic

violence issues, monitor the effects of the work of these teams and submit annual reports on their work to the MLEVSA. Although, according to the RISP data, the accredited seminars do not include the seminars dedicated exclusively to the content of the General and Special Protocols, the RISP has prepared a programme on the implementation of the Special Protocol in SWC for the members of internal teams for domestic violence. In 2014, the RISP expert team held 8 focus groups with more than 160 members of SWC internal teams and managers (over 90% of the total number) and prepared the *Manual on the establishment and activities of internal teams*, which was distributed to all SWC. With the exception of Belgrade and Knić, the guardianship authorities launched initiatives for signing an agreement on cooperation with relevant institutions at the local level.⁴⁰

The majority of SWC believe that the establishment of internal teams and their concrete actions have resulted in significantly better and more responsible protection of the victims of violence within the work scope of SWC as guardianship authority and it is realistic to expect that the work will be further improved over time and lead to better protection of the victims of domestic and intimate partner violence. The effects of the implementation of the Special Protocol for Action of Social Welfare Centres/Guardianship Authorities in Cases of Domestic and Intimate Partner Violence against Women, however, are not in line with the need to solve the problem of violence, primarily because of differences in the number and selection of relevant professional profiles for internal team members, methods of engagement from the moment of reporting and in further action, and because of understaffing and overloading of professional staff, which leads to improvisation in protection activities.

The RISP records contain 15 accredited seminars (accreditation was not renewed for three seminars) closely related to the selected topics and seven seminars remotely related to the selected topics. Their content ranges from basic data and information on violence against women, the concept and institutional framework for combating violence against women, the legal framework, to narrow vocational training intended for therapeutic work with victims and perpetrators of violence.

The goals of training are diverse: from getting acquainted with the basic facts on gender-based violence, acquiring knowledge about the legal and institutional framework for combating gender-based violence and about the role of social protection systems in that process, to more advanced goals, such as learning about therapeutic procedures, mechanisms of change in the victim, consequences of victimisation, skills of communication with the victim and practical guidelines for working with the woman victim of domestic and intimate partner violence. Some programmes include a final exam⁴¹ used to evaluate the achievement in the acquisition of knowledge and skills. The total number of participants who have been trained according to the training programmes accredited with the RISP is 6,900 (not all the participants are from the social protection system)⁴².

The professionals are trained on treating the perpetrators of domestic and intimate partner violence through two seminars - one accredited seminar (attended by 51 social workers) and one training without evaluation of knowledge (attended by 57 professionals). The training on working with perpetrators in social welfare centres (use of social intervention technique) was attended by 225 professional staff in the social protection system. The professionals were informed about the treatment of perpetrators of violence also in two roundtable discussions, two public debates and one international conference.

⁴⁰ The City Centre of Social Welfare in cooperation with the City of Belgrade organised a formal signing of agreement on 25 November 2015.

⁴¹ For example, training on treating perpetrators of violence.

⁴² The list of training programmes is given in Table 1, Annex 1.

The Social Protection Chamber makes decisions on holding scientific and expert meetings and conferences and on the acceptance of conducting the training courses without the evaluation of knowledge, as well as holding public debates and roundtable discussions relevant to the social protection system. The Social Protection Chamber has organised 10 seminars without the evaluation of knowledge and 13 other events (conferences, roundtable discussions and public debates) closely related to the selected topics and three seminars and one roundtable discussion remotely related to the selected topics. According to their content, these seminars and events can be categorised as a form of professional development through the exchange of experience and acquaintance with new practices in the country and abroad, which can eventually contribute to the development of competencies, knowledge and skills, especially because they are often based on a joint consideration of problems and presentation of experiences and good practice. The total number of participants in the seminars and events is 1,195.⁴³

According to the RISP records:

- The number of employed professionals and associates in the social welfare centres is 1,915, of which 1,577 are women and 328 are men⁴⁴;
- The total number of participants trained through the accredited programmes and training courses is 22,037;
- The number of participants trained on the protection of women from violence is 6,121; the participants were employed in different systems (social protection, education, health, police, justice)⁴⁵;
- In 2014 and 2015, 41 professionals from the social protection system were trained in the accredited training programmes related to the protection of women against violence;⁴⁶
- In the same period, additional 680 professionals were trained in the accredited training courses related to the occurrence of domestic violence in general and the protection of victims of violence, including the protection of women against violence;
- Training courses on the protection of women against violence, protection of victims of violence and the occurrence of violence were attended by 81.7% of women and 18.3% of men in 2014 and 2015.

These data show that a number of employees in the social protection system have accumulated (specific) training. The RISP does not possess information on the exact number of employees who have attended training so far, including training on the protection of women against violence.

The fact that the MLEVSA, the Social Protection Chamber and the RISP have different data indicates the problem in the way of recording and exchanging data. Having in mind that there is no available information about the „accumulated knowledge” or multiple training on one topic, the clear and functional records of training and acquired knowledge would significantly improve the planning and implementation of activities not only in the field of training and professional development but also in the work of guardianship authority professionals.

⁴³ The list of training courses and events is given in Table 2, Annex I. The total number of training participants given in this Table is smaller – 1,143 because the number of participants is not specified for three events.

⁴⁴ Of the total number of employed professionals and associates, 1,190 are engaged as case managers, 99 as supervisors, 125 are both case managers and supervisors, and 501 are other professionals.

⁴⁵ Information obtained from the Autonomous Women's Centre on the participation in training courses delivered by this organisation and accredited by the RIPS. For more details, see page 36.

⁴⁶ Thirty-two (32) professionals in 2014 and 9 professionals in 2015 (by July).

5.2 Professional development on the protection of women against violence in the system of internal affairs

The Ministry of Interior prepares the annual Programme of Professional Development of Police Officers, which is adopted by the Minister of Interior. The proposed Programme is developed by the Directorate for Police Education, Professional Training, Development and Science, based on the annual reports on the implementation of the previous year programme submitted by the organisational units. The Programme of Professional Development of Police Officers is implemented through continuous training and seminars. The curriculum content, teaching methods and target groups of continuous training and seminars are defined in this document. Continuous training is implemented in all organisational units of the Ministry of Interior, through teaching activities in accordance with the plans. The organisational units that are required to implement the Programme of Professional Development prepare the Annual Implementation Plan, which is submitted to the line management and the Directorate for Police Education, Professional Training, Development and Science. On the basis of Annual Implementation Plans, the organisational units develop also the monthly implementation plans. These plans include data on organisational units, topics, trainer's name and surname, his/her qualifications (completed courses and training) and time of training.

Training needs are determined on the basis of an analysis of security issues. The 2014 Programme of Professional Development includes the information that 271 police officers expressed the need for training on the topic Domestic Violence and Institutional Protection, while in the 2015 Programme the need for this training was expressed by 380 police officers.

After the delivery of training, the Directorate for Police Education, Professional Training, Development and Science of the Ministry of Interior collects data on the basis of monthly and annual reports submitted by the organisational units. According to the MoI records, 271 participants received training about violence against women in the family and intimate partner relationships⁴⁷ in 2014. In addition to this training, police officers attended training on anti-discrimination policies⁴⁸.

Upon the implementation of training programme, the MoI collects data from its organisational units through monthly and annual reports. The heads of organisational units in the MoI headquarters, by their lines of work, are responsible for the achievement of professional development goals and the first-level evaluation of the Programme of Professional Development. The Directorate, in cooperation with the organisational units at the MoI headquarters, is responsible for the second-level evaluation of the Programme according to a special plan approved by the Police Director.

In the period from 2010 to the end of 2014, the total of 583 seminars on 39 topics were held and attended by 10,619 participants. Domestic violence and institutional protection was the topic of 56 seminars, with 1,082 participants, including 53 female police officers (4.9%). Specialised training on the implementation of the Special Protocol on Conduct of Police Officers in Cases of Domestic and Intimate Partner Violence against Women was conducted in 2013 for 1,300 police officers.

In 2014, the planned funds were used to train 271 participants about violence against women in the family and intimate partner relationships, while the 2015 plan envisages such training for at least 380 employees. In addition, some other training courses are planned, which are not related to the topic of violence against women⁴⁹.

The funds spent for the programmes of professional development of police officers in 2014 amount to RSD 134,909,873.00, while the financial plan of professional development of police officers for 2015 envisages the amount of RSD 108,782,036.00.

⁴⁷ Training entitled Domestic Violence and Institutional Protection.

⁴⁸ Training entitled Implementation of Anti-discrimination Policies. The training was attended by 91 police officers.

⁴⁹ PEACE model of interviewing – 265 participants; Implementation of Anti-Discrimination Policies – expression of needs is still an ongoing process.

Citizen complaints and petitions constitute information that is, together with other information, relevant for the analysis of the work of police officers and for the assessment of needs for additional training. However, the Ministry does not send binding instructions to police directorates, stations and outposts in order to eliminate omissions, standardise the work or introduce and improve the standards of operation.

The Basic Police Training Centre in Sremska Kamenica integrated the General and the Special Protocol on Conduct of Police Officers in Cases of Domestic and Intimate Partner Violence against Women into the basic police training curriculum. The evaluation of knowledge of future police officers is performed through the exam, which consists of theoretical and practical parts.

Since 2015, as part of the Professional Development Programme, police officers with general authority have been attending mandatory lectures on the following topics: Respect for Equality and Police Actions in accordance with the Special Protocol on Conduct of Police Officers in Cases of Domestic and Intimate Partner Violence. The planned number of police officers attending these lectures is 12,355.

In accordance with the 2015 Programme of Professional Development of Police Officers, the heads of police directorates have an obligation to provide conditions for the implementation of professional development in police directorates, stations and outposts. The heads of organisational units in the MoI headquarters, by their lines of work, are responsible for the achievement of professional development goals and the evaluation of the programme. The heads of organisational units in which the programme is implemented are responsible for the organisation and implementation of the programme, including the selection of topics, trainers/lecturers, planned groups, number of classes and delivery of teaching content. The organisational units in the MoI headquarters control the implementation of the programme independently or in cooperation with the Directorate.

The organised training events dealt with various topics: domestic violence, discrimination and anti-discrimination policies, official interview model, police position in the community and marginalised groups. The goals of training are different and the content is adjusted to the goals.

The goals of training on domestic violence are: gaining skills for identifying violence, risk assessment and planning action measures; acting in accordance with the guidelines for dealing with situations of domestic violence, keeping records on domestic violence; regular monitoring and assessment of the effects of the measures taken; adapting, changing and supplementing the procedures and measures; coordinated exchange of information with other institutions (prosecutor's offices, courts, health care institutions, social welfare centres, schools and other services). The training covered the general principles of the protection of women victims of domestic and intimate partner violence; forms - manifestation of domestic violence; reporting violence; arrival of police officers on the scene of violence against women in the family and intimate partner relationships; most common risks; documenting the event; statements of support to victims of violence against women in the family and intimate partner relationships; cooperation with other organisations and institutions dealing with violence against women in the family and intimate partner relationships.

The goals of other training courses include the acquisition of knowledge necessary for understanding the importance of implementation of anti-discrimination policies and for identifying any forms of discrimination in the immediate work environment, and others. The training included various contents: about the treatment of persons from vulnerable groups; maintaining structured and professional communication that leads to the improvement of interviewing and listening skills.

The total number of police officers who have undergone training is 2,473⁵⁰.

⁵⁰ The list of training programmes is given in *Table 3, Annex 1*.

5.3 Professional development on the protection of women against violence in the judicial system

The officials of the Ministry of Justice, like the officials of other bodies and organisations in the system of public administration, receive their professional development training according to the plan prepared by the Human Resources Management Service.⁵¹

The Ministry of Justice, through its Judicial Supervision Department, is responsible for handling complaints against the work of courts. It „handles as priority the complaints relating to disputes involving domestic violence, including violence against women victims of domestic and intimate partner violence, filed with the Ministry.“⁵² The employees of the Ministry of Justice, however, during 2014 and 2015 expressed no need for training related to the protection of women against domestic and intimate partner violence „because the employees of the Ministry do not handle the cases related to domestic violence“.⁵³

The Ministry of Justice does not assess the training needs of its officials. The assessment of these needs of the employees of the Ministry of Justice, in accordance with Article 4 of the Decree on Professional Development of Civil Servants, should be conducted by the Human Resources Management Service and the European Integration Office of the Ministry of Public Administration and Local Self-Government. The Decree allows that each authority individually creates a separate professional development programme. The Ministry of Justice has not developed such a programme. The training selected for the Ministry's employees does not include any training event related to the protection of women against violence because the employees did not express the need for such training; however, it cannot be concluded whether such training was offered to them. The Ministry has not assessed the employees' needs for such training, although the work of civil servants includes also normative legal tasks and handling petitions and complaints against the work of courts, which may also relate to proceedings for domestic violence or violence against women in the family and intimate relationships.

The funds are allocated for the programmes of general professional development of civil servants, organised by the Human Resources Management Service, in the amount of 0.01% of the total funds provided for the salaries of all employees in the public administration bodies and Government services. As the Ministry of Justice did not have any special needs for professional development of civil servants in 2014 and 2015, there was no need to allocate budget funds for any special professional development programmes.

Training of judges and prosecutors is the responsibility of the Judicial Academy. According to the Law on Judicial Academy, it organises and conducts the initial training and continuous training of judges and prosecutors. The Judicial Academy has an obligation to keep records on judges and prosecutors who participated in the programme of continuous training and to submit these records to the High Judicial Council (hereinafter: HJC) and the State Prosecutorial Council (hereinafter: SPC). Continuous training of judges and prosecutors is voluntary, except in the case when it is compulsory under the law or decision of HJC and SPC in case of a change in specialisation, substantial changes in legislation, introduction of new techniques of work and in order to remove shortcomings identified in the work of judges and deputy public prosecutors, as well as for the judges and deputy public prosecutors who are elected as judges or prosecutors for the first time and who have not attended the initial training programme. Based on the decision of HJC or SPC, the Academy is required to develop a special programme of continuous training.⁵⁴

The continuous training programme is approved by the Managing Board at the proposal of the Programme Council and with the consent of HJC or SPC.⁵⁵

⁵¹ For more details, please refer to page 32 of this Report.

⁵² Letter of the Ministry of Justice sent to the Protector of Citizens No. 07-00-273/2015-30 of 4 August 2015.

⁵³ Letter of the Ministry of Justice sent to the Protector of Citizens No. 07-00-273/2015-30 of 4 August 2015.

⁵⁴ Article 45 of the Law on Judicial Academy, *Official Gazette of RS*, No. 104/2009.

⁵⁵ Article 43 of the Law on Judicial Academy, *Official Gazette of RS*, No. 104/2009.

Once a year, by December 1 at the latest, the Academy has the obligation to submit to courts and public prosecutor's offices the draft annual programme of voluntary training for the next calendar year.⁵⁶

Special training is organised for assistants to judges and prosecutors and trainees. The Programme Council of the Judicial Academy defines a proposal of special training programme in cooperation with court presidents and public prosecutors.⁵⁷

The Judicial Academy organises and develops programmes independently, unless the HJC or SPC explicitly requests specific training courses because of the identified needs, in which case training courses are organised and training programmes are developed at their request.

The HJC and SPC decide about the content of the Initial Training Programme of the Judicial Academy and give their approval for the Continuous Training Programme of the Judicial Academy. In making decisions, both bodies rely on the assessments of the Judicial Academy, which is responsible to collect data on the needs for professional development of public prosecutors, deputy public prosecutors, prosecutorial assistants and trainees, judges, judicial trainees and judicial assistants, to collect information on training and to develop annual training plans.

However, it is not indicated how the Judicial Academy examines and assesses the needs of employees in the judicial bodies, which parameters it uses for determining the professional development needs of judges and prosecutors and how and by which criteria it plans, implements and evaluates the training.

The HJC in April 2015 and the SPC in May 2015 gave approval for the 2015 Continuous Training Programme for Judges proposed by the Judicial Academy. The Programme envisaged organising four seminars for the judges handling family law cases, in which the judges would acquire knowledge and exchange experiences through dialogue on the topic of domestic violence, protection measures and civil procedures concerning the protection against domestic violence. The training entitled Domestic Violence was envisaged for the judges of civil and criminal departments of all courts. It was also planned, within the framework of the Continuous Training Programme on the European Convention on Human Rights and Fundamental Freedoms, to organise the activities (seminars) for judges and prosecutors in all courts in order to enhance the quality and efficiency of trials, and to prevent excessive delays, long duration of court proceedings and uneven practice of domestic courts. The education programme related to EU legislation includes the training for the judges and prosecutors of higher and appellate courts and prosecutor's offices on the topic of Discrimination, Social Charter, and EU Labour Law. The judges will be acquainted with the concepts of gender equality, differences between the *de jure* and *de facto* status of women, factors affecting the status of women, social context and reasons for anti-discrimination laws, etc. The Continuous Training Programme for the judges of misdemeanour courts is designed to provide training on the topic of Misdemeanour Procedure for Misdemeanour Offences with Elements of Domestic Violence. The 2015 Initial Training Programme also provides for the training aimed at acquiring specific knowledge in the area of protection against discrimination, gender equality and domestic violence. According to data provided by the Judicial Academy, since its establishment this institution has organised training events dedicated to human rights, among which an important place is given to violence against women.

The Judicial Academy has organised independently two advanced seminars on criminal legal protection from domestic violence, four consultation sessions on women who killed their abusers, four advanced seminars on civil legal protection from domestic violence, two workshops for initial training participants, five seminars on the fight against sexual and gender-based violence, five seminars on civil legal protection within the fight against sexual and gender-based violence, as well as one seminar on criminal legal protection within the fight against sexual and gender-based violence, which was held for each of the four appellate courts.

A significant number of programmes in the field of protection of women from domestic and intimate partner violence have been implemented with donor assistance.

⁵⁶ Article 46 of the Law on Judicial Academy, *Official Gazette of RS*, No. 104/2009.

⁵⁷ Article 50 of the Law on Judicial Academy, *Official Gazette of RS*, No. 104/2009.

training participants, five seminars on the fight against sexual and gender-based violence, five seminars on civil legal protection within the fight against sexual and gender-based violence, as well as one seminar on criminal legal protection within the fight against sexual and gender-based violence, which was held for each of the four appellate courts.

A significant number of programmes in the field of protection of women from domestic and intimate partner violence have been implemented with donor assistance.

The Judicial Academy has organised nine seminars and one workshop directly related to the topic of domestic and intimate partner violence against women. The content of these training events includes legislative topics (the Criminal Code, the Criminal Procedure Code, the Law on Misdemeanours and the Law on Family), topics related to strategic documents of the Republic of Serbia, as well as topics dealing with the causes of domestic violence, types of violence, cooperation between the competent authorities, position of the injured party in court proceedings, psychological aspects of participation, children as indirect victims of domestic violence and their position.⁵⁸

The training goals are not defined, except for the programme of the workshop entitled Discrimination and Domestic Violence intended for initial training participants, the goals of which are defined in accordance with the topic and focused on understanding the legal framework in the field of domestic violence and its application in practice, the application of international standards and judgments of the European Court of Human Rights, and on gender stereotypes and prejudices and obligation of their elimination⁵⁹.

These training events were attended by at least 432 participants⁶⁰.

According to its statutory powers, the Judicial Academy has an obligation to keep records of training attended by judicial staff, analyse them and, based on these and other parameters, plan and deliver advanced training.

The Protector of Citizens did not receive complete information on the number of judges and prosecutors who attended training. The SPC referred the Protector of Citizens to address the Judicial Academy, which, according to law, keeps records of training participants. The Judicial Academy did not submit to the Protector of Citizens the requested information explaining that these data were not available due to the lack of software that would ensure adequate recording of data on the implementation of training and participants. According to the records of the High Judicial Council, in 2014 the training was attended by 342 judicial office holders, of which 242 women and 100 men.

Evaluation of the effectiveness of training is the responsibility of the Judicial Academy, and in the absence of information from this institution, it remains unknown whether the participants of training delivered in 2014 had the opportunity to give their opinion on the quality and applicability of training. The Judicial Academy, however, has neither authority nor ability to monitor the level of acquisition of knowledge and skills and the application of acquired knowledge in practice; also, it does not monitor or provide information on complaints and petitions against judicial bodies and decisions of the competent authorities about them. The obligation of monitoring the expertise of judges and prosecutors, including the monitoring of the level of knowledge acquisition in training and professional development and the application of knowledge in practice lies with courts and prosecutor's offices, and the HJC and the SPC, which do not perform such assessments either, believing that the effectiveness of training programme is evaluated by the Judicial Academy.

According to the Law on Judicial Academy, the special continuous training programme is intended for judges and deputy public prosecutors when it is deemed necessary for eliminating certain shortcomings in their work. In that case, training is compulsory for those judicial office holders.⁶¹

Hence, the Law stipulates that the quality of the work of judges and deputy public prosecutors should be taken into consideration in planning training, and that identified shortcomings in their work should be one of the parameters in assessing training needs.

⁵⁸ The list of training programmes is given in *Table 4, Annex 1*.

⁵⁹ The list of training programmes is given in *Table 4, Annex 1*.

⁶⁰ The Judicial Academy submitted information for three out of 10 training events (*Table 4, Annex 1*).

⁶¹ Article 45 of the Law on Judicial Academy, *Official Gazette of RS*, No. 104/2009.

5.4 Professional development on the protection of women against violence in the health care system

The Ministry of Health submitted to the Protector of Citizens a report summarising the current situation in relation to gender-based violence in Serbia, with a focus on the health sector, and relying on the available documents, data and experiences of the author (prepared for UNFPA)⁶². The report states that health care is provided at primary, secondary and tertiary levels in 354 institutions⁶³. In 2013, the health care institutions in Serbia had 112,202 employees: 27,098 health care professionals and associates with university degree, 8,824 with junior college degree (54% nurses and technicians) and 49,320 health care professionals and associates with secondary education (67% nurses and technicians). As regards the gender structure of medical doctors, there were 35% men and 65% women.

Specific education on gender-based violence is not a part of basic medical education programmes and there are also limited opportunities for the acquisition of such knowledge in specialist and postgraduate studies. Two hours of instruction on gender-based violence are held within the course Forensic Medicine at the Faculty of Medicine in Belgrade.

The research covering 621 health care professionals and associates, which was conducted in 2010, showed the following:

- 82% of health care professionals and associates have never attended any training on gender-based violence;
- 14% of health care professionals participated in some training events dealing with violence against women;
- 19% of health care professionals and associates in Belgrade and 7.6% in Serbia believe that women have contributed to violence;
- 38.5% of health care professionals and associates in Belgrade and 58.1% in Serbia believe that women are responsible for violence against them;
- A slap is not considered violence against women or it is considered irrelevant or tolerated by 7.1% of health care professionals and associates in Belgrade and 14.2% in Serbia.

Two civil society organisations - the Women's Health Promotion Centre and the Autonomous Women's Center were identified as organisations „continuously involved in the education of professionals in the health care system.“ In the period from 2002 to 2014 the Women's Health Promotion Centre organised 82 training courses (59 basic and 23 advanced), which were attended by 2,536 health care professionals and associates. In the period from 2009 to 2013, the Autonomous Women's Center organised 21 training courses, which were attended by 545 health care professionals and associates.

The Serbian Health Council, which is responsible for the accreditation of continuous education, by the end of 2014 registered a total of six programmes: „three courses, two expert meetings and one test of knowledge for health professionals and associates“ dealing with the said topics, and „the situation remained unchanged in 2015“⁶⁴. The Serbian Medical Chamber has the information about the same programme of continuous education. The Serbian Chamber of Nurses and Medical Technicians and the Serbian Chamber of Healthcare Institutions have no information on training programmes.⁶⁵

The content of the mentioned training courses dealing with violence against women in the family and intimate partner relationships covered basic information on violence against women as a specific phenomenon; the status of women victims; the status of women from risk groups;

⁶² Report „Assessment and Situation Analysis of GBV in Serbia with regards to Health Sector“, prepared by Dr Stanislava Otašević, submitted to the Protector of Citizens on 7 October 2015 by the Ministry of Health, via email.

⁶³ Decree on the Health Care Institution Network Plan, *Official Gazette of RS*, Nos. 42/06, 119/07, 84/08, 71/09, 85/09, 24/10, 6/12, 37/12 and 8/14.

⁶⁴ The Serbian Health Council's letter of 7 October 2015.

⁶⁵ By the act No. 2520/15 of 21 July 2015, the Chamber informed the Protector of Citizens that the Serbian Health Council was responsible for accreditation and that information should be requested from that body.

the dynamics of abusive relationships; the status of children in situations of domestic violence; legal provisions on the actions of authorities in the protection of victims of domestic violence; children victims of violence, abuse and neglect, and women victims of domestic and intimate partner violence; model of procedure in medical institutions. The training goals are: improving the understanding of the integrative approach to domestic violence and knowledge for the assessment and basic intervention in dealing with families in violence in the health care practice; raising the skills for recognising the cases of domestic violence, as well as knowledge about cooperation between the health care system and other bodies, agencies and institutions; raising awareness of health care professionals and associates about violence against women in the family and intimate partner relationships, and abuse and neglect of children in the family.⁶⁶

There is no available data on the number of health care professionals and associates who attended these training events, although the relevant regulation provides that the training provider shall submit a report on the implementation of education, accompanied by the list of participants and lecturers, to the Serbian Health Council and to the competent chambers⁶⁷. It is not known whether the Ministry of Health organised a training course for health care mediators on the topics relating to violence against women, gender equality and non-discrimination.

5.5 Professional development on the protection of women against violence in the educational system

According to the General Protocol for Action and Cooperation of Institutions, Bodies and Organisations in the Situations of Violence against Women within the Family and in Intimate Partner Relationship, the Ministry of Education, Science and Technological Development does not have an obligation to adopt a special protocol for cases of violence against women⁶⁸. The General Protocol provides that the educational institutions participate in the organisation of protection and support to women victims of domestic violence in cases where children witness violence⁶⁹; this obligation is provided also by the General Protocol for the Protection of Children from Abuse and Neglect⁷⁰. In such circumstances, both Protocols should be implemented in a complementary manner⁷¹.

In the academic year 2014/2015, the Ministry of Education, Science and Technological Development organised training on the content of the General and Special Protocols for the Protection of Women against Violence for pedagogical assistants. Within the framework of accredited modular training programme, UNICEF implemented a module dedicated to dealing with discrimination, teasing and harassment for 175 pedagogical assistants (October-December 2014).⁷²

In response to the increasing number of cases of violence against women and domestic violence with a fatal outcome, in June 2015 this Ministry recommended to all schools:

- to include measures for the prevention of all forms of violence, discrimination and/or segregation in their Annual Activity Plan (or an annex to the Plan);
- to implement continuously the proposed measures (in the form of workshops, roundtable discussions or dialogue) with participation of pupils, parents and the local community;

⁶⁶ The list of training programme contents and goals is given in *Table 6, Annex 1*.

⁶⁷ Rulebook on detailed conditions for the implementation of continuous education for health care professionals and associates, *Official Gazette of RS*, No. 2/2011, Article 7, paragraph 4.

⁶⁸ General Protocol for Action and Cooperation of Institutions, Bodies and Organisations in the Situations of Violence against Women within the Family and in Intimate Partner Relationship, point 10.2. Adoption of special protocols, available at official web page of Ministry of Labour, Employment, Veteran and Social Issues, <http://www.minrzs.gov.rs/files/doc/porodica/nasilje/Opsti%20protokol%20nasilje%20u%20porodici.pdf>, accessed on 10.10.2016.

⁶⁹ General Protocol for Action and Cooperation of Institutions, Bodies and Organisations in the Situations of Violence against Women within the Family and in Intimate Partner Relationship, available at official web page of Ministry of Labour, Employment, Veteran and Social Issues, <http://www.minrzs.gov.rs/files/doc/porodica/nasilje/Opsti%20protokol%20nasilje%20u%20porodici.pdf>, accessed on 10.10.2016.

⁷⁰ General Protocol for the Protection of Children from Abuse and Neglect (issued by the Government of Serbia in 2005) Chapter III. Definitions of abuse and neglect of children, point 4. Emotional abuse, accessed on 10.10.2016.

⁷¹ General Protocol for Action and Cooperation of Institutions, Bodies and Organisations in the Situations of Violence against Women within the Family and in Intimate Partner Relationship point 6. Children and other particularly vulnerable family members witnessing violence against women in the family and intimate partner relationships, available at official web page of Ministry of Labour, Employment, Veteran and Social Issues, <http://www.minrzs.gov.rs/files/doc/porodica/nasilje/Opsti%20protokol%20nasilje%20u%20porodici.pdf>, accessed on 10.10.2016.

⁷² Letter of the Ministry of Education, Science and Technological Development, No. 021-02-00033/2015-06 of 2 July 2015.

- to include representatives of parents, social welfare centres, healthcare centres, public prosecutor's offices and police in the implementation of the measures;
- to start performing the activities of combating all forms of violence right at the beginning of the academic year 2015/2016⁷³.

Therefore, pedagogical assistants did not undergo training concerning violence against women, domestic violence and gender equality, and were only partially trained on the issues of discrimination, mainly in connection with children and school context.

5.6 Professional development on the protection of women against violence in the system of public administration and local self-government

The Ministry of Public Administration and Local Self-government informed the Protector of Citizens that according to the General Protocol for Action and Cooperation of Institutions, Bodies and Organisations in the Situations of Violence against Women within the Family and in Intimate Partner Relationship the said Ministry was neither a participant nor the ministry responsible for monitoring the implementation and effects of the implementation of these documents. In addition, the Ministry does not possess information on the training of local Roma coordinators⁷⁴.

Professional development of civil servants is governed by the Decree on Professional Development of Employees and the Rulebooks on establishing a programme of professional development of civil servants in public administration bodies and government agencies, adopted each year by the Ministry of Public Administration and Local Self-government. The organisation of professional development is the responsibility of the Human Resources Management Service (hereinafter: HRMS⁷⁵). The HRMS prepares a proposal for professional development on the basis of data obtained through regular analysis consisting of the following procedures: analysis of national and international strategic documents; tracking innovation in the normative and legal framework; meetings with decision-makers in public administration bodies; analysis of annual reports on the appraisal of civil servants; contacts with the administration bodies and conducting a survey among civil servants. The reports on the assessment of needs for professional development are publicly available.⁷⁶

The 2015 Programme of General Continuous Professional Development of Civil Servants⁷⁷ comprises six seminars related to protection against discrimination and promotion of equality.

The seminars are aimed at civil servants who should acquire knowledge about discrimination as a phenomenon, forms of discrimination, discrimination in the workplace, normative anti-discrimination framework; legal protection instruments; gender equality; gender-based violence; forms of gender-based violence and protection mechanisms; workplace mobbing and protection; the role of the Protector of Citizens and the Commissioner for the Protection of Equality. The training goals were to enhance the competencies of civil servants for the recognition of discrimination, violence, workplace mobbing; to develop skills for proper response in cases of discrimination and violence; to gain knowledge and understanding of the status of independent bodies in the protection of citizens' rights.⁷⁸

The HRMS provided data on the total number of civil servants and employees in a detailed tabular overview. Excluding the information from the Ministry of Interior and the Security Information Agency, the public administration has 23,714 permanent employees, and 273 high officials; the total number including interns and fix-term employees is 25,572, while 6 persons are not assigned to workplaces and 47 persons are fix-term employees in the government offices. A small number of civil servants attended training on gender equality, protection from discrimination and cooperation of independent government bodies and public administration bodies in the protection of human rights, in the period from 2010 to 2013 - a total of 235 people.

⁷³ *Ibid.*

⁷⁴ Letter of the Ministry of Public Administration and Local Self-government, No. 90-00-00069/2015-15 of 29 June 2015.

⁷⁵ Letter of HRMS, No. 5-00-01/2015-01 of 7 August 2015.

⁷⁶ The needs assessments are available at: http://suk.gov.rs/sr/strucno_usavrsavanje/analitika.dot.

⁷⁷ The Programme is available at: http://suk.gov.rs/sr/strucno_usavrsavanje/program_strucnog_usavrsavanja/.

⁷⁸ The list of training programmes is given in Table 5, Annex 1.

Training on gender equality was attended by 29 civil servants, training on the protection against discrimination was attended by 54 civil servants, 127 civil servants attended training on the protection from workplace mobbing, while 25 public servants participated in training on cooperation between independent bodies and public administration bodies. There are no data on training events in 2014. Training courses were not delivered either in the first half of 2015 due to changes in the Decree on Professional Development of Civil Servants. Six training events on these topics are planned to be organised in the second half of the year, with 20 participants per event (a total of 120 civil servants). The programme should be evaluated through individual evaluation reports for each of the conducted seminars and through the annual evaluation reports that are publicly available.⁷⁹

Line managers are responsible⁸⁰ for supervising the work of civil servants and able to „establish directly the application of knowledge acquired in training in the performance of a particular job, based on which, among other things, the appraisal of a civil servant is made.” Appraisals of civil servants have an impact on the training needs assessment conducted by the HRMS. However, it is a rather indirect way of assessing the training needs of employees since the impact of complaints and petitions filed against the work of civil servants on the appraisal of their work is unknown. According to the Decree on Appraisal of Civil Servants, the criteria for appraisal are: job performance and achievement of established work objectives, autonomy, creativity, initiative, precision and diligence, cooperation with other civil servants and other abilities required by the job. These criteria do not include the attitude towards citizens/users of services, and this aspect can be evaluated only according to the criterion of conscientiousness and „other skills required for the position.”

In 2015, the gross amount of RSD 93,987.35 was allocated from the HRMS budget for the implementation of six aforementioned training events within the framework of the programme of general professional development of civil servants.

5.7 Observations and conclusions

5.7.1 Planning of professional development

The planning of training is usually not performed by the authorities whose employees are to be trained and professionally developed.

The MoI is the only authority that directly assesses the needs of its employees, plans training, delivers training and directly evaluates their effectiveness. The MoI organisational units express their training needs on the basis of security issue analysis, which includes the review of complaints against the work of authorities and employees as well as the analysis of possible problems in the work. The quality of work of police officers, which is appraised also through consideration of petitions and complaints against their work, have a certain impact on the assessment of needs and planning of training programmes. The selection of training, however, does not depend on the information such as the achieved level of knowledge, competencies and skills, the level of knowledge and its application in practice, the needs of authorities taking into account the existing competencies of police officers, the reports of internal mechanisms for controlling the police work, and the opinions, recommendations and attitudes of independent bodies for the protection of human rights (the Protector of Citizens, the Commissioner for the Protection of Equality, the Commissioner for Information of Public Importance and Personal Data Protection, the Anti-Corruption Agency). The Ministry evaluates by itself the effectiveness and usefulness of training and has developed a mechanism for evaluating the level of acquired knowledge and its application in practice (through the heads of organisational units and hierarchical reporting).

⁷⁹ Reports available on: http://suk.gov.rs/sr/strucno_usavsavanje/arhiva2015/.

⁸⁰ Pursuant to the Law on Civil Servants, *Official Gazette of RS*, Nos. 79/2005, 81/2005 - corrigendum, 83/2005 - corrigendum, 64/2007, 67/2007 - corrigendum, 116/2008, 104/2009 and 99/2014). and the Decree on Professional Development of Civil Servants, *Official Gazette of RS*, No. 25/2015.

The social protection system still lacks a human resources development plan and consequently there is no professional development plan. The result is that training courses are planned and organised in different ways and without mutual coordination. Some training events are organised and/or recorded by the RISP, some by the Social Protection Chamber, and there are also training events for which the employees of social welfare centre sign up directly, but it is not known whether, how and where these data are compiled. The RISP does not have a direct insight into the work of SWC or adequate information on the quality of work of employees to identify their training needs. Due to the lack of development plan, the majority of SWC do not have their professional development plans based on needs assessment and implemented by staff supervisors through supervisory support and supervisory reports. The body that oversees the professional work of guardianship authority - the Ministry of Labour, Employment, Veteran and Social Affairs - is not sufficiently involved in the process of assessing the needs of SWC and planning training.

As regards the judicial system, the law stipulates that the planning and organisation of training is the exclusive responsibility of the Judicial Academy, but the role of courts and prosecutor's offices is significant in deciding the training needs of judges and prosecutors. The HJC and the SPC may require the development of specific training programmes and have judges and prosecutors trained in accordance with their needs. The quality of the work of judges and prosecutors - according to the provisions of the Law on Judicial Academy - should be taken into consideration in the selection and planning of training because the prosecutors and judges with poor work results are referred to participate in an adequate training programme. However, the quality of work has no influence in making decisions on the need to develop specific training programmes.

The Ministry of Health did not inform on whether it had planned or provided training on the protection of women against violence. The Ministry of Education, Science and Technological Development and the Ministry of Health did not plan or provide training on the protection of women against violence for pedagogical assistants and health care mediators.

The planning of training for the public administration system is performed by the Human Resource Management Service, which is a special body of the Government and which neither has a direct insight into the work of potential participants nor knowledge of the specific characteristics of particular tasks performed by potential participants. Moreover, the Service is not acquainted with the quality of employees' work except through the appraisals of civil servants, which do not indicate whether possible shortcomings in the work stem from the lack of specific knowledge and competencies. Therefore, the Service has no direct knowledge of the needs of civil servants but rather relies on the information collected by public administration bodies. To a large extent, the planning of training relies on the interests of civil servants, while the specific needs of bodies have no role in planning. Also, the HRMS has no information about complaints against the work of civil servants and to which extent they are founded, while public administration bodies do not use citizen complaints as a criterion for assessing the need for additional training of civil servants.

The programme of general professional development of civil servants from public administration bodies and government agencies is a unique professional development plan intended for employees in all public administration bodies and government agencies. Such a „uniform“ plan for diverse and different bodies cannot respond to the specific training needs of their employees.

5.7.2 Number of training courses and number of trainees

Public authorities do not have complete information about the types, content and goals of the training courses attended by their employees, the number of employees who have been trained and professionally developed, the effectiveness of training, the applicability and application of acquired knowledge, the method of evaluation of training programmes. Public authorities do not carry out assessment of the application of acquired knowledge in work.

The submitted data show that the largest number of training courses were organised in the systems of social protection and internal affairs. In these two systems a large number of employees were trained on gender-based violence and violence against women in the family and intimate partner relationships,

including a number of advanced training courses focused on the acquisition of practical skills needed to perform the job properly, not just theoretical knowledge. However, not even these systems have complete information about the training attended by employees, and they cannot determine how many of their employees have accumulated training. Based on the records possessed by these systems, it is not possible to draw a correct conclusion on the number of basic and specialised/advanced training courses, or a conclusion on the number of employees who have attended basic training and the number of employees whose expertise and competencies were upgraded in advanced or multiple training courses.

Professional development of employees on the protection of women from domestic and intimate partner violence was organised through 60 types of seminars/courses and 18 other types of events (conferences, roundtable discussions, workshops, expert meetings and panel discussions) in the period 2008 - 2015. The majority of training courses/events were directly related to the topic of violence against women, while 13 seminars and one roundtable discussion were indirectly related.

In the period 2008 – 2015, at least 495 seminars and other events were organised, of which at least 422 on the topics related to violence against women, domestic violence and gender equality - on average 70 training events annually. At least 11,251 employees attended these training events. This number of training events and the number of employees who participated were supposed to result in increasing the knowledge and skills of professionals, in reducing prejudice and in a more effective and efficient work and better protection of women and other victims of violence.

Data on the number of employees who attended training and the percentage of the total number of employees who were trained on the topic of violence against women are not incomplete. Some authorities (such as MoI) keep precise records of the training of their employees within the system. Others keep records only about the accredited programmes in their systems, excluding the training of employee on the protection of women against violence attended out of their own system. For some training programmes there are even no records on the number of training courses and the number of participants. Although incomplete, the data show a disparity in the number of employees trained to protect women from violence in different systems but it is impossible to assess its degree due to the incompleteness of data on the total number of employees in the system and the number of employees who attended the training on these topics.

While the training courses on violence against women were attended by 2,473 participants from the police and 8,095 participants from the social protection system (which does not indicate the number of individual employees, because one person could participate in several seminars, and not all the participants were from the social protection system), the training courses on the protection of women against violence were not attended by any civil servant, and only 236 participants from the public administration system attended training events on related topics (gender equality, gender-based violence, human rights, protection against discrimination and workplace mobbing). The number of judicial office holders and health care professionals and associates who attended training events dealing with violence against women in the family and intimate partner relationships or related topics is unknown.

No public authority has provided information on the „accumulation of training”, which should indicate, in the first place, the actual number of professionals who have been trained within each system, and the number of participants who have attended more than one training on selected topics (indirectly indicating the field of expertise). The records of the Autonomous Women’s Centre, which implemented a large number of inter-sector seminars accredited in the social protection system, show that the accumulation of training exists. Three accredited basic seminars of this organisation were delivered on 223 occasions in the period 2008-2014. A total of 2,572 people attended training events; all three seminars were attended by 1,021 people (39.7%), two of these three seminars were attended by 636 people (24.7%), and only one seminar was attended by 915 people (35.6%).

Particularly small number of civil servants attended training on the following topics: prohibition of discrimination, gender equality and gender-based violence and violence against women. Bearing in mind the provisions of the Law on Gender Equality and the Law on the Prohibition of Discrimination, the National Strategy for Improving the Position of Women and Promoting Gender Equality (2009)⁸¹

⁸¹ Official Gazette of RS, No. 15/09.

and the National Strategy for Preventing and Combating Violence against Women in the Family and Intimate Partner Relationships (2011)⁸², it is necessary to have a wider participation of civil servants in this kind of training, more active engagement of the Human Resource Management Service in planning and organising the programme of general professional development and in planning of these training events based on the needs of authorities and not based solely on the interests of employees.

Except for the MoI and the RISP, none of the authorities have data on the training participants disaggregated by gender. Other authorities/agencies do not have gender disaggregate data on training participants, and this information has not been submitted.⁸³

It is not possible to establish whether professionals from different sectors attended the same basic training courses. The aforementioned basic inter-sector seminars of the Autonomous Women's Centre, accredited by the RISP, were attended by representatives from different systems: 688 people from social welfare centres (26.7% of the total number of participants); 455 people from educational institutions (17.7%); 345 representatives of the police (13.4%); 342 representatives of health care institutions (13.3%); 263 representatives of basic courts (10.2%); 171 representative of civil society organisations (6.6%); 161 representatives of local self-government (6.3%); 105 representatives of basic public prosecutor's offices (or 4.8% of total participants).

However, as the reports on the implementation and participants of the seminar are submitted to the RISP, the question arises whether the information on participants from other systems are forwarded to the competent bodies in these systems, as well as whether participation in this education is recognised as professional development to the participants from other systems. Bearing in mind that other systems did not include in their letters the information about the attendance of these seminars by their professionals, we can conclude that this information was not forwarded to them.

Also, if the RISP presents all participants of these seminars as representatives of social welfare centres, it unjustifiably increases the number of employees who were trained on violence against women and domestic violence.

The participation of professionals from different sectors in the same basic training is a foundation of cooperation at the local level because it contributes to mutual acquaintance among professionals in the community, the approximation of values, attitudes, principles of work and basic knowledge about the phenomenon. Imbalance in the number of trained professionals in different systems as well as in the scope of acquired knowledge, skills and competencies among employees in different systems makes it difficult to establish and maintain good cooperation and inter-sector approach to violence against women. A uniform response requires a uniform level of knowledge and understanding of the problem and mechanisms for solving it.

5.7.3 Training contents and goals

Training courses were organised in different ways, and their level of generality varied: sometimes a large number of different thematic units were included in one seminar, which means that the topic was presented in the informative manner (superficial, elementary), and sometimes the entire seminar was dedicated to one topic, which means that the topic was discussed in more depth. The manner of discussing the topic varies widely from system to system, which prevents comparison of the level of training and representation of the recommended topics.

The most common topic was the detection or identification of violence, its causes, manifestations and consequences, and actions taken by the authorities. This topic was mainly offered to the employees in the systems of social protection and health care. There is an evident lack of this content in the training of lawyers, which is the result of understanding the role that they (can) play in the process of protection from violence against women and domestic violence. The topic of coordinated cooperation among authorities, to which the entire seminar is rarely dedicated, is relatively frequent (every sixth seminar) but still insufficiently represented. Although the content related to the implementation of the General and

⁸² Official Gazette of RS, No. 27/11.

⁸³ The Republic Institute for Social Protection has stated that in the total number of participants there are 81.7% of women and 18.3% of men, and that the Institute could provide data on the gender of participants for each training event, but they would need more time for such data processing.

and Specific Protocols is mentioned in a relatively large number of training programmes, mostly in the social protection and health care systems, only two seminars deal with this topic explicitly.

Relevant international documents and standards concerning gender equality and gender-based violence are also relatively frequently mentioned in training events, often for the judiciary and civil servants. Legal issues (analysis of laws and practice) are present in a significant number of training events, as expected mostly in training for the judiciary and civil servants, as well as in a number of seminars in the system of social protection.

Training of professionals on the treatment of perpetrators of domestic and intimate partner violence is delivered in the form of two seminars (one accredited and another without knowledge testing), which were attended by 70 professionals from the social protection system. Training for the work with perpetrators in social welfare centres (implementation of social protection interventions) was attended by 225 professionals. The professionals were informed about the treatment of perpetrators also in two roundtable discussions, two public debates and one international conference.

A small number of seminars deal with the topic of equality between women and men, with the exception of those dedicated primarily to that topic. There is a small number of seminars that deal with the needs and rights of women (explicitly) or secondary victimisation, mainly in the training courses registered in the social protection system. A relatively small number of seminars, only those in the social protection system and for the police, include the principles of procedures as topic. A number of seminars, mainly in the social protection system, deal with overcoming prejudices and stereotypes related to violence against women and other groups.

The largest number of seminars deal with „domestic violence“, without specifying the type of violence, and quite rarely mention other forms of violence (sexual and trafficking in human beings). Other forms of gender-based violence were not the subject of training for professionals. Children are often mentioned as victims along with women, especially in the seminars within the system of social protection.

Other vulnerable/multiply discriminated groups are also rarely mentioned as victims of violence, mainly the disabled, elderly and sick, in the training courses in the systems of social protection and health care, as well as in the police training; however, this topic included is disproportionately to its importance. None of the training courses address the problem of violence against Roma women, women with HIV infection, women from rural areas or women of different sexual orientation, although the UN Committee on the Elimination of Discrimination against Women points to an extremely disadvantageous position in exercising their rights.⁸⁴

It could be concluded that despite a relatively large number of designed and implemented educational programmes dealing with violence against women, domestic violence and gender equality, some specific relevant contents are not sufficiently represented (for example, the needs and rights of women, prevention of secondary victimisation, coordinated cooperation of bodies), including the contents of specific types of violence (domestic violence and violence against women in intimate partner relationships are most common) and in particular violence against multiply discriminated groups of women. Except in the training of the Ministry of Interior, there is an insufficient number of accredited/ designed and implemented training courses (or informational events) dealing with the content and implementation of the General and Special Protocols on the actions of professionals in situations of violence against women. An insufficient number of professionals in the social protection system are trained to use social protection interventions against perpetrators of violence, which is the main activity of social welfare centres.

On the basis of submitted data, it can be concluded that the system of recording delivered training and participants should be better, more complete and precise, to allow easy periodic inspections of available data and feedback to the relevant public authorities on the number of employees who have undergone certain types of training, gender of participants, their geographical distribution and positions in the service, and not only on the number of participants in the seminars. Without such data it is not possible to plan staff training and professional development focused on the needs of services and systems.

⁸⁴ Available at: http://www.gendernet.rs/files/dokumenta/Izvestaji_Uprave/Cedaw_zakljucna_zapazanja_2013_srp..pdf.

5.7.4 Method of evaluating the knowledge and skills acquired in professional development and monitoring their application in the work

Training efficiency is evaluated in regard to the actual training but not in regard to the practical application of acquired knowledge. A training programme has to be evaluated by its provider, while the authority whose employees attended training does not play any role in the evaluation process - except for the possibility of not choosing again a particular training course if the employees (trainees) evaluated it as poor.

None of the training programmes include knowledge testing at a later stage or monitoring the application of acquired knowledge and skills. The attendance by itself does not guarantee the learning of contents and their implementation, if there is no monitoring system within the authority. Therefore, participation in training does not necessarily result in positive changes and improved procedures in real situations that require the protection of women from violence. This is the most serious challenge to the system of professional development of employees.

Bearing in mind that this content is deeply imbued with personal beliefs, prejudices and stereotypes that affect the professional attitude and practice, and that these activities require a dedicated approach and multidisciplinary knowledge, monitoring the application of acquired knowledge and skills and attitude changes should be a mandatory part of the assessment of the quality of work of employees in all authorities.

Training providers are usually „third parties”, i.e. the institutions or bodies outside the system whose employees are trained. Therefore, they have no possibility to monitor the real impact of the training visible only in the practical application of knowledge. The authorities - employers of trained professionals have that possibility but lack adequate mechanisms for evaluating the employee's work in relation to the training programme attended by that employee. The lack of a system that would allow this type of evaluation prevents a valid assessment of the training content, its efficiency and expected (real) effects, which prevents authorities to choose an effective and purposeful training that will actually upgrade the competencies of their employees. The introduction of a comprehensive evaluation and monitoring mechanism would ensure not only a purposeful evaluation of a training programme that will be selected, but also the appraisal of the work of employees, who are expected to properly apply the acquired knowledge.

5.7.5 Financing

The method of financing the training of employees is twofold: through budget funds and through donations (projects). At this moment there is no clear mechanism for planning the allocation of funds for professional development of employees, but they are usually received *ad hoc* and used in accordance with the projects implemented by the authorities, mainly in cooperation with international institutions. Budget funds for professional development of employees - like all other budget funds - are planned for the next year. However, the method of budgeting prevents tracking the amount allocated for professional development in a particular authority.

Only the Ministry of Interior reported on the amount of allocated funds for the training of employees in 2014 and 2015, but not on the actual amount of funds spent for these purposes.

5.7.6 General guidelines on the actions of employees in cases of violence against women

The Special Protocol for judiciary in cases of violence against women in the family and intimate partner relationships provides the following: „Courts and public prosecutor's offices shall produce guidelines or instructions for their employees for the purpose of acquiring basic knowledge about the occurrence of violence against women in the family and intimate partner relationships, recognising victims of violence against women and acting in cases of suspected violence against women in the family and intimate partner relationships encountered in the performance of their regular duties within their scope of work at the premises within the judicial building”⁸⁵. The HJC and the SPC have no information as to whether the courts and public prosecutor's offices issue such instructions.

⁸⁵ In Chapter 3.3.: Joint activities related to the implementation of the General Protocol.

The Ministry of Labour, Employment, Veteran and Social Affairs is the public authority responsible for overseeing the professional work of social welfare centres. The preparation of binding instructions on actions of guardianship authorities is not an unknown practice of the Ministry and it is in accordance with the powers and responsibilities of this authority. The Ministry, however, has not been sending binding guidelines/instructions about the measures for protecting women from violence.

The Ministry of Interior also has a mechanism for sending binding instructions to police directorates and other organisational units via dispatch. Due to the subsequently determined need for the adoption of a legally binding document, the MoI sent six dispatches concerning the implementation of the General and Special Protocols⁸⁶, which resulted in the organisation of training courses for 57 trainers for the implementation of protocols and training courses for 1,300 police officers; also, the heads of police directorates were ordered to assign two police officers each to be the coordinators of activities in the field of prevention and suppression of domestic violence, and were provided with guidelines and instructions for their future activities.

A similar mechanism of issuing instructions/guidelines is in place in the Ministry of Health, which has not used this option for the establishment of standards in working with women victims of violence.

Binding instructions are not only instructive and ordering but also have an educational character. They establish operational policies and standards within the system and standardise practice. Their role is very important in the introduction of new practices, legislative changes related to work or the adoption and implementation of new standards. The ratification of the Council of Europe Convention on preventing and combating violence against women and domestic violence and the adoption of the General and Special Protocols were two significant moments in which the makers of policy concerning the protection of women against violence had the opportunity to develop and issue instructions providing a more detailed framework for the work of authorities/institutions/agencies and their employees in the systems for which they were responsible.

⁸⁶ Dispatch of the Police Director 03 no. 196/13 of 28 May 2013 pointed to the legal obligation of police officers to apply the provisions of the Protocol in dealing with cases of domestic violence, and to the obligation of police directorates to delegate two representatives each (with the exception of the Police Directorate for the City of Belgrade, which would delegate four representatives), who would attend the training designed to give instructions and clarify the recommendations contained in the Protocol. In addition, the police officers who had attended the training (total of 57) were required to deliver this type of training, by the end of July 2013, to the police officers in their respective directorates and to submit to the Working Group a report on conducted training; Dispatch of the Advisor to the Minister, Chairman of the Working Group, Mr. Dragoljub Radović, no. 01-5136/13-21 of 25 October 2013: Specialised training courses for police officers (1300 participants) related to the actions in accordance with the Protocol were delivered. The training included a comprehensive evaluation and a report was prepared about it; Dispatch of the Advisor to the Minister, Chairman of the Working Group, Mr. Dragoljub Radović, no. 01-5136/13-20 of 25 October 2013: The heads of police directorates were ordered to appoint one representative of crime police and one representative of general police as coordinators of the activities in the field of prevention and suppression of domestic violence, responsible for cooperation with the Working Group members; Dispatch of the Police Director no. 173/14 of 24 April 2014: for the purpose of improving the work of coordinators and police response in cases of domestic violence, the guidelines and instructions were issued, including defined activities to be performed by the coordinators. The instructions include also multi-sector obligations such as creation of flyers, promotions, panel discussions, etc. Dispatch of the Police Directorate no. 548/14 of 21 November 2014 ordered the implementation of preventive activities such as presentation of police work through the media, establishing contacts with other authorities and organisations, holding expert conferences, panel discussions and roundtables. There were total of 42 meetings, 36 panel discussions, 24 roundtables, 6 seminars, 5 conferences, 5 lectures, 3 training courses, 2 expert meetings and 20 appearances of police officers in local television shows; Dispatch of the Police Directorate 03 no. 616/14 of 25 December 2014 ordered again the measures of acting in accordance with the Protocol concerning: obligation to inform the public prosecutor's office and the social welfare centres of all reported cases of domestic violence, checking the possession of weapons of all family members and acting in accordance with Article 8 of the Law on Arms and Ammunition and obligatory notification of the Department of Health and Psychological Prevention in cases where the perpetrators of violence are police officers.

5.7.7 An example of good practice - Continuous training of professionals and support in the application of knowledge

The Provincial Secretariat for Economy, Employment and Gender Equality, in the process of implementation of the Strategy for Protection against Domestic Violence and Other Forms of Gender-based Violence in the Autonomous Province of Vojvodina for the period 2008-2012, through the project entitled *Towards a comprehensive system to combat violence against women in Vojvodina*⁸⁷, conducted training throughout the territory of AP Vojvodina, as one of the planned activities, in the form of a cycle of basic and specialised seminars and expert meetings, in order to expand the specific knowledge of professionals in the field of protection against domestic violence.

1. In the period 2009 - 2012 there were 226 training courses, attended by 2,888 professionals (2,001 women and 887 men) from 44 municipalities, including:

- 761 representatives of the police and judiciary;
- 755 professionals from the social welfare centres and health care institutions;
- 231 employees of educational institutions;

The individual seminars and expert meetings were attended as follows:

- 1,261 professionals from 45 municipalities in the AP Vojvodina attended the training entitled Domestic Violence and Institutional Protection (basic course);
- 1,045 professionals from 45 municipalities in the AP Vojvodina participated in the training on organising case conferences for protection against domestic violence;
- 999 professionals were trained for coordinated actions of the local community in the prevention and protection from domestic violence;
- 196 case managers from all social welfare centres in the AP Vojvodina were trained to work with women victims of domestic violence;
- 121 case managers from all social welfare centres in the AP Vojvodina were trained for treatment of and social intervention against the perpetrators of violence;
- 83 lawyers from all social welfare centres in the AP Vojvodina were trained to initiate court procedures in cases of domestic violence;
- 182 judges and prosecutors participated in the seminars dealing with family matters;
- 152 judges and prosecutors participated in the seminars dealing with criminal justice matters;
- 62 misdemeanour judges were acquainted with domestic violence in the practice of misdemeanour courts;
- 186 health care professional were acquainted with the health consequences of violence in intimate partner relationships;
- 107 police officers were acquainted with the standard police procedures in cases of domestic violence.

2. In the period from February 2013 to March 2015, through the project entitled *Integrated Response to Violence against Women in Serbia*, the implementation of training courses for the employees of relevant bodies continued:

- 154 participants (121 women and 24 men) from social welfare centres, police, courts, prosecutor's offices, educational and health care institutions attended the training entitled Domestic Violence and Institutional Protection (6 seminars);
- 117 participants (84 women and 33 men) were trained to organise case conferences for protection against domestic violence;
- 134 participants (102 women and 32 men) were trained for coordinated actions of the local community in the prevention and protection from domestic violence;

⁸⁷ Towards a comprehensive system to combat violence against women in Vojvodina – Experience in the implementation of the Strategy for Protection against Domestic Violence and Other Forms of Gender-based Violence in the Autonomous Province of Vojvodina for the period 2008-2013, Novi Sad, 2013. Available at: <http://hocudaznas.org/hocudaznas/wp-content/uploads/2014/08/informacija-o-projektu.pdf>.

- 69 professionals from social welfare centres (67 women and 2 men) were trained to work with perpetrators of violence in these social welfare centres;
- 71 professionals (65 women and 4 men) attended the training for working with victims of domestic violence in the social welfare centre;
- 36 participants (28 women and 8 men) from social welfare centres attended two training courses entitled Overcoming Occupational Stress;
- 11 lawyers (6 women and 5 men) attended the training entitled Initiating a Court Procedure by SWC;
- 27 police officers (3 women and 24 men) participated in expert meetings aimed at exchanging experiences (good practices).

The Provincial Secretariat for Economy, Employment and Gender Equality does not keep records of training participants in a way that would allow the identification of „accumulation of knowledge”.

An external evaluation was conducted for the project Towards a comprehensive system to combat violence against women in Vojvodina, on the basis of which it was concluded that significant progress had been achieved in understanding and responding to violence by professionals. The qualitative analysis indicates the following changes:

- Understanding the problem - The vast majority of respondents agree that the problem of domestic violence and gender-based violence is a serious problem, both at the level of AP Vojvodina, as well as in their respective communities.
- Understanding the complexity of solving the problem - The majority of respondents demonstrate a solid understanding of the complexity of the problem and its resolution. As regards the complexity of solving the problem, the respondents, along with the project team and partners, particularly emphasise the importance of creating valid documentation.
- Understanding the problems faced by women in trying to get out of the situations of violence - Some respondents also point to the problems faced by women once they come out of the situation of violence (for example, they are aware that accommodation in the Safe House does not solve the problems that a woman has but also opens new issues).
- Responding to violence or changes in the professional attitude - Increased understanding among the respondents when it comes to women who are victims of violence. In contrast to the pre-training period, the participants point out that they now better understand why women stay in the situations of violence; they also state that now they provide services in a different way.
- Understanding the specific characteristics of violence against women from marginalised groups - There has been slight progress in terms of personal attitudes and institutional approaches to solving the problem of violence against women from marginalised groups. The professionals are aware of a small number of reports of violence against women from these groups. The interviewed representatives of marginalised groups of women also believe that there have been no changes among professionals and institutions. They point to a high level of prejudice and a lack of understanding of the needs of women from marginalised groups.
- Implementation of coordinated measures against gender-based violence - The understanding of the importance of coordinated measures and cooperation in addressing violence has been enhanced. All respondents point out that cooperation is important and that it allows for more efficient problem solving.
- Systematic and institutionalised use of coordinated measures - There is a limited progress in this area. The monitoring reports of the Autonomous Women's Centre also indicate that systemic and institutionalised implementation is limited. Qualitative data further confirm that the cooperation ranges from coordinated and formalised through informal to the cooperation that formally exists but is not used. Qualitative data indicate also a particularly important aspect of institutionalised cooperation that has not been achieved - mutual exchange of information and feedback.
- The changes achieved at the level of individual institutions with trained professionals have a certain level of sustainability, primarily because these professionals apply improved processes in working with beneficiaries. In addition, according to the statements of the respondents, a number of institutions have introduced new methods of procedure (institutional protocols). However, the long-term sustainability requires additional external support in order not to lose the achieved changes due to institutional inertia and resistance of professionals who have not changed attitudes or have not been trained.
- Implementation of institutional coordinated measures in local environments - sustainability is more questionable. There are some changes in cooperation, either formal - through coordination bodies or in-

formal - through personal connections and calls, which suggests that awareness of the need for cooperation in the community is present and, to some extent, sustainable. Sustainability in local communities is fragile, primarily because the support from the local authorities is sporadic at its best. There are still risks that local authorities will continue to have such attitude.

Mentor support to the application of acquired knowledge

In the period from February 2013 to March 2015, 63 case conferences were held (inter-sector expert meetings to assess the situation and plan measures and services) with a total of 365 professionals from the SWC, police, public prosecutor's offices, health care institutions, schools and other authorities/institutions (282 women and 89 men). This form of work covered 11 municipalities (Irig, Apatin, Bačka Topola, Mali Idoš, Pančevo, Vršac, Sremska Mitrovica, Zrenjanin, Novi Sad, Pančevo and Kanjiža). Mentor support continued in 2015 in 5 municipalities (Pančevo, Zrenjanin, Sremska Mitrovica, Nova Crnja and Novi Bečej). It has been envisaged to hold 30 mentoring meetings by the end of 2015.

Funds for the implementation of training

The public procurement plan envisages the allocation of RSD 2,425,000.00 without VAT, i.e. RSD 2,910,000.00 including VAT for the needs of training in 2015. The plan includes the implementation of 8 activities:

- Delivery of training on the actions of institutions in protection from violence against women in the family and intimate partner relationships (3 seminars);
- Delivery of training for organising case conferences (3 seminars);
- Delivery of training for a coordinated community response to domestic violence (3 seminars);
- Delivery of training and mentoring support for organising and conducting case conferences concerning violence against women (30 consultative meetings);
- Delivery of training for consultative work with women who have survived domestic and intimate partner violence with a view to their empowerment in the family and intimate partner relationships (2 seminars);
- Delivery of training for the acquisition of skills in recognising and adopting key principles, rules and techniques for the implementation of social protection interventions aimed at controlling violent behaviour (2 seminars);
- Delivery of training on overcoming occupational stress among the professionals engaged in direct work with victims of violence and in coordination of actions for prevention and protection from violence in the family and community (2 seminars);
- Delivery of training on sexual violence and techniques of interviewing women survivors of sexual violence – There were no bidders in the public procurement procedure for the delivery of this training and therefore it will not be held.

The public procurement plan envisages the allocation of RSD 891,667.00 without VAT, i.e. RSD 1,070,000.00 including VAT for supporting the application of acquired knowledge and skills, and organising and conducting case conferences for protection from violence against women in the family and intimate partner relationships.

In 2015, in line with the new strategic document - Programme for the Protection of Women from Domestic and Intimate Partner Violence for the period 2015 - 2020, the Provincial Secretariat for Economy, Employment and Gender Equality has commissioned the development of criteria (indicators) for monitoring and assessing the effects of application of the General and Special Protocols on the actions of institutions in situations of violence against women in the family and intimate partner relationships.

In 2016, in accordance with the Programme for the Protection of Women from Domestic and Intimate Partner Violence for the period 2015 - 2020, the Provincial Secretariat for Economy, Employment and Gender Equality plans to continue its work, in particular the activities to support the application of knowledge acquired in training.

DEPUTY PROTECTOR OF CITIZENS
Gordana Stevanović

ANNEX 1
TABULAR OVERVIEW
Seminars and training courses of the Republic Institute for Social Protection

Table 1

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
Training of social service providers for working with victims of gender-based violence (2008) ⁸⁸	Seminar (24 hours)	4 seminars	39 ⁸⁹	Training of social service providers to work with victims in a proper manner, focusing particularly on victims of domestic violence, sexual violence and trafficking in human beings; acquiring necessary skills and knowledge that will facilitate the provision of appropriate assistance to potential and actual victims of gender-based violence and victims in broader social terms; establishing a basis for designing the models for strategic and sustainable development of training programmes for service providers about the rights of victims in general.	Definition of basic concepts and legal framework; scope, structure and characteristics of domestic violence, sexual violence, trafficking in human beings, especially women and children; causes, risk factors and risk situations and the importance of appropriate approach of professionals, with special emphasis on the place and role of social workers; victimisation, needs, support and assistance to victims; myths and prejudices related to gender-based violence; system of victim protection, support and rehabilitation; future strategies and efforts to combat gender-based violence - presentation of individual action plans.	Data unavailable
The power to change: how to set up and run support groups for women survivors of domestic violence (2012)	Seminar (24 hours)	4 seminars	65	Educating and training female social service providers for the setting up and running of self-help groups for women survivors of domestic violence (from planning and promotion of the group,	Characteristics and organisation of group (Part 1), 2. Introduction into support and self-help groups for women survivors of domestic violence, 3. Female facilitator group, 5.	Data unavailable

⁸⁸ The year in brackets is the year of first accreditation of the seminar.

⁸⁹ The RISP cannot provide data on participants disaggregated by gender.

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
				through determining the profile of participants, objectives and tasks of the group, establishing the group protocol, to conducting the group sessions envisaged by the programme The Power to Change); the long term goal is to empower, educate and support women survivors of domestic violence and young women in order to prevent violence, according to the model of The Power to Change programme.	Characteristics and organisation of group (Part 2), 6. The power to change: Programme models, 7. Self-respect programme, sessions: defining self- respect, understanding self-respect, rights, family and children, needs, self-assessment of personal needs, education and socialisation of girls and young women, gender stereotypes and social norms, needs.	
Training of social service providers for working with victims of violence (2012)	Seminar (27 hours)	5 seminars	50	The overall goal of the training programme is to acquire basic knowledge and skills for work with victims of violence, which should be possessed by each social service provider who comes or may come into contact with a victim of any form of violence, either an adult or a minor. In this way, social service providers would acquire the necessary skills and knowledge that will enable them to recognise victims of violence, to recognise and understand the needs of victims, and accordingly, to provide victims with necessary information, emotional support and other forms of assistance, and to refer victims to other competent bodies or organisations depending on the previously identified needs.	1. Victimisation and its consequences; 2. Trauma and recovery process; 3. Rights of victims - international law and its implementation in Serbia; 4. Communication skills and victim support; 5. Practical guidelines for working with victims of violence.	Data unavailable
Safe House - working in the centre for helping victims of domestic violence (2008)	Seminar (26 hours)	1 seminar	12	Improvement of general and special and building of specific skills of social work by sensitising and training of professional social workers and other persons involved in the social protection system to work with women and children victims of domestic violence;	1. Violence and specific characteristics of domestic violence; 2. Safe house as a form of social protection in an integrated system of social protection; 3. Functioning of safe houses; 4. Psycho-social support to victims of domestic violence; 5. Legal	Data unavailable

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
				acceptance of socially desirable and professionally necessary ethical attitudes towards this phenomenon; raising the level of protection for victims of domestic violence, raising awareness and greater influence in the local community about the importance of each individual in a democratic society.	assistance to victims of domestic violence; 6. Financing of safe houses; 7. Examples from practice; 8. Most common problems in work.	
Domestic violence and institutional protection (2008)	Seminar (12 hours)	74 seminars	1794	Acquiring knowledge of theoretical concepts, types, mechanisms, dynamics, prevalence and consequences of domestic violence; understanding basic principles of working with the phenomenon of violence; adoption of standard practices and procedures in work; acquiring skills for identifying violence, assessing the level of vulnerability, planning interventions, documenting violence and record keeping; acquaintance with the competences of relevant services; recognising and understanding specific mechanisms of power and control.	1. Basic concepts of domestic violence; 2. Basic principles of dealing with domestic violence; 3. Basic operations and procedures in dealing with domestic violence in social welfare centres.	Pre-seminar and post-seminar knowledge tests are included
Organising case conferences for protection from domestic violence (2008)	Seminar (6 hours)	87 seminars	1923	Integrating previous knowledge and experience in the field of protection from domestic violence and motivate SWC professionals to organise case conferences; enhance understanding of the importance of multi-sector planning and implementation of measures for protecting victims of domestic violence; upgrading skills for organising case conferences (application of rules, processes and procedures).	1. About case conference - preparation of case conference; 2. Case conference - goals, course and conducting; 3. Conducting a case conference - example from practice.	Pre-seminar and post-seminar knowledge tests are included
Coordinated actions of local community in the	Seminar (6 hours)	68 seminars	1444	Getting acquainted with the concepts of empowerment of victims, partnership	1. Building partnerships within the model of cooperation of services in the	Without knowledge

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
Training of social service providers for working with victims of violence (2012)	Seminar (27 hours)	5 seminars	50	The overall goal of the training programme is to acquire basic knowledge and skills for work with victims of violence, which should be possessed by each social service provider who comes or may come into contact with a victim of any form of violence, either an adult or a minor. In this way, social service providers would acquire the necessary skills and knowledge that will enable them to recognise victims of violence, to recognise and understand the needs of victims, and accordingly, to provide victims with necessary information, emotional support and other forms of assistance, and to refer victims to other competent bodies or organisations depending on the previously identified needs.	1. Victimisation and its consequences; 2. Trauma and recovery process; 3. Rights of victims - international law and its implementation in Serbia; 4. Communication skills and victim support; 5. Practical guidelines for working with victims of violence.	Data unavailable
Safe House - working in the centre for helping victims of domestic violence (2008)	Seminar (26 hours)	1 seminar	12	Improvement of general and special and building of specific skills of social work by sensitising and training of professional social workers and other persons involved in the social protection system to work with women and	1. Violence and specific characteristics of domestic violence; 2. Safe house as a form of social protection in an integrated system of social protection; 3. Functioning of safe houses; 4. Psycho-social support to victims of domestic violence; 5. Legal	Data unavailable

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
prevention and protection from domestic violence (2008)				work in the community and examples of good practice; understanding the basic assumptions and elements of coordination model and establishment of initial arrangements between the key actors in the community.	community and empowerment of beneficiaries; 2. Building a model of coordination of local community actions in the prevention and protection from domestic violence (planning community actions)	evaluation
Working with victims of domestic violence in social welfare centres (2008)	Seminar (12 hours)	9 seminars	241	Systematisation of knowledge about the mechanisms of effects of psychological trauma and domestic violence as prolonged traumatic experience. Acquiring knowledge about the basic elements necessary for the establishment of an adequate consultancy relationship with the victims of violence and understanding of the principles governing the consulting work. Understanding the importance of the value system of victims of violence and professionals for actions aimed at protecting victims of violence. Getting acquainted with techniques for conducting the first interview and active listening techniques.	1. Basic knowledge of psychological trauma; 2. Basic characteristics of consultancy relationship with the victims of violence; 3. Value systems and the concept of perpetrator's responsibility for violence; 4. Basic methods and techniques for working with victims of violence.	Pre-seminar and post-seminar knowledge tests are included
Working with perpetrators of violence in social welfare centres (2008)	Seminar (12 hours)	11 seminars	225	Acquiring skills for recognition and identification of violence in contact with the abuser, for establishing boundaries and rules in the relationship between the professional worker and the abusers and for applying standard social protection interventions to control violent behaviour; <i>understanding</i> the relationship between the perpetrator and the professional in the social welfare centre; <i>adopting</i> key principles, rules and techniques in working with abusers; <i>acquiring</i> skills for organising treatment of abusers in the social welfare centre;	1. Detection, identification and establishment of violence; 2. Social protection interventions for the abuser; 3. Abuser's power and control in relation to the professional worker; 4. Individual and group treatments of abuser in the guardianship authority; 4.	Pre-seminar and post-seminar knowledge tests are included

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
Initiating court procedures by the guardianship authority (2008)	Seminar (6 hours)	13 seminars	164	<i>adopting rules for the establishment of security / safety of professionals.</i> <i>Systematisation of knowledge and improving the skills of drafting criminal complaints; getting acquainted with the changed role of the social welfare centre in proceedings before the family court; acquiring skills in drafting complaints and court submissions and participation in court proceedings; getting acquainted with the case law and influence on the work of lawyers in the social welfare centre.</i>	1. The crime of domestic violence and the Criminal Procedure Code; 2. Measures of protection from domestic violence in the Law on Family and the Law on Civil Procedure; 3. Judicial practice and views of higher courts.	Without knowledge evaluation
Training of professionals for the treatment of perpetrators of violence in intimate partner relationships (2012)	Seminar (56 hours)	4 seminars	51	Learning about and adoption of modern theoretical concepts that facilitate complex contextual insight and understanding of the dynamics of the phenomenon of male violence against women in intimate partner relationships, through acquiring specific skills by participants related to the structured treatment of perpetrators of violence in 24 group sessions.	Learning about general theoretical concepts, dynamics of violence and specific characteristics of perpetrators of violence in intimate partner relationships. Presentation of approach in working with perpetrators of violence. Identifying and developing personal motives to work with perpetrators of violence, through the reconsideration of personal attitudes. Ethical principles in working with perpetrators of violence and application of anti-discriminatory practice. Characteristics of the structure and content of treatment. Structure of individual sessions and interviews with the victim, or the implementation of the assessment procedure for inclusion in treatment. Basic concepts of group work and recognition of importance of group work in the context of treatment of perpetrators of violence in intimate partner relationships. Acquiring skills for conducting sessions. Secondary traumatization of helpers. Final exam and evaluation of the effectiveness of acquired knowledge and skills.	Final exam and evaluation of the effectiveness of acquired knowledge and skills

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
Basic training package for working on the SOS hotline for women with disability who have experienced violence (2011)	Seminar (31 hours)	2 seminars	15	The overall objective of the training programme is to contribute to the provision of quality service "SOS Hotline for women with disabilities victims of violence" by strengthening the competencies necessary for the implementation of support process through SOS hotline. Specific objectives are focused on the acquisition of knowledge and the development of skills for working with violence on SOS hotline. Key goals are focused on learning about the characteristics and processes of domestic violence, particularly from the aspect of specific effect of disability, and on the acquisition of skills for the development and implementation of safety plan and conducting a phone conversation.	(Summary enclosed) The content of programme is grouped into 5 units - conceptual theoretical fundamentals; domestic violence; concept of the service of SOS hotline for women with disabilities who have experienced violence; safety plan and phone conversation. These topics deal with disability particularly in terms of the social model of disability, violence and the basic principles of working with violence and women with disabilities who have experienced violence, position and role of SOS hotline in the provision of services. Special attention is paid to phone conversation as method and knowledge and skills necessary to successfully provide support through conversation on SOS hotline, risk assessment and creation of safety plan for exiting violence.	Data unavailable
Systemic intervention programme to stop domestic violence (2008) ⁹⁰	Seminar (96 hours)	1 seminar	32	Developing the ability of systematic thinking, positioning, understanding and networking, targeted orientation and effective work with violence by using different domains of work within the joint work with other services.	Phenomenology of domestic violence and the factors that influence the occurrence and maintenance of domestic violence; psychological profiles of the victim and the perpetrator with the principles of work with the victim and the rest of the system; specifics of working with the elderly, children and other vulnerable groups in a systemic comprehensive way that integrates in the programme psychological and normative legal frameworks and measures of intervention within different domains of work.	Data unavailable

⁹⁰ Programme accreditation has expired (has not been renewed).

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
Domestic violence and system of intervention (2008) ⁹¹	Seminar (40 hours)	1 seminar	29	Acquisition of modern professional knowledge, skills and attitudes, as well as the development of motivation to work in a very complex and in different ways challenging issue of domestic violence.	1. Violence - Myths and facts; 2. Violence - definitions, forms, causes and consequences; domestic violence with focus on the abuse and neglect of children and young people; 3. Multidisciplinary system of protection of children and young people from abuse and neglect.	Data unavailable
Colleagues, join the network of protection from violence (2008) ⁹²	Seminar (16 hours)	3 seminars	37	(Overall objective) Sensitisation and training of professionals, social protection employees for responding to the needs of beneficiaries in situations of violence.	1. Introduction to problems of violence; 2. Understanding the problem of violence and the development of non-violent models of communication; 3. Getting acquainted with possible interventions in situations of violent behaviour; 4. Professionals working directly with people in situations of violence; 5. Getting acquainted with the protocols for responding to situations of violence through the network of institutions.	Data unavailable
Prevention of violence against the elderly	Seminar (22 hours/14 hours) ⁹³	2 seminars	27 ⁹⁴	(1) Training of professionals working with the elderly for the prevention of discrimination and violence against the elderly through their sensitisation to this problem and possible consequences; (2) Development and improvement of professionals' competencies for identifying the factors that lead to violence and symptoms of different types of violence for the timely detection of the elderly who are at risk of becoming or have already become victims of violence, in order to provide them with adequate assistance and	(1) Theoretical approaches to the problems of violence against the elderly; national and international documents that deal with the rights of the elderly, and recommendations about the importance of prevention of discrimination and violence in this field; marginalisation of the problems of discrimination and violence against the elderly in the system of protection and its consequences. (2) Phenomenon of violence against the elderly - types, environment in which it occurs, conditions, risk factors. (3) Symptoms of violence and recognition of support.	Data unavailable

⁹¹ Programme accreditation has expired.

⁹² Programme accreditation has expired.

⁹³ Since the information on the duration of training given in the tabular overview and provided by the RISIP is not always consistent with the information provided in the training summary, we hereby present both.

⁹⁴ The RISIP cannot provide data on participants disaggregated by gender.

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
					the elderly who are at risk of becoming or have already become victims of violence. (4) Communication skills, advisory work and support to the elderly who are at risk of becoming or have already become victims of violence.	
Application of anti-discriminatory practice in working with the elderly	Seminar (12 hours/16 hours)	8 seminars	150	<i>The overall objective of the Programme is to improve anti-discriminatory practice in the field of social protection and health care of the elderly. The specific objectives of the Programme:</i> Expanding the knowledge and skills of professionals for working with the elderly, which will allow a better understanding of the phenomenon (discrimination against the elderly at all levels) and its consequences, in order to promote anti-discriminatory practice and respect for gender equality. Development and improvement of the competencies of professionals, which strengthen their potentials and promote active and creative old age within their individual approach in dealing with the elderly. Improving the quality of life of the elderly.	(Summary enclosed) 1. Legal framework and legal regulation of anti-discriminatory practice; 2. Discrimination against the elderly; 3. Anti-discriminatory practice in working with the elderly; 4. Successful communication as a measure of prevention of discrimination in working with the elderly; 5. Risk factors for discrimination against persons suffering from dementia; 6. Behavioural disorders in persons suffering from dementia; 7. Specifics of disorders of communication with people suffering from dementia.	Data unavailable
Overcoming professional stress	Seminar (12 hours)	4 seminars	58	<i>Understanding the notion of stress (types and sources of stress - stressors and their origin); gaining knowledge about the burnout syndrome; acquiring knowledge and skills on new strategies for overcoming professional stress and on the individual and institutional forms of protection from stress and burnout syndrome.</i>	(Summary enclosed) 1. Basic knowledge of stress; 2. Professional burnout syndrome; 3. Analysis of stressors; 4. Strategy for overcoming professional stress and burnout syndrome.	Data unavailable
Protection of children from abuse and neglect:	Seminar (40 hours)	9 seminars	218	<i>General: Maintenance of helper's psychophysical health for more efficient</i>	(Summary enclosed) The training programme consists of the following 5	Data unavailable

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
The implementation of the General Protocol				and effective work with clients/service users; <i>Special:</i> Increased knowledge about existing measures and procedures for protection from stress and professional burnout syndrome; <i>Specific:</i> Skills for identifying the signs of professional stress and symptoms of burnout; awareness of their importance, better self-understanding and motivation for (self-)protection; muscle relaxation skills.	modules: 1. Identification, detection and reporting of child abuse and neglect; 2. Assessment of risk, safety, condition and needs of abused and neglected child and family; 3. Interventions aimed at abused and neglected child and family; 4. Child protection plan; 5. Prevention of burnout syndrome and secondary traumatization in the work with abused and neglected children and families.	
Protection of children from abuse and neglect in social protection institutions: The implementation of the Special Protocol	Seminar (40 hours/32 hours)	2 seminars	54	<i>The overall objective of the training programme is to develop knowledge, skills and attitudes of professionals in social protection institutions providing accommodation for beneficiaries, for the implementation of:</i> 1. Binding documents related to the protection of children from abuse and neglect in the social protection system, 2. Proactive strategies and procedures for preventing and reducing the risk of abuse and neglect, 3. Reactive measures in situations where there is suspected or present abuse and neglect of a child, which provide a quick and coordinated procedure that stops abuse, protect the child from further abuse and neglect and ensure an appropriate intervention for recovery and further safe development of the child. <i>The specific objectives of the training programme:</i> thorough knowledge and implementation of proactive strategies and procedures for preventing and reducing the risk of abuse and neglect in institutional settings; thorough knowledge of procedures in the process of protection,	(Summary enclosed) 1. Risks, manifestations, causes and consequences of child abuse and neglect in institutions; 2. Proactive strategies for eliminating the risks of child abuse and neglect in institutions; 3. Identification, detection and reporting of child abuse and neglect in institutions; 4. Assessment of risk, safety, condition and needs of abused and neglected child and other children in the institution; 5. Immediate intervention to protect the child in an institution; 6. Plan of protection for an abused and neglected child; 7. Role and cooperation of the Internal and External Child Protection Teams and the Record Keeping and Documentation Team; 8. Prevention of burnout syndrome and secondary traumatization in the work with abused and neglected children.	Data unavailable

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
				including the identification, detection, reporting, investigation and proving of abuse, as well as maintaining of documentation; the capability of assessing risk, condition and needs of the child subjected to abuse and neglect and other children and the capability to apply immediate intervention measures to protect the child / children; acquisition of knowledge and skills related to multi-sector collaboration in the process of the protection of children; acquisition of knowledge and skills for preventing and applying interventions in case of secondary traumatization of helper / professional; acquisition of skills of informing children about sex, personal boundaries and personal safety and about the mechanisms of independent and autonomous reporting of abuse and neglect in the institution; mastering skills of empowerment of children in institutions to participate actively in the process of prevention and protection from abuse and neglect.		
Interventions of social welfare centres in protecting children from abuse and neglect	Seminar (24 hours)	7 seminars	121	Introduction to and use of modern approaches, skills and methods of interventions in cases of child abuse and neglect from the aspect of SWC work, and relationships that the centre has with other services in the community. In accordance with the General Protocol for the protection of children from abuse and neglect, the programme objective is the understanding of practical aspects of its application in social protection. The programme is designed to develop techniques, skills and knowledge for working on the identification, assessment, planning and implementation of SWC interventions, in accordance with legal provisions	(Summary enclosed) Participants are trained on the procedures and steps in the process of protection of children in SWC; the application of different methods of risk assessment, safety, strengths and need; techniques and strategies for interviewing child victims, child witnesses, collaborators from the community, non-abusing parents and abusers; techniques and strategies for engaging children and their families in the assessment and planning; skills of culturally competent practices; drafting of findings and opinions, and testimony and participation in court proceedings in the field of protection of children from abuse and neglect. The elements are interconnected and harmonised, and	Data unavailable

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
				and basic roles of this service in the social protection system and in the local community.	fully operationalise the existing legislation, procedures and modern approaches to professional practice.	
Initial training for (phone) counsellors	Seminar (115 hours)	7 seminars	151	The training objective is to provide conditions and structured learning, which would allow the participants to develop the skills and knowledge they need to be successful (phone) counsellors with the support of a supervisor. The aim is also to work on elimination of direct and indirect discrimination, adopt the attitude of equal opportunities, gain skills of advisory conversation that is full of respect, recognition and acceptance, and which allows clients to express and explore their thoughts, feelings and actions. The training is aimed also at mastering the assessment of risk for abused and neglected children. The aim of the training is also to acquire the elementary knowledge on child development, developmental tasks and issues of mental health and the ways in which children and young people express their suffering. It develops an understanding of the Convention on the Rights of the Child and the General Protocol on Protection of Children from Abuse and Neglect.	(Summary enclosed) The content of the programme relates to learning about the basic model of counselling and basic skills related to counselling. Developing a conversation (beginning, middle and end of the conversation), exploring options, active listening and empathy, talks about feelings, strong emotions and trauma, child protection and provision of advice and information, and cooperation with others, administration, and topics - suicide, self-harm, family and peer abuse, neglect, loss and grieving process, prejudice. It underlines the recognition of the impact of the developmental phase of a child/ young adult on counselling, and the principle of confidentiality and the importance of supervision.	Data unavailable

Seminars and training courses of the Social Protection Chamber

Table 2

Name of training programme	Type of training	Total number of training events	Total number of participants	Training content	Knowledge evaluation method
Unification of practice in dealing with victims of domestic violence (2014) ⁹⁵	Education without a knowledge test (National conference)	1	112 ⁹⁶	The Council of Europe Convention on preventing and combating violence against women and domestic violence; implementation of the AP Vojvodina Strategy for Combating Violence; work with children and young people as prevention of gender-based violence; police work on combating violence against women; multi-sector collaboration in the protection of women from violence at the local level; presentation of a set of minimum standards for the hotline phone service; presentation of the web platform dedicated to combating violence against women.	
Interventions of SWC in the protection of victims of violence, abuse and neglect (2014)	Education without a knowledge test	Data unavailable	82	Method of recording victims of violence; the role and procedures of internal teams; developing procedures for actions; method of record keeping and documenting the work of the Team; the role and actions of the Team in the local community.	Education without a knowledge test
Advisory and therapeutic services in social protection - Treatment of perpetrators of violence in intimate partner relationships as new service in social protection (2014)	Education without a knowledge test (Conference)	Data unavailable	57	Presentation of the results of research on the implementation of the Protocol on Cross-sector Cooperation in the Process of Protection of Victims of Domestic Violence; presentation of a model for monitoring and evaluation of the Agreement; presentation of a model of a unified database on domestic violence.	

⁹⁵ The year in brackets is the year in which the event took place.⁹⁶ The Social Protection Chamber did not provide gender-disaggregated data on participants.

Name of training programme	Type of training	Total number of training events	Total number of participants	Training content	Knowledge evaluation method
Support to the implementation of the Special Protocol for the Protection of Women from Intimate Partner Violence (2014)	Education without a knowledge test	Data unavailable	98	Consideration of the issue of domestic violence from legal, social, psychological, pedagogical and sociological aspects; secondary victimisation of victims of domestic violence with a case study; implementation of the Agreement on Cooperation and Effective Protection of Victims of Domestic Violence in the Local Community - advantages and disadvantages in practice.	
Support to victims of domestic violence in the Social Welfare Centre (2014)	Education without a knowledge test	Data unavailable	53	Phenomenology of domestic violence; specifics of working with children and youth victims of violence; specifics of working with the elderly and sick victims of domestic violence and neglect; specifics of working with the abuser; implementation of the General and Special Protocols on the protection of children and youth victims of domestic violence; network of cooperation and communication within the departments of City SWC; measures of family legal protection aimed at stopping domestic violence; case study from practice.	Education without a knowledge test
Development of social housing services for women victims of violence	Education without a knowledge test	1	60	Legal framework for the implementation of treatment service; treatment of perpetrators of violence in intimate partner relationships in the City SWC in Belgrade, Novi Sad, Kraljevo and Čačak; advisory and therapeutic services in social protection.	Education without a knowledge test
Interventions of SWC in the protection of victims of violence, abuse and neglect (2015)	Education without a knowledge test (round table)	Data unavailable	91	Violence in intimate partner relationships	
Invisible witnesses and double victims: Link between violence against women and child abuse (2015)	Education without a knowledge test	5	137	The effects of the new method of protecting women victims of domestic violence in the municipal departments of City SWC; case study.	Education without a knowledge test
Family legal response of public agencies to domestic violence against women and children (2015)	Education without a knowledge test	2	52	Concept of abuser's exclusive responsibility for violence applied in working with victims of violence; working with victims of domestic violence.	Education without a knowledge test

Name of training programme	Type of training	Total number of training events	Total number of participants	Training content	Knowledge evaluation method
Domestic violence - principles and procedures in dealing with victims, action to raise public and individual awareness (2015)	Education without a knowledge test (International conference)	-	Number has not been provided	Protection of the victims of crime: international and European law and policies; victims of crime, gender-based violence and restorative justice: European policy, national legislation and practice.	
Due diligence in combating violence against women (2014)	(National conference)	1	133	Need for national networking: The final conference of the IMPACT Project in Barcelona - transfer of experience; European Network for Work with Perpetrators of Domestic Violence (WWP) - goals, possibility of joining the network; National Network for Work with Perpetrators of Domestic Violence, models of organising the network; Draft Rulebook on the place and manner of conducting a psychosocial treatment; proposals to the Ministry of Justice and the Ministry of Labour, Employment, Veteran and Social Affairs.	
Improving the system of protection of victims of domestic violence by establishing a system for monitoring and evaluation (2014)	(Conference)	1	8	Experience of providing social housing in Apatin for women victims of violence; experience of providing social housing in Sremska Mitrovica for women victims of violence; service of social housing in a supportive environment and violence against women; development of social housing services in the European countries.	Education without a knowledge test
Protection of victims - international law, national legislation and practice (2014)	(International conference)	Data unavailable	Number has not been provided	The role of supervisor in an internal team for violence; method of recording victims of violence	
Work with perpetrators of violence: Examples of good practice (2014)	(Panel discussion)	1	19	Presentation of the results of implementing the "Treatment for Perpetrators of Violence in Intimate Partner Relationships" in the SWC of the City of Subotica	
More efficient protection of victims of domestic violence in the	(International conference)	1	16	Professionals dealing with the psychosocial treatment of perpetrators of violence in intimate partner relationships	

Name of training programme	Type of training	Total number of training events	Total number of participants	Training content	Knowledge evaluation method
Municipality of Kikinda (2014)					
Violence in intimate partner relationships (2014)	(Panel discussion)	1	15	The state's response to violence; Protocol on Conduct of Police Officers in Cases of Domestic Violence	
Psychosocial treatment of perpetrators of violence in intimate partner relationships - another step towards the establishment of service (2014)	(Panel discussion)	Data unavailable	25	Public institutions in the fight against violence; forms of domestic violence; the power to change; peer violence; domestic violence - legal regulations	
The role of supervisor in an internal team for violence (2014)	(Round table)	1	12	Phenomenology of domestic violence; specifics of working with children and youth victims of violence; specifics of working with the elderly and sick victims of domestic violence and neglect; specifics of working with the abuser; implementation of the General and Special Protocols on the protection of children and youth victims of domestic violence; network of cooperation and communication within the departments of City SWC; measures of family legal protection aimed at stopping domestic violence; case study from practice.	Education without a knowledge test
National network of the providers of service of treatment of perpetrators of violence in intimate partner relationships (2015)	(Round table)	-	16	Recognising the risk of violence against women through child misuse - factors and risk assessment; recognising the link between violence against women and child abuse and institutional interventions; granting custody of a child and maintaining personal relationships with the parent who does not have custody in cases of violence; parental style of a violent parent, victim's parenting problems.	Education without a knowledge test
Presentation of the results of implementing the "Treatment for Perpetrators of Violence in Intimate Partner Relationships" in the	(Round table)	1	31	Treatment of perpetrators of violence in intimate partner relationships in the Agreement on Procedures and Cooperation of Institutions, Bodies and Organisations in the Territory of Kragujevac; network of the providers of treatment of perpetrators of domestic violence; Agreement on the establishment of a network of providers of treatment of perpetrators of domestic violence and intimate partner	

Name of training programme	Type of training	Total number of training events	Total number of participants	Training content	Knowledge evaluation method
SWC of the City of Subotica (2014)				relationships; elaboration of the key elements of the Agreement of Treatment Providers Network; completed tasks since the establishment of the Network Initiative Board; involvement in the European Network for the Work with Perpetrators of Violence; Network Activity Plan for 2015 and 2016.	
Protocols on Conduct of Police Officers and Social Welfare Centres in Cases of Domestic Violence (2014)	(Panel discussion)	1	24	Treatment of perpetrators of violence in intimate partner relationships as an integral approach to the process of abuse; the principle of opportunity according to the CPC; experience in the implementation of the treatment of perpetrators of violence in intimate partner relationships in Niš, Kragujevac and Leskovac; previous experience - difficulties and lessons learned in developing and implementing psychosocial treatment.	
Protection from violence (2014)	(Panel discussion)	1	17	Records of competent institutions concerning domestic violence; impact of violence against women on intimate partner relationship and on children, and the response of public services to this problem; actions of courts and SWC in Belgrade, Novi Sad and Kragujevac in procedures for imposing measures of protection in the family in cases where a party in the procedure is a woman who has minor children.	Education without a knowledge test
Violence in intimate partner relationships - Treatment of perpetrators as new service in social protection at the regional level (2015)	(Panel discussion)	-	65	Domestic violence - principles and procedures in dealing with victims; detection of violence and identification of domestic violence; determination of violence and actions upon determination; myths and prejudices about violence.	Education without a knowledge test
Work with abused children	Education without a knowledge test	1	20		Education without a knowledge test
Violence against children with developmental challenges	Education without a knowledge test	1	38		

Name of training programme	Type of training	Total number of training events	Total number of participants	Training content	Knowledge evaluation method
Protecting children from sexual abuse in South Bačka District	(Round table)	1	14		
Protecting the elderly from domestic violence	Education without a knowledge test	1	-		

Seminars and training courses of the Ministry of Interior

Table 3

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
Domestic violence and institutional protection (2010-2014) ⁹⁷	Seminar ⁹⁸	56 seminars	1082 (53 women)	Identifying violence, risk assessment and planning of measures to be taken; providing guidelines for dealing with situations of domestic violence; permanent training for dealing with situations of domestic violence; domestic violence record- keeping; regular monitoring and assessment of the effects of the measures taken; adaptation, modification and supplements to the procedures and measures; coordinated exchange of information with other institutions (prosecutor's offices, courts, health care institutions, social welfare centres, schools and other).	Basic theoretical concepts on domestic violence; domestic violence; common misconceptions about violence in the family and intimate partner relationship; principles of domestic violence; characteristics of domestic violence; consequences of domestic violence; social support; competences and interventions of institutions.	Data unavailable
Implementing anti-discriminatory policies	Seminar	6 seminars	91 (6 women)	Acquiring knowledge necessary for understanding the importance of implementation of anti-discriminatory policies and identifying possible discrimination in the immediate work environment	Discrimination - basic concepts, causes and consequences, forms and types, hate speech; legal and institutional framework for fighting against discrimination; gender equality and gender-based violence; gender-based	Data unavailable

⁹⁷ The years in brackets are the years in which the seminar took place.

⁹⁸ Information about the seminar duration in hours is not available.

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
Respecting equality	Seminar	Data unavailable	Data unavailable		discrimination; mechanisms for the promotion of gender equality. The notion of racial, religious and gender discrimination; the most common manifestations of intolerance; the role of language in promoting equal opportunities; the notion of person with special needs; methods of providing assistance in the exercise of the rights of persons with special needs.	Data unavailable
Police actions in accordance with the Special Protocol on Police Conduct in Cases of Violence against Women in the Family and in Intimate Partner Relationships (2013)	Seminar	Data unavailable	1300 and 57 trained trainers		Forms - manifestations of domestic violence; family members according to the Criminal Code; general principles of the protection of women victims of domestic violence in intimate partner relationships; reporting of violence against women in the family and in intimate partner relationships through a phone call; referral and arrival of police officers on the scene of violence against women in the family and in intimate partner relationships; the most common risks; documenting the event; statements of support to victims of violence against women in the family and in intimate partner relationships; cooperation with other organisations and institutions dealing with violence against women in the family and in intimate partner relationships.	The knowledge of police officers is evaluated through an exam consisting of theoretical and practical parts. The exam is conducted by the commission consisting of the president and two members.
PEACE model for conducting an official interview (2014)	Seminar	-	-	Collection of information and evidence and establishing the truth; persons from vulnerable groups, whether in the capacity of victim,	Definition of official interview; principles of conducting an official interview; communication skills (planning and preparation, creating of witness or suspect, must at all times get an adequate treatment; permanent training for maintaining a structured and professional communication leads to improved interviewing and listening skills; identifying the communication techniques that facilitate conversation with the interviewee; planning and preparation ensure readiness to conduct the interview which will be in accordance with the police ethics;	Data unavailable

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
				PEACE model techniques provide an opportunity to build a relationship of trust, ensure control of interviewing and reduce the impact of personal bias; raising self-esteem and acquiring skills of observations while conducting an informative interview.	good rapport, listening and interrogation skills); the structure of PEACE model; involvement and explanation; free recall model and targeted communication model; concluding an interview.	
Police work with marginalised, minority and socially vulnerable groups (2012-2014);	Seminar	23 seminars	396 (48 women)	Identifying existing prejudices, attitudes and behaviour towards the aforementioned groups; monitoring the efficiency and promptness of the authority; learning about the ways to develop a constructive attitude towards these groups; sharing experiences from practice.	Respect for diversity; overcoming prejudices and stereotypes against the marginalised, minority and socially vulnerable groups; models of facing and fighting discrimination and inappropriate attitudes and behaviours.	Data unavailable
Community policing (2015)	Data unavailable	Data unavailable	Data unavailable	Establishment of modern policing standards; strengthening citizens' and community trust in the police; establishment of policing in accordance with the security needs of citizens; cooperation and partnership of community and police;	Community-oriented policing, the importance of security priorities of citizens and community for efficient policing; the importance of dealing with the causes of crime; problem-oriented approach to work; police-community partnership.	Data unavailable
				establishment of an effective security prevention; problem-oriented approach and commitment to respecting ethical principles and diversity.		

Seminars and training courses of the Judicial Academy

Table 4

Name of training programme	Type of training	Total number of training events	Total number of participant s	Training goals	Training content	Knowledge evaluation method
Criminal legal protection from domestic violence (2013) ⁹⁹	Seminar (6 hours)	2 seminars	Data unavailable	Data unavailable	The notion of family, the causes of domestic violence and forms of violence; the National Strategy; national legislation and (non-)compliance with international legal instruments; advantage of prosecutorial investigation in detecting, proving and preventing crimes of domestic violence; enhanced cooperation between relevant actors; court actions in the presentation and evaluation of evidence pursuant to the provisions of the CPC; status and protection of injured parties in court proceedings; the Criminal Code, the Criminal Procedure Code, the Law on Misdemeanours and the Law on Family; the role and importance of SWC; hearing of witnesses (particularly vulnerable witness); court procedures upon regular and extraordinary legal remedies; importance of forensic medical examination for documenting violence in the proceedings; forensic medical aspects of procedure in cases of domestic violence;	Without a knowledge test

⁹⁹ The year in brackets is the year in which the seminar took place for the first time.

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
Women who killed their abusers (2012)	Counselling	4 counselling sessions	77 participants ¹⁰⁰	Data unavailable	Film <i>Women who killed their abusers</i> (I. Kisić); discussion about similar examples and analysis of hypothetical cases; Article 8 of the European Convention on Human Rights (right to privacy and the obligations of public authorities); position of the victim of domestic or intimate partner violence as perpetrator of crime in comparative law;	Without a knowledge test
Civil legal protection from domestic violence - enforcement in family legal relations (2014)	Seminar (5 hours)	2 seminars	Data unavailable	Data unavailable	Court procedures in the enforcement of decisions concerning family legal relations; actions of SWC in the procedures of the enforcement of decisions concerning family legal relations;	Without a knowledge test
Criminal legal protection from domestic violence (2013)	Seminar - advanced training (5 hours)	4 seminars	Data unavailable	Data unavailable	Child's right to participation; psychological aspects of participation; discussion; child's opinion, discussion; civil legal protection from domestic violence; types of violence, psychological violence; standing to institute proceedings for the protection from domestic violence; assessment of victim's safety; children as indirect victims of domestic violence; maintaining personal relations of the child with the parent with whom the child does not live and against whom a measure of protection from domestic violence has been imposed; discussion;	Without a knowledge test
The application of anti-discriminatory legislation in the Republic of Serbia (2015)	Seminar (four days)	5 seminars	Data unavailable	Data unavailable	General concept of discrimination and basic types; gender equality; forms of discrimination; international sources of law and regional standards and mechanisms of protection against discrimination; the use of sign language before court; the Commissioner for Protection of	Without a knowledge test

¹⁰⁰ The Judicial Academy does not keep gender-disaggregated data on participants.

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
					Equality (institution and procedures); the Commissioner's practice (case studies); mechanisms of discrimination against persons with disabilities; the Law on Gender Equality, the Law on Protection of Persons with Disabilities, by-laws, the implementation of the Law on Civil Procedure in these cases; judicial practice; criminal legal protection in cases of discrimination; penal provisions of the Law on Prohibition of Discrimination;	
Discrimination and domestic violence (2014)	Workshop (5 hours) and initial training	2 workshops	Data unavailable	1. Understanding the legal framework in the field of domestic violence and its proper application in practice; 2. Understanding the notion of discrimination, the possibilities of civil legal protection from discrimination, the role of gender stereotypes and prejudices and obligation to eliminate them; 3. Appropriate application of international standards and norms that are binding for the RS, in particular of the relevant judgements of the European Court of Human Rights and their incorporation into the text of the judgement; domestic violence in a situation of division of property;	The existing legal framework in the field of discrimination and domestic violence; solving tasks; presentation of tasks; final comments and questions;	Without a knowledge test
Psychosocial treatment of the perpetrator of violence in the family and intimate partner relationships (2012)	Seminar (4 hours)	3 seminars	58 participants	Data unavailable	Treatment of the perpetrators of domestic violence; deferred criminal prosecution - referral to psychosocial treatment of the perpetrator of domestic and intimate partner violence; experience of cooperation between the prosecutor's office and SWC Kragujevac; cooperation between the Belgrade City SWC	Without a knowledge test

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
					and basic prosecutor's offices in Belgrade; discussion;	
The fight against sexual and gender-based violence - Introduction (2011)	Seminar (5 hours)	5 seminars	297 participants ¹⁰¹	Data unavailable	Basic notions; overview of the situation in the judicial system of the RS; legal framework for gender equality; international sources of law (CEDAW Convention); national sources of law; the Law on Prohibition of Discrimination and the Law on Gender Equality; discussion;	Without a knowledge test
The fight against sexual and gender-based violence - Civil legal protection (2011)	Seminar (5 hours)	5 seminars		Data unavailable	Family legal protection; the Law on Labour; the Law on Gender Equality; application of the Law on Civil Procedure (standing to commence an action, types of actions/complaints, provisional measures, rules of presenting evidence, complaints of the Commissioner and other parties, special procedural legal position of the person who knowingly exposed him/herself to discrimination, appropriate application of the provisions of the Law on Civil Procedure and the Law on Enforcement Procedure, judicial protection under the Law on Gender Equality; judicial protection under the Law on Prevention of Discrimination against Persons with Disabilities); discussion;	Without a knowledge test
The fight against sexual and gender-based violence - Criminal legal protection (2011)	Seminar (5 hours)	5 seminars		Data unavailable	Trafficking in human beings; domestic violence; crimes against sexual freedom; penal provisions of the Law on Prohibition of Discrimination; discussion;	Without a knowledge test

¹⁰¹ The total number of the participants of three seminars form the series *The fight against sexual and gender-based violence* (129 judges, 41 prosecutors, 79 judicial and prosecutorial associates, 48 participants of the initial training of the Judicial Academy) has been provided.

Seminars and training courses of the Human Resources Management Service of the Government of the Republic of Serbia

Table 5

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
Protection from discrimination: legislation and practice (2010) ¹⁰²	Seminar (6 hours)	1 seminar	14	Introduction to legal provisions; introduction to the forms of discrimination; raising awareness about equal civil status of employees;	Equal access to jobs; equal opportunity for advancement and reward and the exercise of the right to protection; application of the principle of equality in relations with clients; forms of discrimination; how to respect the principle of equality;	Without a knowledge test
Protection from discrimination (2012-2013)	Seminar (6 hours)	3 seminars	40	Informing the participants about anti-discriminatory legislation, the provisions of the Law on Prohibition of Discrimination, the rights and obligations arising from that Law, and developing the ability to recognise discrimination and proper response in cases of discriminatory treatment. ¹⁰³	Phenomenon of discrimination; definition of basic concepts; forms of discrimination; anti-discriminatory normative framework; instruments of legal protection from discrimination; international standards on national equality bodies; the Commissioner for Protection of Equality: the role and mandate; response in cases of discrimination; prevention of discrimination and improvement of the realisation of equality with special emphasis on gender equality, sex and gender as well as personal characteristics and gender-sensitive language; procedure before the Commissioner for Protection of Equality; judicial protection from discrimination; examples from practice (of domestic and international courts); the place and role of other organisations that provide assistance to victims of discrimination.	Without a knowledge test

¹⁰² The years in brackets are the years in which the education took place.

¹⁰³ From the training programme for 2015.

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
Gender equality (2011-2012)	Seminar (6 hours)	4 seminars	29	Acquiring new knowledge in the field of gender equality and gender-based violence.	Basic notions (gender and sex, gender identity, gender roles, gender equity and gender equality, discrimination, gender perspective (gender mainstreaming), gender and language; gender-based violence, concept, forms, characteristics, factors that contribute to its occurrence and consequences; international standards on gender equality and gender-based violence; legal framework of the Republic of Serbia in the field of gender equality and gender-based violence, gender equality mechanisms in Serbia.	Without a knowledge test
Protection of human rights and the Protector of Citizens (2012)	Seminar (5 hours)	2 seminars	25	Improving participants' knowledge of the statutory modalities of cooperation between the Protector of Citizens and the administrative authorities to ensure that citizens exercise their rights ¹⁰⁴ .	Competences of the Protector of Citizens; obligations of public authorities arising from the Law on the Protector of Citizens; the procedure of controlling the legality and regularity of the work of administrative authorities; models of cooperation with public authorities; complying with the recommendations issued by the Protector of Citizens.	Without a knowledge test
The mechanisms for monitoring the implementation of core international human rights treaties ¹⁰⁵	Seminar (5 hours)	Data unavailable	Data unavailable	Informing participants about the mechanisms of supervision over the implementation of core international human rights treaties, and about the obligations of the Republic of Serbia in the implementation of the recommendations and concluding comments of the UN treaty bodies.	Overview of core international human rights treaties; the methodology of reporting on ratified basic international human rights treaties; the content of the concluding observations of the UN treaty bodies regarding the reports of the Republic of Serbia on the implementation of ratified basic international human rights treaties; application in public authorities; Rulebook on Conduct of Employers and Employees in Connection with Prevention of and Protection from Workplace Mobbing; the role of support person; procedures in disputes concerning workplace mobbing on the basis of the Law on Peaceful Settlement of Labour Disputes; experience from practice in disputes concerning workplace mobbing.	Without a knowledge test
Mobbing - prevention of and protection from workplace mobbing	Seminar	7 seminars	128 seminars	Enhancing the knowledge of civil servants on the prevention of and protection from workplace mobbing.	Law on Prevention of Workplace Mobbing -	Without a knowledge test

¹⁰⁴ The content taken from the Programme of General Continuous Professional Development of Civil Servants for 2015 (which may not be the same as the content of programmes implemented in the previous periods).

¹⁰⁵ The seminar is listed in the training programme but information on its implementation has not been provided.

Seminars and training courses of the Serbian Medical Chamber and the Serbian Health Council

Table 6

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
Domestic violence (2011) ¹⁰⁶	Course (6 hours)	Data unavailable	Data unavailable	1. Improving the understanding of integrative approach to domestic violence; 2. Upgrading the knowledge relevant for assessment and basic intervention in working with families in violence in the health care system; 3. Identifying the importance of network, role and tasks of health care professionals in the network and access to family in violence.	Domestic violence - the family as a whole; effects on the growth and development of children; recognition of violence and prompt response of health care professionals; good judgement, development of personal sensitivity of health care professionals and associates; approach is multidisciplinary; legal framework as a guideline for intervention; family therapy intervention (depending on the type of violence, risks, established cooperation); establishment of efficient network;	Without knowledge evaluation immediately or at a later stage
Domestic violence - role of chosen physician (2012)	Expert meeting (2 hours)	Data unavailable	Data unavailable	1. Identifying cases of domestic violence; 2. Manifestations of violence; 3. The consequences of violence for the physical health of women; 4. Response of the health care system to violence; 5. Role of health care professionals in health care centres.	Learning about the characteristics of domestic violence and violence against women; why women stay in violent relationships; consequences of violence for women's health; model of treatment in health care institutions and documenting bodily injuries; getting acquainted with legislation; the role of chosen physician;	Without knowledge evaluation immediately or at a later stage
Domestic violence - the problem of the whole community (2012)	Course (6 hours)	Data unavailable	Data unavailable	1. Identifying cases of domestic violence; 2. Cooperation with local self-governments and networking; 3. The consequences of violence for the	Women and children as groups at risk; the General and Special Protocols; why women stay in violent relationships; consequences of violence for women's health; model of	Knowledge test

¹⁰⁶ The year in brackets is the year of accreditation. According to the information of the Serbian Medical Chamber, this seminar was not re-accredited, while the authors provide information in the form that it was accredited.

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
				physical health of women; 4. Response of the health care system to violence; 5. Role of health care professionals in health care centres.	treatment in health care institutions and documenting bodily injuries; legislation and forensic medical aspects; cooperation between relevant institutions; the role of NGOs and SOS hotlines and good communication with the victim; the role of visiting nurses; treatment of perpetrators of violence;	
Violence and health care system (2012)	Course (6 hours)	Data unavailable	Data unavailable	1. Getting acquainted with various forms of violence against women and children; 2. Education of health care professionals on dealing with victims of violence; 3. Sensitization to the problem of violence (incidence); 4. Successful intervention in case of violence and cross-sector collaboration; 5. Education on the implementation of the Special Protocol on Protection of Children from Abuse and Neglect;	Types of violence against women and children and health consequences; dynamics of violent relationships; the role of health care services in cases of violence; how to protect the victim of violence and how to intervene effectively; suspected violence and identification of victims of violence; skills of communication with emergency intervention; timely intervention and representatives of other systems in the local community; documenting and working in accordance with the special protocols of the health care system;	Knowledge test
Violence against women (2014)	Expert meeting (1 hour)	Data unavailable	Data unavailable	1. Introduction to the notion of domestic violence, intimate partner violence, identification; 2. Getting acquainted with the types of violence and abusers and the legal provisions on the protection against violence; 3. Getting acquainted with the way of reporting - to whom, how, where; 4. Prevention of violence, campaigns, SOS hotlines; 5. Getting acquainted with the General Protocol for Action and Cooperation of Institutions, Bodies and Organisations in the Situations of Violence against Women within the Family and in Intimate	Definition of violence against women; identification of unequal relationship with men; definition of gender-based violence in international documents; exposure of multiple marginalised groups of women; prevalence of violence; legal definitions;	Without knowledge evaluation immediately or at a later stage

Name of training programme	Type of training	Total number of training events	Total number of participants	Training goals	Training content	Knowledge evaluation method
Violence in the family and intimate partner relationships	Test (5 hours)	Data unavailable	Data unavailable	Partner Relationship. 1. Raising awareness of health care professionals about the fact that detection, adequate documentation and adequate treatment of victims of violence are their professional obligations; 2. Learning about the patterns of violence and the tactics used by the abuser; 3. Learning about stereotypes and ways of justifying violence, health consequences and battered woman syndrome; 4. Skills of providing support and help to victims of violence; 5. Active and proper involvement of a larger number of health care professionals in the fight against gender-based violence.	Identifying patterns of domestic violence and their consequences for women's health; asking questions about violence - who, why and what to ask; adequate treatment of victims of violence (providing medical attention and documenting violence); training on the assessment of victims' safety (level of danger); training on providing promptly the victim of violence with all the resources available in the community.	50-question test and a case study

ANNEX 2

NORMATIVE FRAMEWORK AND INTERNATIONAL STANDARDS

1. NORMATIVE FRAMEWORK

*Constitution of the Republic of Serbia*¹⁰⁷

- The State shall guarantee the equality of women and men and develop equal opportunities policy¹⁰⁸.
- The Constitution guarantees equality before the Constitution and law. Everyone shall have the right to equal legal protection, without discrimination and prohibits any discrimination based on any grounds¹⁰⁹. The Constitution shall guarantee the following: right to human dignity and free development of personality¹¹⁰; right to life¹¹¹; inviolability of physical and mental integrity¹¹²; right to equal protection of rights and legal remedy¹¹³ and right to protection of physical and mental health¹¹⁴.
- The Constitution guarantees special protection of families, mothers, single parents and any child¹¹⁵.

*International Covenant on Civil and Political Rights*¹¹⁶

- All persons are equal before the law and are entitled without any discrimination to the equal protection of the law. The law shall prohibit any discrimination and guarantee to all persons equal and effective protection against discrimination on any ground such as sex, inter alia¹¹⁷.
- Every human being has the right to life¹¹⁸, liberty and security of person¹¹⁹.

*International Covenant on Economic, Social and Cultural Rights*¹²⁰

- The States Parties to the present Covenant recognize that the widest possible protection and assistance should be accorded to the family, which is the natural and fundamental group unit of society, as well as that special measures of protection and assistance should be taken on behalf of all children and young persons without any discrimination¹²¹.
- Everyone is entitled to the enjoyment of the highest attainable standard of physical and mental health he/she can achieve.¹²²

*Convention on the Elimination of All Forms of Discrimination against Women*¹²³

- Discrimination against women shall mean any distinction, exclusion or restriction made on the basis of sex which has the effect or purpose of impairing or nullifying the recognition, enjoyment or exercise by women, irrespective of their marital status, on a basis of equality of men and women, of human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field¹²⁴.

¹⁰⁷ Official Gazette of RS, No. 98/2006.

¹⁰⁸ Article 15 of the Constitution of the Republic of Serbia, Official Gazette of RS, no. 98/2006.

¹⁰⁹ Article 21 of the Constitution of the Republic of Serbia, Official Gazette of RS, no. 98/2006.

¹¹⁰ Article 23 of the Constitution of the Republic of Serbia, Official Gazette of RS, no. 98/2006.

¹¹¹ Article 24 of the Constitution of the Republic of Serbia, Official Gazette of RS, no. 98/2006.

¹¹² Article 25 of the Constitution of the Republic of Serbia, Official Gazette of RS, no. 98/2006.

¹¹³ Article 36 of the Constitution of the Republic of Serbia, Official Gazette of RS, no. 98/2006.

¹¹⁴ Article 68 of the Constitution of the Republic of Serbia, Official Gazette of RS, no. 98/2006.

¹¹⁵ Article 66 of the Constitution of the Republic of Serbia, Official Gazette of RS, no. 98/2006.

¹¹⁶ Official Journal of SFRY – International Treaties, No. 7/71.

¹¹⁷ Article 26 of the International Covenant on Civil and Political Rights, Official Journal of SFRY – International Treaties, No. 7/71.

¹¹⁸ Article 6 of the International Covenant on Civil and Political Rights, Official Journal of SFRY – International Treaties, No. 7/71.

¹¹⁹ Article 9 of the International Covenant on Civil and Political Rights, Official Journal of SFRY – International Treaties, No. 7/71.

¹²⁰ Official Journal of SFRY – International Treaties, No. 7/71.

¹²¹ Article 10 of the International Covenant on Economic, Social and Cultural Rights, available at <http://www.ohchr.org/EN/ProfessionalInterest/Pages/cescr.aspx>, accessed on 10.10.2016.

¹²² International Covenant on Economic, Social and Cultural Rights, Article 12, available at <http://www.ohchr.org/EN/ProfessionalInterest/Pages/cescr.aspx>, accessed on 10.10.2016.

¹²³ Official Journal of SFRY – International Treaties, No. 11/81.

¹²⁴ Article 1 of the Convention on the Elimination of All Forms of Discrimination against Women, Official Journal of SFRY – International Treaties, No. 11/81.

- States parties undertake to pursue by all appropriate means and without delay a policy of eliminating discrimination against women and particularly to adopt appropriate legislative and other measures, including sanctions where appropriate, prohibiting all discrimination against women; to establish legal protection of the rights of women on an equal basis with men and to ensure through competent national tribunals and other public institutions the effective protection of women against any act of discrimination; to refrain from engaging in any act or practice of discrimination against women and to ensure that public authorities and institutions shall act in conformity with this obligation; to take all appropriate measures, including legislation, to modify or abolish existing laws, regulations, customs and practices which constitute discrimination against women¹²⁵.

*General recommendation no. 19 of the Committee for the Elimination of All Forms of Discrimination against Women*¹²⁶

- Violence against women represents a form of discrimination in the sense of Article 1 of the Convention on the Elimination of All Forms of Discrimination against Women and should be considered as serious breach of human rights of women. Violence against women is violation of their internationally recognised human rights, regardless of whether the offender is a civil servant of the public authority or private person.
- The Committee on the Elimination of All Forms of Discrimination against Women calls on States Parties to ensure that laws against family violence and abuse, rape, sexual assault and other gender-based violence give adequate protection to all women, and respect their integrity and dignity. Appropriate protective and support services should be provided for victims. Gender-sensitive training of judicial and law enforcement officers and other public officials is essential for the effective implementation of the Convention.

*Declaration on the Elimination of Violence against Women*¹²⁷

- The States and international community should take up measures oriented towards elimination of all forms of violence against women, regardless whether they occur in public or private life. These measures comprise appropriate criminal legislation, development of national plans of action, provision of services and resources for women- victims of violence, **training courses and gender sensibilization of civil servants**, as well as provision of funds from the Government's budget with a view to combating violence against women¹²⁸.

*Convention on the Rights of the Child*¹²⁹

- States undertake to take up all appropriate legislative, administrative, social and educational measures for the purpose of protection of a child against all forms of physical or mental violence, injuries or abuse, neglect or negligent conduct, ill-treatment and exploitation, including sexual abuse of the child's parents, legal guardians or other individuals legally responsible for the child. Such protection measures should encompass, where needed, efficient procedures for establishing social programmes to provide necessary support for the child and individuals legally responsible for the child, as well as other forms of the prevention, identification, reporting, referral, investigation, conduct and monitoring of the above mentioned child abuse cases and, if needed, court proceedings¹³⁰.

¹²⁵ Article 2 of the Convention on the Elimination of All Forms of Discrimination against Women, *Official Journal of SFRY – International Treaties*, No. 11/81.

¹²⁶ General recommendation no. 19 of the Committee for the Elimination of All Forms of Discrimination against Women, available at <http://www.un.org/womenwatch/daw/cedaw/recommendations/recomm.htm> or at <http://www.womenngo.org.rs/publikacije-dp/medjunarodni%20dokumenti.pdf>, accessed on 10.10.2016.

¹²⁷ The United Nations General Assembly adopted the Declaration on the Elimination of Violence against Women (A/RES/48/104) on 20 December 1993, available at <http://www.un.org/documents/ga/res/48/a48r104.htm> or at <http://www.womenngo.org.rs/publikacije-dp/medjunarodni%20dokumenti.pdf>, accessed on 10.10.2016.

¹²⁸ Article 4 of the Declaration on the Elimination of Violence against Women available at <http://www.un.org/documents/ga/res/48/a48r104.htm> or at <http://www.womenngo.org.rs/publikacije-dp/medjunarodni%20dokumenti.pdf>, accessed on 10.10.2016.

¹²⁹ *Official Journal of SFRY – International Treaties*, No. 15/90 and *Official Journal of FRY – International Treaties*, Nos. 4/96 and 2/97

¹³⁰ Article 19 of the Convention on the Rights of the Child (*Official Journal of SFRY – International Treaties*, no. 15/90 and *Official Journal of FRY – International Treaties*, nos. 4/96 and 2/97).

*General comment no.13 of the Committee for the Rights of the Child: Right of the child to freedom from all forms of violence*¹³¹

- Subjecting the child to domestic violence represents a form of mental abuse of the child.

*Convention on the Rights of Persons with Disabilities*¹³²

- The States recognise that women and girls with disabilities are subject to multiple discrimination and in this regard shall take measures to ensure the full and equal enjoyment by them of all human rights and fundamental freedoms¹³³.
- States Parties shall take all appropriate legislative, administrative, social, **educational** and other measures to protect persons with disabilities, both within and outside the home, from all forms of exploitation, violence and abuse, including their gender-based aspects. These measures should provide, inter alia, appropriate forms of gender- and age-sensitive assistance and support for persons with disabilities and their families and caregivers, including through the provision of information and **education on how to avoid, recognize and report instances of exploitation, violence and abuse**.¹³⁴

*European Convention for the Protection of Human Rights and Fundamental Freedoms*¹³⁵

- The enjoyment of the rights and freedoms set forth in this Convention shall be secured without discrimination on any ground such as sex, inter alia¹³⁶. Everyone's right to life shall be protected by law¹³⁷. Everyone has the right to liberty and security of person.¹³⁸ No one shall be discriminated against by any public authority on the ground of sex or any other ground.¹³⁹

*Convention of the Council of Europe on Preventing and Combating Violence against Women and Domestic Violence*¹⁴⁰

- Violence against women is understood as a violation of human rights and a form of discrimination against women and shall mean all acts of gender-based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life. Domestic violence shall mean all acts of physical, sexual, psychological or economic violence that occur within the family or domestic unit or between former or current spouses or partners, whether or not the perpetrator shares or has shared the same residence with the victim.¹⁴¹
- States Parties shall refrain from engaging in any act of violence against women and ensure that public authorities, officials, agents, institutions and other actors acting on behalf of the State act in conformity with this obligation. Parties shall take the necessary legislative and other measures to exercise due diligence to prevent, investigate, punish and provide reparation for acts of violence covered by the scope of this Convention that are perpetrated by non-State actors¹⁴².

¹³¹ General comment No. 13 of the Committee for the Rights of the Child: Right of the child to freedom from all forms of violence, point 21, available at http://www.pravadeteta.com/attachments/288_OK%2013.pdf, accessed on 10.10.2016.

¹³² *Official Gazette of RS*, No. 42/09.

¹³³ Article 6 of the Convention on the Rights of Persons with Disabilities, *Official Gazette of RS*, No. 42/09.

¹³⁴ Article 16 of the Convention on the Rights of Persons with Disabilities, *Official Gazette of RS*, No. 42/09.

¹³⁵ *Official Journal of SaM – International Treaties*, no. 9/03, *Official Gazette of RS*, No. 42/09.

¹³⁶ Article 14 of the European Convention for the Protection of Human Rights and Fundamental Freedoms, *Official Journal of SaM – International Treaties*, No. 9/03.

¹³⁷ Article 2 of the European Convention for the Protection of Human Rights and Fundamental Freedoms, *Official Journal of SaM – International Treaties*, No. 9/03.

¹³⁸ Article 5 of the European Convention for the Protection of Human Rights and Fundamental Freedoms, *Official Journal of SaM – International Treaties*, No. 9/03.

¹³⁹ Article 1 of Protocol no. 12 to the European Convention for the Protection of Human Rights and Fundamental Freedoms, *Official Journal of SaM – International Treaties*, No. 9/03.

¹⁴⁰ *Official Gazette of RS – International Treaties*, Nos. 12/13, 4/14.

¹⁴¹ Article 3 of the Convention of the Council of Europe on Preventing and Combating Violence against Women and Domestic Violence, *Official Gazette of RS – International Treaties*, Nos. 12/13, 4/14.

¹⁴² Article 5 of the Convention of the Council of Europe on Preventing and Combating Violence against Women and Domestic Violence, *Official Gazette of RS – International Treaties*, Nos. 12/13, 4/14.

- Parties shall take the necessary measures to promote changes in the social and cultural patterns of behaviour of women and men with a view to eradicating prejudices, customs, traditions and all other practices which are based on the idea of the inferiority of women or on stereotyped roles for women and men, as well as necessary legislative and other measures to prevent all forms of violence against women¹⁴³. These measures include **provision of appropriate training for the relevant professionals** on the prevention and detection of such violence, equality between women and men, the needs and rights of victims, as well as on how to prevent secondary victimisation and on co-ordinated multi- agency co-operation to allow for a comprehensive and appropriate handling of referrals in cases of violence against women¹⁴⁴.
- Parties shall provide or strengthen appropriate training for the relevant professionals dealing with victims or perpetrators of all acts of violence covered by the scope of this Convention, on the prevention and detection of such violence, equality between women and men, the needs and rights of victims, as well as on how to prevent secondary victimisation. This training includes training on co-ordinated multi-agency co-operation to allow for a comprehensive and appropriate handling of referrals in cases of violence covered by the scope of this Convention¹⁴⁵.
- States Parties undertake necessary legislative or other measures to protect all victims from any further acts of violence, to ensure that there are appropriate mechanisms to provide for effective co-operation between all relevant public authorities, including the judiciary, public prosecutors, law enforcement agencies, local and regional authorities as well as non-governmental organisations and other relevant organisations and entities, in protecting and supporting victims and witnesses of all forms of violence, including by referring to general and specialist support services. The measures taken need to fulfil the following criteria:
 - **be based on a gendered understanding of violence** against women and domestic violence and shall focus on the human rights and safety of the victim;
 - be based on an integrated approach which takes into account the relationship between victims, perpetrators, children and their wider social environment;
 - to aim at avoiding secondary victimization;
 - to aim at the empowerment and economic independence of women victims of violence;
 - to allow, where appropriate, for a range of protection and support services to be located on the same premises;
 - to address the specific needs of vulnerable persons, including child victims, and be made available to them¹⁴⁶.

*Law on Police*¹⁴⁷

- For the purpose of this Law, professional training and development for the needs of police shall mean the acquisition and upgrade of knowledge, skills, attitudes and behaviour, with a view to increasing efficiency and effectiveness in the performance of policing activities.
- The Minister shall specify: programme, procedure and manner of professional development of trainees and their professional exam; content, form and manner of conducting professional training and development referred to in paragraph 1 of this Article; rights, duties and responsibilities of participants of professional training and development; criteria for the selection of candidates for participants of professional development upon announced competition; other issues related to professional training and development.¹⁴⁸
- The Minister shall adopt programmes of professional training and development.

¹⁴³ Article 12 of the Convention of the Council of Europe on Preventing and Combating Violence against Women and Domestic Violence, *Official Gazette of RS – International Treaties*, Nos. 12/13, 4/14.

¹⁴⁴ Article 15 of the Convention of the Council of Europe on Preventing and Combating Violence against Women and Domestic Violence, *Official Gazette of RS – International Treaties*, Nos. 12/13, 4/14.

¹⁴⁵ Article 15 of the Convention of the Council of Europe on Preventing and Combating Violence against Women and Domestic Violence, *Official Gazette of RS – International Treaties*, Nos. 12/13, 4/14.

¹⁴⁶ Article 18 of the Convention of the Council of Europe on Preventing and Combating Violence against Women and Domestic Violence, *Official Gazette of RS – International Treaties*, Nos. 12/13, 4/14.

¹⁴⁷ *Official Gazette of RS*, Nos. 101/2005, 63/2009 - CC Decision, 92/2011 and 64/2015.

¹⁴⁸ Article 153 of the Law on Police, *Official Gazette of RS*, Nos. 101/2005, 63/2009 - CC Decision, 92/2011 and 64/2015.

- In accordance with the programmes referred to in paragraph 1 of this Article, the Police Director shall adopt plans for the implementation of particular forms of professional training and development in accordance with the available funds in the budget.
- Police officers can also participate in other forms of professional training and development conducted by domestic and foreign institutions, in accordance with special programmes and plans.¹⁴⁹

*Law on Social Protection*¹⁵⁰

- Professional development, for the purpose of this Law, shall be continuous acquisition of knowledge and skills by professional staff and associates in the social protection system. The costs of professional development of professional staff and associates shall be borne by the employer, professional staff and associates¹⁵¹.

Professional staff and associates in the social protection system shall have the right and duty to continuously follow the development of science and profession in the course of their professional work and to develop professionally in order to maintain and improve their professional competencies and professional performance quality.

Professional development of professional staff shall be a condition for advancement and for obtaining and renewal of license, in accordance with law.¹⁵²

- The institution of social protection or social service provider shall provide professional development for professional staff and associates in accordance with this Law and according to the plan of professional development.

The plan of professional development referred to in paragraph 1 of this Article shall be adopted by the institution of social protection or social service provider. The Plan of Social Protection Staff Development shall be adopted by the minister responsible for social protection, at the proposal of the social protection institute¹⁵³.

- The Social Protection Chamber shall: represent and protect the professional interests of its members; take care of the reputation of the members of the Chamber and of the compliance of social protection activities with the Code of Ethics; take the initiative for detailed regulation of the manner of completing the internship and taking the internship exam, as well as for the professional development of professional staff and associates, and for the detailed regulation of conditions that must be met by institutions of social protection and social protection service providers to be eligible for internship; initiate the adoption of regulations in the field of social protection; provide expert assistance to the members of the Chamber; perform other duties in accordance with law and the statute of the Chamber¹⁵⁴.
- The Republic Institute for Social Protection shall perform the following tasks: overseeing the quality of expert work and services in the institutions of social protection, in accordance with this Law; providing expert support (hereinafter referred to as: supervisory support) for the purpose of improving expert work and social protection services; studying social issues and problems, activity and the effects of social protection, preparing analyses and reports in the field of social protection and proposing measures to improve social protection; developing a social protection quality system; coordinating the development of service standards and proposing to the competent ministry the improvement of existing and introduction of new standards; developing and implementing the models of supervisory support in social protection institutions and social protection service providers; proposing a human resources development plan including a plan of priority training programmes in the social protection system to the ministry responsible for social protection; developing databases of importance for the social protection system; participating in the preparation, implementation, monitoring and reassessment of the effects of the implementation of strategies, action plans, laws and regulations relating to the development of social protection activities; initiating and participating in the creation

¹⁴⁹ Article 154 of the Law on Police, *Official Gazette of RS*, Nos. 101/2005, 63/2009 - CC Decision, 92/2011 and 64/2015.

¹⁵⁰ *Official Gazette of RS*, No. 24/2011.

¹⁵¹ Article 143 of the Law on Social Protection, *Official Gazette of RS*, No. 24/2011.

¹⁵² Article 144 of the Law on Social Protection, *Official Gazette of RS*, No. 24/2011.

¹⁵³ Article 145 of the Law on Social Protection, *Official Gazette of RS*, No. 24/2011.

¹⁵⁴ Article 160 of the Law on Social Protection, *Official Gazette of RS*, No. 24/2011.

and introduction of innovations in the social protection system; organising and participating in the professional development and training of professional staff and associates; drafting and publishing monographs, journals and proceedings, professional manuals, guides, bulletins, studies and examples of good practice; initiating, participating and organising scientific and expert meetings and cooperating with domestic and international organisations; informing the professional and general public on the implementation of social protection; indicating the needs and problems of beneficiaries, especially the beneficiaries from vulnerable social groups; performing other duties in accordance with law and other regulations¹⁵⁵.

- The Republic Institute for Social Protection, in accordance with this Law, shall perform expert and organisational tasks in the procedure of accreditation of training programmes or service provision programmes designed to provide professional development to professional staff and associates in social protection institutions and social protection service providers¹⁵⁶.

Rulebook on the organisation, norms and standards of the work of social welfare Centres¹⁵⁷

- The professional staff of social welfare centres shall be required to develop professionally for the purpose of better performance and improvement of professional work¹⁵⁸.
- The supervisor of the organisation and management of professional work shall: ensure the protection of the best interests of beneficiaries in all phases of the procedure; organise and implement the supervision procedure in all phases of professional work consisting of reception, initial assessment, assessment, planning, evaluation and review; inform the manager in cases of unprofessional, illegal and incompetent behaviour of case manager; prepare annual reports on the progress in the work of case managers and professional staff under his or her supervision, and propose plans and programmes of professional training for professional staff¹⁵⁹.

Rulebook on standards and procedure of accreditation of training programmes for professional staff and associates in the social protection system¹⁶⁰

- This Rulebook regulates the standards for accreditation of training programmes, way of conducting an accreditation procedure, way of administering and content of the Accreditation Applications Register, the Register of Accredited Training Programmes and the Register of Implemented Training Programmes, as well as the content and form of certificate on completed training according to the accredited training programme.¹⁶¹
- The Registers shall be kept in written and electronic form¹⁶².
- The Accreditation Applications Register shall include the serial number, the name of the training programme, the date of application, author's name, a list of all documents submitted as part of the application and the date of accreditation decision¹⁶³.
- The Register of Accredited Training Programmes shall include the programme serial number and name, group of accredited training programme to which the programme has been classified, names of authors, names of trainers, field and end target group, complete tender documentation submitted by the authors and decision issued by the ministry responsible for social protection affairs¹⁶⁴.
- Records of the implementation of accredited training programmes shall be kept on the basis of implementation report submitted by the programme authors to the Institute.

¹⁵⁵ Article 164 of the Law on Social Protection, *Official Gazette of RS*, No. 24/2011.

¹⁵⁶ Article 165 of the Law on Social Protection, *Official Gazette of RS*, No. 24/2011.

¹⁵⁷ *Official Gazette of RS*, Nos. 59/2008, 37/2010, 39/2011.

¹⁵⁸ Article 12 of the Rulebook on the organisation, norms and standards of the work of Social Welfare Centres, *Official Gazette of RS*, Nos. 59/2008, 37/2010, 39/2011.

¹⁵⁹ Article 30 of the Rulebook on the organisation, norms and standards of the work of Social Welfare Centres, *Official Gazette of RS*, Nos. 59/2008, 37/2010, 39/2011.

¹⁶⁰ *Official Gazette of RS*, No. 31/2014.

¹⁶¹ Article 1 of the Rulebook on standards and procedure of accreditation of training programmes for professional staff and associates in the social protection system, *Official Gazette of RS*, No. 31/2014.

¹⁶² Article 21 of the Rulebook on standards and procedure of accreditation of training programmes for professional staff and associates in the social protection system, *Official Gazette of RS*, No. 31/2014.

¹⁶³ Article 22 of the Rulebook on standards and procedure of accreditation of training programmes for professional staff and associates in the social protection system, *Official Gazette of RS*, No. 31/2014.

The implementation report shall be submitted in written and electronic form. An integral part of the report shall be a list of participants who successfully completed training including the following information: name and surname, citizen's personal identification number (JMBG), occupation, institution of employment, tasks performed in the institution, email address and contact phone number. The report on the implementation of accredited training programmes shall be recorded in the Register of Accredited Training Programmes.

The Register of Implemented Training Programmes shall include the serial number and name of the training programme, name of ordering entity, date and duration of implementation, names of trainers and training participants.

The Register shall include the authors' report on the implementation of training programmes, as well as the report on conducted control of the implementation of accredited training programme¹⁶⁵.

Rulebook on licensing social protection professionals¹⁶⁶

- A license shall be issued to a professional worker who meets the requirements determined by the law governing social protection and this Rulebook.
- The requirements for the issuance of license for performing basic professional tasks of social service.¹⁶⁷ The license for performing basic professional tasks of social service shall be issued to a professional worker who: has completed basic vocational studies, basic academic studies and second-level studies in social work, psychology, adult education, special education or special pedagogy; has completed the appropriate accredited training programme for acquiring specific knowledge and skills for a specific job (case manager, educator, foster care advisor, independence advisor) or for working with a specific group of beneficiaries (victims of violence, people with disabilities, the elderly and others); has acquired work experience in social protection activities in the duration of at least one year or has completed an internship and passed a license examination or, if the work experience was gained outside of the system of social protection - has completed training for newly employed and volunteering professional workers and associates in accordance with the law and has passed a license examination.
- A professional worker who has completed second-level studies according to the programmes that include contents contributing to the acquisition of specific knowledge and skills for a particular jobs or to the work of a particular group of beneficiaries shall not be required to complete the accredited training programme referred to in paragraph 1 point 2) of this Article¹⁶⁸.
- A professional worker shall be required to develop professionally in accordance with the Law, other regulation governing professional development in social protection and this Rulebook. Professional development within the meaning of paragraph 1 of this Article shall include: continuously keeping abreast of the developments in the theory and practice of social protection; and acquiring knowledge and skills that enhance the process of protection and support to beneficiaries. The professional worker's licence shall be renewed if he or she meets the requirements specified in this Rulebook. The professional worker shall meet the requirements for the renewal of license by acquiring the required number of points in accordance with this Rulebook. The requirements within the meaning of paragraph 3 of this Article shall refer to the number of points specified in the Scoring List, which is printed along with this Rulebook and constitutes its integral part. The professional worker shall accumulate points actively or passively, in accordance with the Scoring List. The professional worker shall be required to submit to the Chamber, by the end of the current calendar year, relevant evidence on the number of points acquired in the previous period. The professional worker shall be credited points above the number envisaged by this Rulebook for license renewal, if they are earned prior to the renewal of license, a maximum of 20 points, at the time of next license renewal.¹⁶⁹

¹⁶⁴ Article 23 of the Rulebook on standards and procedure of accreditation of training programmes for professional staff and associates in the social protection system, *Official Gazette of RS*, No. 31/2014.

¹⁶⁵ Article 24 of the Rulebook on standards and procedure of accreditation of training programmes for professional staff and associates in the social protection system, *Official Gazette of RS*, No. 31/2014.

¹⁶⁶ *Official Gazette of RS*, No. 42/2013.

¹⁶⁷ Article 4 of the Rulebook on licensing social protection professionals, *Official Gazette of RS*, No. 42/2013.

¹⁶⁸ Article 5 of the Rulebook on licensing social protection professionals, *Official Gazette of RS*, No. 42/2013.

¹⁶⁹ Article 10 of the Rulebook on licensing social protection professionals, *Official Gazette of RS*, No. 42/2013.

- Active point earning shall imply that the professional worker participates, individually or as a team member, in the process of continuous education, in a way that contributes to the development of theoretical and practical knowledge in social protection. Active point earning shall include: the acquisition of scientific, specialist and professional titles; lectures at national and international conventions, professional and scientific conferences; authorship of training programmes (education) with and without knowledge evaluation; delivery of training in the capacity of certified trainer; passed knowledge tests in educational and training courses; participation in expert and scientific projects; organising, conducting or actively participating in panel discussions and roundtables; publishing papers in indexed and non-indexed journals and monographs; being an editor or member of the editorial board of indexed and non-indexed journals and monographs.¹⁷⁰
- The professional worker can acquire points by participating in conferences, scientific and expert events as an active or passive participant. Scientific and expert events shall be the events organised by a relevant international or national scientific & educational or professional organisation.¹⁷¹
- Education with knowledge evaluation shall refer to a successfully completed accredited training programme, as documented with an appropriate certificate issued in accordance with the Rulebook governing the accreditation of training programmes.¹⁷²
- Education without knowledge evaluation shall be organised by a professional worker for the purpose of transferring knowledge, skills and experiences to his or her colleagues. The subject of education without knowledge evaluation can be: case study, examples of good practice, informing on the content of international or expert events, participation in working groups, etc.¹⁷³
- Panel discussions and roundtables are one-day meetings with a maximum of 50 (panel discussions) or 20 (roundtables) participants who are organised in order to exchange experiences and knowledge in topics relevant to the field of social protection.¹⁷⁴
- For the renewal of license for performing specialised tasks of social protection, the professional worker shall be required to: acquire 120 points in the field relevant to the specialised professional tasks of social protection, in the period of six years from the issuance of the license, provided that 30% of total points required are acquired in the first three years; at least 40% of points are acquired by taking active participation in the field relevant to the specialised professional tasks of social protection.¹⁷⁵

Statute of the Social Protection Chamber¹⁷⁶

- The Social Protection Chamber is an independent and professional organisation of professional employees and associates in the field of social protection established for the purpose of achieving the following objectives: conducting the procedure of licensing professional social workers; adoption of the Code of Professional Ethics and establishment of the Ethics Committee; determining violations of professional ethics and imposing measures for violations committed in accordance with the provisions of the Code; representing the professional interests of members and employees in social protection; provision of expert assistance to members; initiating change of regulations in the field of social protection; organising expert meetings, data processing and research; performing the publishing activity in the field of social protection.¹⁷⁷

¹⁷⁰ Article 11 of the Rulebook on licensing social protection professionals, *Official Gazette of RS*, No. 42/2013.

¹⁷¹ Article 12 of the Rulebook on licensing social protection professionals, *Official Gazette of RS*, No. 42/2013.

¹⁷² Article 13 of the Rulebook on licensing social protection professionals, *Official Gazette of RS*, No. 42/2013.

¹⁷³ Article 14 of the Rulebook on licensing social protection professionals, *Official Gazette of RS*, No. 42/2013.

¹⁷⁴ Article 15 of the Rulebook on licensing social protection professionals, *Official Gazette of RS*, No. 42/2013.

¹⁷⁵ Article 20 of the Rulebook on licensing social protection professionals, *Official Gazette of RS*, No. 42/2013.

¹⁷⁶ *Official Gazette of RS*, No. 118/2012, 27/2013 and 13/2014.

¹⁷⁷ Article 2 of the Statute of the Social Protection Chamber, *Official Gazette of RS*, No. 118/2012, 27/2013 и 13/2014.

- In performing other tasks, the Chamber shall: represent and protect the professional interests of its members, take care of the reputation of the members of the Chamber and of the compliance of social protection activities with the Code of Ethics; take the initiative for detailed regulation of the manner of completing the internship and taking the internship exam, as well as for the professional development of professional staff and associates, and for the detailed regulation of conditions that must be met by institutions of social protection and social protection service providers to be eligible for internship; initiate the adoption of regulations in the field of social protection; provide expert assistance to the members of the Chamber; engage in publishing activities in the field of social protection, perform data processing and research in social protection, organise expert meetings in the field of social work and social policy, psychology, pedagogy, adult education, sociology, law, economy and other; perform other duties in accordance with law and the statute of the Chamber.¹⁷⁸

*Law on Health Care*¹⁷⁹

- The mandate of the Health Council shall be to: implement the procedure of quality assessment of continuous education programme for health care professionals and associates (hereinafter referred to as: accreditation of continuous education programmes), in accordance with Article 187 paragraph 3 of this Law; give opinion on the proposal of the human resources development plan in the health care system¹⁸⁰.
- Professional development, within the meaning of this Law, shall mean the acquisition of knowledge and skills by health care professionals and associates, which includes: specialization and sub-specialization; continuous education. The costs of professional development of health care professionals and associates shall be borne by the employer.¹⁸¹
- Health care professionals and associates shall have the right and duty to, in the course of their work, continuously follow the development of medical, dental medical, pharmaceutical sciences, as well as of other relevant sciences, and to professionally develop for the purpose of maintaining and improving the quality of their work. Professional development of health care professionals is the requirement for obtaining or renewal of licenses. A health care institution or private practice shall allow the employed health care professional and associate to use paid leave for continuous education for the purpose of license renewal required for independent practice, in accordance with this Law.¹⁸²
- A health care institution or private practice shall provide professional development to health care professionals and associates, in accordance with this Law and in line with the plan of professional development of health care professionals and associates in a health care institution or private practice. The plan of professional development referred to in paragraph 1 of this Article shall be adopted by the health care institution on the basis of the human resources development plan in the health care system, adopted by the Minister. The human resources development plan in the health care system referred to in paragraph 2 of this Article shall include: 1) programme of professional development of health care professionals and associates¹⁸³.
- Continuous education shall imply: participation at professional and scientific events; participation in seminars, training courses, and other programmes of continuous education. The type, programmes, method, procedure, and duration of continuous education referred to in paragraph 1 of this Article, institutes and associations that can conduct the procedure of continuous education, criteria for accreditation of continuous education programmes, as well as other issues of importance for the implementation of continuous education, shall be specified by the minister. Accreditation of continuous education programmes referred to in paragraph 2 of this Article shall be done by the Health Council¹⁸⁴.

¹⁷⁸ Article 15 of the Statute of the Social Protection Chamber, *Official Gazette of RS*, No. 118/2012, 27/2013 и 13/2014.

¹⁷⁹ *Official Gazette of RS*, No. 107/2005, 72/2009 – as amended, 88/2010, 99/2010, 57/2011, 119/2012, 45/2013 – as amended and 93/2014.

¹⁸⁰ Article 154 of the Law on Health Care, *Official Gazette of RS*, No. 107/2005, 72/2009 – as amended, 88/2010, 99/2010, 57/2011, 119/2012, 45/2013 – as amended and 93/2014.

¹⁸¹ Article 181 of the Law on Health Care, *Official Gazette of RS*, No. 107/2005, 72/2009 – as amended, 88/2010, 99/2010, 57/2011, 119/2012, 45/2013 – as amended and 93/2014.

¹⁸² Article 182 of the Law on Health Care, *Official Gazette of RS*, No. 107/2005, 72/2009 – as amended, 88/2010, 99/2010, 57/2011, 119/2012, 45/2013 – as amended and 93/2014.

¹⁸³ Article 183 of the Law on Health Care, *Official Gazette of RS*, No. 107/2005, 72/2009 – as amended, 88/2010, 99/2010, 57/2011, 119/2012, 45/2013 – as amended and 93/2014.

¹⁸⁴ Article 187 of the Law on Health Care, No. 107/2005, 72/2009 – as amended, 88/2010, 99/2010, 57/2011, 119/2012, 45/2013 – as amended and 93/2014.

*Rulebook on detailed conditions for the implementation of continuous education for health care professionals and associates*¹⁸⁵

- This Rulebook defines the type, programmes, methods, procedures and duration of continuous education, institutions and associations that can conduct the procedure of continuous education, criteria for accreditation of continuous education programmes, as well as other issues of importance for the implementation of continuous education for health care professionals and associates.¹⁸⁶
- Continuous education shall imply: participation at professional and scientific events; participation in seminars, training courses, and other programmes of continuous education.¹⁸⁷
- The procedure of continuous education programme quality assessment (hereinafter referred to as: accreditation programme) shall be conducted by the Serbian Health Council (hereinafter referred to as: the Health Council) at least four times a year.¹⁸⁸
- A special working body of the Health Council shall monitor the implementation quality of accredited continuous education programmes and prepare a report thereof. The report on the implementation quality of accredited continuous education programmes shall include the evaluation of implementation, which can be the basis for assessing the possibility of further implementation of a continuous education programme. After each implemented accredited continuous education programme, the organiser shall conduct the evaluation of that programme, except for expert meetings, whereas at least one question shall refer to the general evaluation of that programme rated on a scale of 1 to 5. The organiser shall submit report on implemented accredited continuous education programme to the Health Council and competent chambers, within 15 days of the implementation of that programme. The report referred to in paragraph 4 of this Article shall include the following information: programme number from the list of accredited programmes published on the website of the Health Council or competent chamber; date of the adoption of decision on programme accreditation; list of lecturers and participants with the numbers of licenses; allocated points to lecturers and participants for all continuous education programmes except expert meetings; and the results of conducted evaluation with the average score of the general evaluation of continuous education programme.¹⁸⁹

*Law on High Judicial Council*¹⁹⁰

The Council shall:

- Elect judges to permanent tenure of judicial office;
- Decide on the termination of judicial office;
- Propose candidates to the National Assembly for the first judicial tenure;
- Propose to the National Assembly the election and dismissal of the President of the Supreme Court of Cassation and presidents of courts;
- Propose to the Supreme Court of Cassation the candidates for judges of the Constitutional Court;
- Appoint lay judges;
- Decide on the transfer, assignment, and objection to the suspension of judges;
- Decide on incompatibility of other services and jobs with the judicial office;
- Decide in the process of appraising the performance of judges and court presidents;
- Determine the composition, duration and termination of the mandate of the members of disciplinary bodies, appoint the members of disciplinary bodies and regulate the manner of operation and decision making in disciplinary bodies;
- Decide on legal remedies in disciplinary procedure;
- Approve the programme for continuous training of judges and court staff, and monitor its implementation;
- Establish programme for the initial training of judges;
- Adopt the Code of Ethics;
- Determine the number of judges and lay judges for each court;
- Perform tasks of judicial administration within its purview;
- Decide on the issues of immunity of judges and Council Members;

¹⁹⁰ Official Gazette of RS, No. 116/2008 и 101/2010.

- Propose the amount and structure of budgetary funds necessary for current expenditures of courts and oversee disbursement of funds in accordance with law;
- Decide on objections in the procedure of the election of Council Members from the ranks of judges;
- Form its Working Bodies and permanent and *ad hoc* Commissions, and elect their Members;
- Provide opinions on amendments to the existing laws or on the passing of new laws governing the status of judges, organisation and functioning of courts, as well as other systemic laws applied by courts or of importance for exercising judicial office;
- Decide on the existence of conditions for damage compensation due to unlawful and erroneous actions of a judge;
- Submit annual reports on its work to the National Assembly;
- Perform tasks related to the implementation of the National Strategy for the Reform of Judiciary within its purview;
- Inform the public on its work;
- Cooperate with Judicial Councils from other countries and with international organisations;
- Adopt acts provided for by law;
- Perform other duties as specified by law.¹⁹¹

***Law on State Prosecutorial Council*¹⁹²**

The State Council shall:

- Establish a list of candidates for the election of the Republic Public Prosecutor and public prosecutors and submit it to the Government;
- Propose to the National Assembly the candidates for deputy public prosecutors elected for the first time;
- Elect deputy public prosecutors for permanent office of deputy public prosecutor;
- Elect deputy public prosecutors with permanent tenure for deputy public prosecutors in a higher public prosecutor's office;
- Decide on the termination of office of deputy public prosecutors;
- Establish reasons for the dismissal from office of a public prosecutor and/or deputy public prosecutor;
- Designate the public prosecutor's office wherein a public prosecutor and deputy public prosecutors shall continue to perform duties of deputy public prosecutor in case a public prosecutor's office ceases to exist;
- Decide on suspension of the Republic Public Prosecutor;
- Decide on the objection to the decision on suspension of a public prosecutor and/or deputy public prosecutor;
- Propose the amount and structure of budgetary funds required for the operation of public prosecutor's offices, i.e. for current expenditures, and oversee their spending, in accordance with law;
- Determine what other functions, affairs or private interests are contrary to the dignity and autonomy of the public prosecutor's office;
- Appoint the Acting Republic Public Prosecutor;
- Decide on the objection to the decision of the Republic Public Prosecutor when considered that there was no election for a public prosecutor and deputy public prosecutor;
- Give opinions on amendments to existing laws or adoption of new laws governing the status and actions of public prosecutors and deputy public prosecutors, organisation of public prosecutor's offices, and of other laws applied by public prosecutor's offices;
- Adopt the Code of Ethics;
- Keep a personal file for each public prosecutor, deputy public prosecutor and employee in a public prosecutor's office;
- Appoint and dismiss the Disciplinary Prosecutor and his or her deputies, and members of the Disciplinary Commission and their deputies;
- Adopt decisions on legal remedies in disciplinary procedure;

¹⁹¹ Article 13 of the Law on High Judicial Council, *Official Gazette of RS*, No. 116/2008 и 101/2010.

¹⁹² *Official Gazette of RS*, No. 116/2008.

- Adopt Rulebook on criteria for performance appraisal of public prosecutors and deputy public prosecutors;
- Adopt a decision on legal remedy against the decision on performance appraisal of public prosecutors and deputy public prosecutors;
- Decide on objections in the procedure of electing the State Council members from among public prosecutors and deputy public prosecutors;
- Perform tasks related to the implementation of the National Strategy for Judicial Reform;
- Establish the content of the training programme for deputy public prosecutors elected to office for the first time and prosecutorial assistants, in accordance with law;
- Propose the training programme for public prosecutors and deputy public prosecutors with permanent tenure;
- Perform other tasks set forth by law.¹⁹³

*Law on Judicial Academy*¹⁹⁴

- The Academy shall:
 - Organise and conduct entrance exam for the initial training;
 - Organise and conduct the initial training;
 - Organise and conduct continuous training of judges and prosecutors;
 - Organise and conduct training of lecturers and mentors;
 - Organise and conduct professional development of judicial and prosecutorial staff;
 - Establish and maintain cooperation with local, foreign and international institutions, organisations and associations on matters concerning its activities;
 - Issue publications and perform other publishing activities;
 - Carry out research and analyses and cooperate with scientific institutions;
 - Systematically gather information of relevance for the work of the Academy, especially those concerning the conduct of training and results thereof, and shall manage documentation information centre;
 - Gather and process data related to court practice;
 - Perform other tasks stipulated by law and the Statute of the Academy (hereinafter referred to as: the Statute).¹⁹⁵
- The training of judges and prosecutors shall imply organised acquisition and advancement of practical and theoretical knowledge and skills required for independent, and/or autonomous, professional and efficient performance of their office.¹⁹⁶
- The initial training shall imply organised acquisition of practical and theoretical knowledge and skills, understanding the role and basic principles of actions of judges and deputy public prosecutors for the purpose of independent, professional and efficient performance of the office of a judge in a misdemeanour and basic court and that of a deputy public prosecutor in a basic public prosecutor's office.¹⁹⁷
- The initial training programme shall include the application of substantive and procedural laws, judicial and prosecutorial practice, ethical standards for judges and prosecutors, international legal standards, internal organisation of work of courts and prosecutor's offices, scientific and professional papers in the fields of national and international law as well as the skills required for the performance of judicial and prosecutorial duties. The initial training programme shall be established by the High Judicial Council and the State Prosecutorial Council, upon the proposal drafted by the Programme Council and adopted by the Steering Committee of the Academy. The initial training shall last two years, starting on 1 October and shall comprise the theoretical and practical part in the field of constitutional, civil, criminal and misdemeanour law as well as general and professional culture. The duration of the training for each of the fields shall be determined by the initial training

¹⁹³ Article 13 of the Law on State Prosecutorial Council, *Official Gazette of RS*, No. 116/2008.

¹⁹⁴ *Official Gazette of RS*, No. 104/2009 and 32/2014 – CC Decision.

¹⁹⁵ Article 5 of the Law on Judicial Academy, *Official Gazette of RS*, No. 104/2009 and 32/2014 – CC Decision.

¹⁹⁶ Article 23 of the Law on Judicial Academy, *Official Gazette of RS*, No. 104/2009 and 32/2014 – CC Decision.

¹⁹⁷ Article 25 of the Law on Judicial Academy, *Official Gazette of RS*, No. 104/2009 and 32/2014 – CC Decision.

programme. The theoretical part of the training shall be delivered through presenting different topics organised by the Academy, while the practical part shall imply work in the judicial bodies under the supervision of a mentor as well as work in the institutions other than judicial ones.¹⁹⁸

- Continuous training shall imply the acquisition of advanced theoretical and practical knowledge and skills for the purpose of professional and efficient performance of judicial and prosecutorial function.¹⁹⁹
- Beneficiaries of continuous training shall be judges and prosecutors. The Academy shall keep a record of judges and prosecutors participating in the continuous training programme and shall submit these data to the High Judicial Council and the State Prosecutorial Council.²⁰⁰
- Continuous training may be voluntary and mandatory. Continuous training shall be voluntary except when envisaged as mandatory by a decision of the High Judicial Council and the State Prosecutorial Council in case of the change of specialisation, significant changes of regulations, introduction of new methods of work, in order to remove shortcomings in the work of a judge or a deputy public prosecutor observed in the course of their work, as well as for those judges and deputy public prosecutors who are elected for the first time to the post of a judge or prosecutor and who have not attended the initial training programme. The continuous training programme shall be adopted by the Steering Committee at the proposal of the Programme Council with the approval of the High Judicial Council or State Prosecutorial Council.²⁰¹
- Judges and deputy public prosecutors elected for the first time to these posts, who have not attended the initial training, shall be obliged to attend a special continuous training programme. The content and duration of the special continuous training programme shall be laid down in the act of the Programme Council depending on the professional experience of the beneficiary referred to in paragraph 1 of this Article. The beneficiary of the special continuous training programme referred to in paragraph 1 of this Article shall have his/her workload and working hours reduced by up to 30% during the course of the programme upon a decision of the High Judicial Council or the State Prosecutorial Council. Beneficiaries of the special continuous training programme shall also be the judges and deputy public prosecutors who were appointed by the decision of the High Judicial Council or the State Prosecutorial Council, when required, for the purpose of removing shortcomings in the work of a judge and a deputy public prosecutor observed in the course of evaluation of their work. In this case, the continuous training shall be mandatory. The decision of the High Judicial Council or the State Prosecutorial Council may for certain categories of judges and prosecutors require mandatory continuous training, namely, in case of election to a court or a public prosecutor's office of a higher instance, change of specialisation, significant changes of regulations and the introduction of new working methods. The Academy shall be required to develop a special continuous training programme in accordance with the decisions of the High Judicial Council or the State Prosecutorial Council.²⁰²
- The Academy shall be required to submit to the courts and public prosecutor's offices a framework annual programme for voluntary continuous training for the following calendar year once a year, no later than 1st of December. Judges and prosecutors shall submit to the Academy their applications for the programme referred to in paragraph 1 of this Article until 31st of December of the current year for the following calendar year.
- For each of the programmes offered, the Academy shall determine beneficiaries and inform the courts and public prosecutor's offices thereof. The Academy shall issue to judges and prosecutors a certificate on their participation in the continuous training programmes.²⁰³

¹⁹⁸ Article 35 of the Law on Judicial Academy, *Official Gazette of RS*, No. 104/2009 and 32/2014 – CC Decision.

¹⁹⁹ Article 41 of the Law on Judicial Academy, *Official Gazette of RS*, No. 104/2009 and 32/2014 – CC Decision.

²⁰⁰ Article 42 of the Law on Judicial Academy, *Official Gazette of RS*, No. 104/2009 and 32/2014 – CC Decision.

²⁰¹ Article 43 of the Law on Judicial Academy, *Official Gazette of RS*, No. 104/2009 and 32/2014 – CC Decision.

²⁰² Article 45 of the Law on Judicial Academy, *Official Gazette of RS*, Nos. 104/2009 and 32/2014 – CC Decision.

²⁰³ Article 46 of the Law on Judicial Academy, *Official Gazette of RS*, nos. 104/2009 and 32/2014 – CC Decision.

*Law on Civil Servants*²⁰⁴

- Professional development is the right and duty of civil servants to acquire knowledge and skills, and abilities to perform tasks of the workplace, in accordance with the needs of the public authority. The manager shall provide civil servants with professional development needed for the performance of tasks of the workplace in accordance with the professional development programmes established by this Law.²⁰⁵
- Professional development shall be based on the general and special programmes that determine the forms and content of professional development. General professional development programme for civil servants from public administration bodies and Government offices, upon previously obtained opinion of the High Judicial Council, shall be adopted by the minister responsible for public administration affairs, except for the general professional development programme for civil servants in the field of European Union which, in line with his or her scope of work, shall be adopted by the director of the Government office responsible for the coordination of tasks concerning EU accession, upon previously obtained opinion of the High Judicial Council. The general professional development programmes referred to in paragraph 2 of this Article shall be adjusted to the needs of public administration bodies and Government offices. Special professional development programmes for civil servants shall be adopted by the manager for each year, in accordance with the specific needs of a particular public authority²⁰⁶.
- Professional development of civil servants in accordance with general professional development programmes shall be organised by the Human Resources Management Service, except for the training in the field of European Union which, in line with its scope of work, shall be organised and implemented by the Government office responsible for the coordination of tasks concerning EU accession. Professional development of civil servants with diplomatic status shall be organised by the ministry responsible for foreign affairs at the Diplomatic Academy, in accordance with the programme governing the diplomatic and consular training of civil servants with diplomatic status. Professional development programmes for civil servants shall be implemented, as a rule, by the employees of public administration bodies, Government offices and other public authorities, as well as professionals in the fields relevant to the work of public administration. The Government shall regulate in more detail the manner of determining the need for professional development, types of general professional development programmes, basic elements of the content of general and special professional development programmes, manner of implementation of general professional development programme and record keeping of adopted and implemented general programmes and planned and implemented special professional development programmes for civil servants, method and procedure of selection and engagement of trainers, fees for the trainers implementing the professional development programme, as well as other issues of importance for professional development.²⁰⁷
- Funds for professional development shall be provided from the budget of the Republic of Serbia. Funds for general professional development programmes for civil servants, organised by the Human Resources Management Service, shall be provided in the amount of 0.01% of the total funds secured for the salaries of all employees in public administration bodies and Government offices.²⁰⁸

²⁰⁴ *Official Gazette of RS*, nos. 79/2005, 81/2005 - corrigendum, 83/2005 - corrigendum, 64/2007, 67/2007 - corrigendum, 116/2008, 104/2009 and 99/2014.

²⁰⁵ Article 96 of the Law on Civil Servants, *Official Gazette of RS*, Nos. 79/2005, 81/2005 - corrigendum, 83/2005 - corrigendum, 64/2007, 67/2007 - corrigendum, 116/2008, 104/2009 and 99/2014.

²⁰⁶ Article 97 of the Law on Civil Servants, *Official Gazette of RS*, Nos. 79/2005, 81/2005 - corrigendum, 83/2005 - corrigendum, 64/2007, 67/2007 - corrigendum, 116/2008, 104/2009 and 99/2014.

²⁰⁷ Article 97a of the Law on Civil Servants, *Official Gazette of RS*, Nos. 79/2005, 81/2005 - corrigendum, 83/2005 - corrigendum, 64/2007, 67/2007 - corrigendum, 116/2008, 104/2009 and 99/2014.

²⁰⁸ Article 97b of the Law on Civil Servants, *Official Gazette of RS*, Nos. 79/2005, 81/2005 - corrigendum, 83/2005 - corrigendum, 64/2007, 67/2007 - corrigendum, 116/2008, 104/2009 and 99/2014.

*Decree on Professional Development of Civil Servants*²⁰⁹

- This Decree shall regulate the manner of determining the need for professional development, types of general professional development programmes, basic elements of the content of general and special professional development programmes, manner of implementation of general professional development programme, record keeping of adopted and implemented general programmes and planned and implemented special professional development programmes for civil servants, method and procedure of selection and engagement of trainers, fees for the trainers conducting professional development programme, professional development through internship, manner of selection of civil servants referred to professional development through internships, essential elements of the agreement on the regulation of mutual rights and obligations of the civil servant and the authority referring the civil servant to internship, method of calculation and reimbursement of internship costs, method of transferring expert knowledge and skills after completion of internship, as well as other issues of importance for professional development.²¹⁰
- Professional development shall be based on the general and special professional development programmes that determine the forms and content of professional development. General professional development programmes for civil servants from all public administration bodies and Government offices (hereinafter referred to as: public authorities) shall cover all categories of civil servants or individual target groups from all public authorities. The programme shall be based on the needs of all or majority of public authorities in accordance with the tasks common for all or majority of public authorities. Special professional development programmes for civil servants shall cover all categories of civil servants or some categories of civil servants from individual public authorities. The programmes shall be based on specific needs in accordance with the scope of work of a particular public authority.²¹¹
- For the purpose of providing continuous professional development to civil servants, based on the goals of public administration reform, the ministry responsible for public administration affairs (hereinafter referred to as: the Ministry), in cooperation with the Human Resources Management Service (hereinafter referred to as: HRMS) and the Government office responsible for the coordination of tasks concerning EU accession (hereinafter referred to as: SEIO), shall conduct a comprehensive survey on the needs of civil servants for professional development, every four years. On the basis of the conducted survey, the Ministry shall adopt a report on the needs for professional development by different categories of civil servants in the following four-year period. The needs of civil servants for professional development shall be established on the basis of development strategies and action plans for their implementation, Government work plan, proposals of public authorities and the report referred to in paragraph 2 of this Article.²¹²
- The HRMS shall gather and process information and data relevant for establishing annual needs for general professional development of civil servants, and shall prepare a report or analysis and submit it to the Ministry, or to the SEIO if it refers to the European Union. Public authorities shall submit to the HRMS or SEIO, by the end of June of the current year for the following year, their proposals related to the programme of general professional development including data in accordance with this Decree.²¹³
- Based on the data of public authorities for each year, collected by the HRMS, including proposals for the adoption of new and modification of existing programmes, the Ministry shall establish needs for the professional development of civil servants for the purpose of preparing the programme of general professional development for the following year.²¹⁴
- Based on the established professional development needs referred to in Articles 4 and 5 of this Decree, the Ministry shall prepare a proposal of general professional development programme. The Ministry shall submit the proposal of general professional development programme to the High Civil Service Council to obtain its opinion, and the High Civil Service Council shall give its opinion thereof within 15 days of its submission.

²⁰⁹ Official Gazette of RS, No. 25/2015.

²¹⁰ Article 1 of the Decree on Professional Development of Civil Servants, Official Gazette of RS, No. 25/2015.

²¹¹ Article 2 of the Decree on Professional Development of Civil Servants, Official Gazette of RS, No. 25/2015.

²¹² Article 3 of the Decree on Professional Development of Civil Servants, Official Gazette of RS, No. 25/2015.

²¹³ Article 4 of the Decree on Professional Development of Civil Servants, Official Gazette of RS, No. 25/2015.

²¹⁴ Article 5 of the Decree on Professional Development of Civil Servants, Official Gazette of RS, No. 25/2015.

The Ministry responsible for public administration affairs, upon obtaining an opinion of the High Civil Service Council, shall adopt a general professional development programme²¹⁵.

- Special professional development programme for civil servants shall be established for each year, according to the specific needs of public authorities, and shall be adopted by the head of public authority. Special professional development programme shall be adopted by the end of the current year for the following year. The list of special professional development programmes for civil servants shall be published on the website of public authority²¹⁶.
- Special professional development programmes shall be:
 - Introductory programmes:
 - Programme of general training for the professional state exam for interns and newly employed
 - Programme of general training for newly employed
 - Programme of continuous general professional development of civil servants
 - Programme of general professional development in the field of the European Union
 - Programme of general professional development of managers
 - Programme of general professional development of managers
 - Programme of general professional development for acquiring advanced skills of training and managing personal development and development of employees.
 - Introductory programme of general training for the professional state exam for interns and newly employed.²¹⁷
- The general professional development programme designed for individual groups of civil servants in all or in a large number of public authorities (specialised programmes) shall be in the function of continuous professional development of civil servants and enable civil servants to acquire new or upgrade already acquired expert knowledge and skills necessary for successful performance of tasks of the workplace. The programme referred to in paragraph 1 of this Article shall include general and specific topics in the field of public administration such as: planning, preparation and drafting of regulations (legislative process); practical aspects of newly adopted system regulations and other regulations; administrative law, administrative procedure and drafting of administrative acts; strategic planning and management; international development aid management including financial support of the European Union; planning, management and development of human resources; financial management; fight against corruption; protection of human rights; development of IT skills; foreign language courses, etc.²¹⁸
- Professional development of civil servants shall be organised and implemented through seminars, workshops, studies, roundtables, panel discussions, conferences, group and individual exercises, professional practice in the country and abroad, e-learning, as well as through interactive methods and in other ways through which the goals of professional development can be achieved. The content of the programme adopted by the Ministry or SEIO, as well as the teaching materials provided by trainers, should ensure the promotion of ethical values and culture of continuous learning.²¹⁹
- The civil servant shall be required to attend the training for which he or she has been signed up²²⁰.
- The implementation of a particular professional development programme shall be evaluated by the public authority responsible for the implementation of professional development programme on the basis of:
 - participants' evaluation of the content, trainers and manner of organisation and implementation of the programme and their proposals for improving the programme;
 - trainer's evaluation of participants' interest in the programme and organisation of programme implementation.
- If the trainer is rated by the participants with an average score below 3.50 (on a scale of 1 to 5), two consecutive times during one year, the public authority that implements the programme will not engage such trainer any more and he or she will lose the status of trainer for that programme.²²¹

²¹⁵ Article 7 of the Decree on Professional Development of Civil Servants, *Official Gazette of RS*, No. 25/2015.

²¹⁶ Article 10 of the Decree on Professional Development of Civil Servants, *Official Gazette of RS*, No. 25/2015.

²¹⁷ Article 12 of the Decree on Professional Development of Civil Servants, *Official Gazette of RS*, No. 25/2015.

²¹⁸ Article 15 of the Decree on Professional Development of Civil Servants, *Official Gazette of RS*, No. 25/2015.

²¹⁹ Article 23 of the Decree on Professional Development of Civil Servants, *Official Gazette of RS*, No. 25/2015.

²²⁰ Article 24 of the Decree on Professional Development of Civil Servants, *Official Gazette of RS*, No. 25/2015.

²²¹ Article 38 of the Decree on Professional Development of Civil Servants, *Official Gazette of RS*, No. 25/2015.

- The public authority shall submit the programme implementation evaluation referred to in Article 38 of this Decree to the Ministry, which shall enter the evaluation score in the Records of Adopted and Implemented Professional Development Programmes.²²²
- The public authority that implements the programme shall issue to the participants an appropriate certificate of the attendance of professional development programme, and if the programme includes a final knowledge test, it shall issue an appropriate certificate on completed training to the participants who have passed the test. Full attendance of one-day and two-day training shall be required for the issuance of the certificate of attendance, while in case of all training events lasting more than two days, justified absence of maximum one day will be allowed. In order to be issued a certificate of completed training, the participant shall be required to pass a test of knowledge and skills, in addition to meeting the aforementioned requirements. The public authority that implements the professional development programmes shall submit a written notification to the public authority that has referred the participant to that programme stating whether the participant has attended and completed the programme of professional development or not, and whether the participant has fulfilled the requirements for obtaining a certificate or not. In cases where the professional development programme has envisaged a final test of knowledge in the field covered by the programme, the public authority that implements the programme shall submit to the public authority that has referred the participant to that programme a written notification of whether the participant has passed the knowledge test and shall send the certificates of attendance and/or certificates of completion, which shall be entered into the central personnel records by the human resources management unit in the public authority from which the employee was referred to professional development.²²³
- The records on adopted and implemented general professional development programmes and planned and implemented programmes of special professional development of civil servants shall be kept by the Ministry. The records on adopted and implemented general professional development programmes in the field of the European Union shall be kept by SEIO. The records should include: information on proposed, approved and implemented programmes of professional development of civil servants and reasons for failing to implement the approved programmes, information on training participants, information on trainers conducting the programmes of professional development, and evaluation of the implementation of professional development programmes. For the needs of unified records on adopted and implemented professional development programmes kept by the Ministry, SEIO shall submit to the Ministry its records including the information referred to in the previous paragraph at the latest by the end of January of the current year for the previous year.²²⁴

*Decree on Appraisal of Civil Servants*²²⁵

- The criteria for the appraisal of civil servants are: results achieved in the performance of tasks of the workplace and established work objectives, autonomy, creativity, initiative, precision and diligence, cooperation with other public authorities and other abilities required by the job.²²⁶
- The explanation of appraisal criteria:
 - Results achieved in the performance of tasks of the workplace indicate the extent to which the civil servant has been successful in the achievement of established work objectives, including the quality of work.²²⁷
 - Autonomy indicates the extent to which the civil servant has been able to achieve the established working objectives under the guidance and control by the evaluator.²²⁸
 - Creativity indicates the extent to which the civil servant has been able to make analytical and creative judgments and assess facts and circumstances while making decisions or giving proposals for solving problems.²²⁹

²²² Article 39 of the Decree on Professional Development of Civil Servants, *Official Gazette of RS*, No. 25/2015.

²²³ Article 40 of the Decree on Professional Development of Civil Servants, *Official Gazette of RS*, No. 25/2015.

²²⁴ Article 41 of the Decree on Professional Development of Civil Servants, *Official Gazette of RS*, No. 25/2015.

²²⁵ *Official Gazette of RS*, Nos. 11/2006 and 109/2009.

²²⁶ Article 10 of the Decree on Appraisal of Civil Servants, *Official Gazette of RS*, Nos. 11/2006 and 109/2009.

²²⁷ Article 11 of the Decree on Appraisal of Civil Servants, *Official Gazette of RS*, Nos. 11/2006 and 109/2009.

²²⁸ Article 12 of the Decree on Appraisal of Civil Servants, *Official Gazette of RS*, Nos. 11/2006 and 109/2009.

²²⁹ Article 13 of the Decree on Appraisal of Civil Servants, *Official Gazette of RS*, Nos. 11/2006 and 109/2009.

- Initiative indicates the extent to which the civil servant has been able to, without specific directives by the evaluator, plan and implement his or her working objectives within limits of responsibilities and authority listed in his or her job description.²³⁰
- Precision and diligence indicate the extent to which the civil servant has been able to perform in a timely and correct manner.²³¹
- Quality of cooperation indicates the extent to which the civil servant has been able to work and communicate productively and harmoniously with the superiors, peers, and subordinates in his or her unit, and the extent to which the civil servant has been able to link and coordinate his or her actions with civil servants from his or her own public authority units and/or other public authorities.²³²
- Additional appraisal criteria, which primarily refer to understanding and application of job specific skills, shall be determined in advance for the appraisal period and include working objectives established for the civil servant.²³³

National Strategy for Improving the Position of Women and Promoting Gender Equality (2009)²³⁴

- One of the strategic activities is the „continuous training of employees in the judiciary, police, institutes for the execution of penitentiary sanctions, social, health care and educational institutions and the media,“ and organising permanent and fundamental education, including specialisation, in order to ensure adequate dealing with cases of violence.

National Strategy for Preventing and Combating Violence against Women in the Family and Intimate Partner Relationships (2011)²³⁵

- Professional development of employees is determined in two strategic areas: prevention and multi-sector collaboration. The planned activities include the development of training programmes for the employees of competent authorities and services, „such as the Human Resources Management Service, the Judicial Academy, the Academy of Criminalistic and Police Studies, social welfare centres, health care institutions of primary and secondary levels, etc.,“
- Education should be used to enhance knowledge of „international documents, standards and principles of work in this field and systematically work on overcoming prejudice, misconceptions and stereotypical attitudes,“
- The National Strategy envisages continuous education of employees through basic studies, professional development and accredited seminars. It also envisages specialised training and professional development of direct providers of services to victims of violence, training courses for the implementation of the General and Special Protocols, and the use and improvement of the system for registering cases of domestic violence.
- The activities include the initiating of the development of mechanisms for accreditation of training programmes and continuous professional development in the field of violence against women in the family and in intimate partner relationships in all relevant systems, and the initiating of and financial support for the training of professionals from all relevant services.
- Training programmes should be based on the approaches and principles contained in international documents, on scientific and professional knowledge and experience, as well as on training for specific procedures (General and Special Protocols).
- It has also been planned to establish a register of professionals who have completed training in the field of domestic violence and other forms of gender-based violence. All relevant ministries²³⁶ are indicted as responsible for the implementation of activities, while local self-government bodies and civil society organisations are indicated as associates, with the deadline of implementation by the end of 2015.

²³⁰ Article 14 of the Decree on Appraisal of Civil Servants, *Official Gazette of RS*, Nos. 11/2006 and 109/2009.

²³¹ Article 15 of the Decree on Appraisal of Civil Servants, *Official Gazette of RS*, Nos. 11/2006 and 109/2009.

²³² Article 16 of the Decree on Appraisal of Civil Servants, *Official Gazette of RS*, Nos. 11/2006 and 109/2009.

²³³ Article 17 of the Decree on Appraisal of Civil Servants, *Official Gazette of RS*, Nos. 11/2006 and 109/2009.

²³⁴ *Official Gazette of RS*, No. 15/09.

²³⁵ *Official Gazette of RS*, No. 027/2011.

²³⁶ Ministry of Labour and Social Policy; Ministry of Health; Ministry of Education and Science; Ministry of Interior; Ministry of Justice.

*Programme for the Protection of Women from Domestic and Intimate Partner Violence in the Autonomous Province of Vojvodina for the period 2014 – 2020*²³⁷

The Programme provides for:

- Continuity in the implementation and financing of basic and specialised training of professionals in all relevant offices, including the employees of local free legal aid offices and specialised citizens' associations. Education should be based on the approaches and principles contained in key international and national documents, on the scientific and professional knowledge, and it should be focused on training for specific procedures;
- Implementation and financing of appropriate training for professionals in all relevant offices working with victims from particularly vulnerable groups, conducted by specialised citizens' associations and women's organisations, which themselves belong to vulnerable social groups;²³⁸
- Regularly updated records of officials and professionals who have undergone basic and specialised training, as well as of the need for this training, and periodical analyses of the effects of this training;
- Issuance of recommendations and supporting the introduction of courses or lessons on the topics of gender equality and violence against women for future professionals in all academic and vocational studies of humanities in the territory of AP Vojvodina. The bodies responsible for the implementation of all listed measures and deadlines for their implementation are determined.

2. INTERNATIONAL STANDARDS RELATED TO TRAINING OF PROFESSIONALS

Key recommendations related to education and professional development of professionals in the field of protection of women from violence in intimate partner relationship and in the family include the existence of a basic training package for all professionals and specific modules for each of the sectors. Accordingly, the *basic module* should cover the basics for the training and awareness-raising programmes for professionals in the field of violence. The basic training package should cover the fundamental topics that are relevant for all vocational groups and that broadly relate to the central issues and problems connected with violence against women.

Specific modules examine in more detail the specifics of the way in which individual groups of professionals have to deal with violence against women. These usually include specific modules for professionals working in the systems of the judiciary (judges and public prosecutors), law enforcement (police), health care (medical doctors, nursing staff) and psycho-social professionals (social workers, psychologists, pedagogues). The requirement for participation in specific professional training is previously completed basic level of training. As regards the duration of seminar/training for professionals, it is said that basic and specific seminars should last for at least two days in order to cover all the topics of basic training package, as well as the topics that are specifically linked to the work of employees in a particular sector.²³⁹

Basic (minimum) level of training for caseworkers in each of the system dealing with the protection of family violence should include the contents of *basic concepts on domestic violence* including the definition and consequences of this phenomenon, *the support mechanisms for victims of violence and social and/or institutional response to violence against women*.²⁴⁰ General contents should include the following topics: definition and forms of violence against women, understanding patterns and dynamics of violence, clarifying myths, beliefs and facts on violence against women; impact and consequences of violence; difficulties faced by women victims of violence (reasons for staying in abusive relationships; consequences of separation from a violent partner; difficulties faced by children; reluctance to report domestic violence); knowledge about the characteristics of violence or behaviour of perpetrators of violence (why men commit acts of violence; confrontational conversation with the perpetrator); acting against male violence; the process of seeking help and social context of violence; crisis support (effective intervention, assessment of the level

²³⁷ Official Journal of AP Vojvodina, No. 9-5/14.

²³⁸ As proposed in the *Programme for the improvement of prevention and protection of women from marginalised groups from violence in intimate partner relationships* (Appendix no. 3 to the Programme).

²³⁹ Appelt, Kaselitz, Logar, 2010, (ed.) (2010), Training programme on violence against women, WAVE-office, Vienna.

²⁴⁰ United Nations Office on Drugs and Crime (2010), Training curriculum on effective police responses to violence against women, United Nations, Vienna. United Nations Office on Drugs and Crime (2014), Handbook on effective prosecution responses to violence against women and girls, United Nations, Appelt, Kaselitz, Logar, 2010 (ed.) (2010), Training programme on violence against women, WAVE-office, Vienna.

of risk for the victim, safety planning - development of the safety plan for the victim); counselling skills and support services.

After completing basic training, professional development of the staff working in the field of protection against domestic violence should include the acquisition of specialised knowledge and skills for work in this field, in accordance with the specific characteristics and requirements of each system and particular profession. Some of the recommendations regarding the content of specific module for professionals in the *judicial system (judges and prosecutors)* are related to the following topics: psychological situation of a victim of domestic violence – the so-called Stockholm syndrome; strategies and mechanisms of perpetrators; assessing dangerousness; victim/witness testimony in court; position of victims in the civil/criminal court.²⁴¹ Specialised training for *police officers* should include the contents about the Stockholm syndrome, assessing dangerousness, interviewing victims, professional and victim-oriented police intervention, and legal basis and guidelines for police intervention.²⁴² The specific module designed for professionals in the *health care system*, in addition to basic topics, should include: identification of violence, trauma, victim safety planning, report and legal consequences and examples of good practice of how to stay supportive.

A small number of recommendations related to professional development of professionals from the *psycho-social sector* (social workers, psychologists, counsellors, family advice experts and psychotherapists), in addition to basic knowledge, include the requirements for specific knowledge on the following topics: position of migrant women victims of violence; legal information and cooperation with other professional groups and institutions and the possibilities and limitations of professional group.

The United Nations Office on Drugs and Crime has issued several handbooks for the training of prosecutors and police officers, which provide an overview of the mandatory curriculum of professional training of these officials in the field of protection of women against violence, as well as other recommendations related to the implementation of training on these topics. The recommendations for the curriculum of training for prosecutors²⁴³ include *general* topics (basic knowledge about types of violence and harmful effects and consequences of violence on victims, families and society as a whole; gender sensitivity; myths and stereotypes about violence; cooperation with the media), as well as the topics *specifically* related to the work of prosecutors. These specific topics include: all relevant laws, policies and programmes; efficient investigation and prosecutorial strategies and approaches that support the safety of the victim, such as standardised risk assessment, implementation of protection measures and confidentiality issues; identification and appropriate response to the specific needs of women victims of violence; prosecutorial strategies to avoid secondary victimization of victims during all stages of criminal proceedings; issues relating to professional ethics, respect for human rights and anti-corruption principles. It is particularly recommended that after the adoption of new laws or the introduction of policies in this field it should be necessary to organise specific training for prosecutors to keep them informed about novelties in the field of legislation. In the countries that have established specialised prosecution units or appointed prosecutors to deal with cases of violence against women and girls, in addition to the general training received by all prosecutors, the specialised prosecutors are usually provided with more detailed knowledge. For example, they can get training from a psychologist about the common characteristics in the behaviour of victims who have suffered a psychological trauma or training from a forensic expert about medical legal issues.

As regards the professional development of police officers,²⁴⁴ the United Nations Office on Drugs and Crime also recommends the contents of general level and the topics covering specifics of police intervention in cases of domestic violence. *General topics* refer to description of various types of violence against women, international norms and standards in this field, presentation of the official (global) statistics on violence against women, the basic factors that contribute to violence against women including the reasons why some victims may be reluctant to cooperate with the police; preventive approaches. The recommended *specific* contents relate to the *police role* in response to violence against women and include: protocols and guidelines on the actions of police officers; conducting of investigation; initial police response - intervention

²⁴¹ Appelt, B., Kaselitz, V., Logar, R. (ed.) (2010).

²⁴² *Ibid.*

²⁴³ United Nations Office on Drugs and Crime (2014), Handbook on effective prosecution responses to violence against women and girls, United Nations, Vienna.

²⁴⁴ United Nations Office on Drugs and Crime (2010), *Training curriculum on effective police responses to violence against women*, United Nations, Vienna.

of uniformed officers on patrol; ensuring victim safety; specialised investigation and support units (collection of evidence, evidence of sexual violence/rape, medical assistance and victim examination, victim interviewing); documentation: notes, photographs - photographic documentation, reports and court briefs, presentation of evidence at trial; threat assessment and risk management; victim services and witness protection; responding to perpetrators; privacy and confidentiality. In addition, the training for police officers should include the contents such as: *procedural law* (approaches and strategies for the punishment of offenders while ensuring the protection of victims and witnesses) and *inter-agency collaboration and support*. It is particularly emphasised that the police, by using specialised tools and training, should assess the level of risk to be able to determine the likelihood and potential severity of future attacks on the woman who is a victim of domestic violence.

The Guidelines of the World Health Organization²⁴⁵ concerning the topics to be included in the training for health care professionals also refer to general and specialised contents. The recommended *basic topics* cover the basic knowledge of violence, including relevant laws and available support services for victims of violence in intimate partner relationships and victims of sexual violence.

Specific topics related to actions of health care professionals include: consideration of inappropriate attitudes among health care providers; enabling employees to provide first-line support and refer the victim; risk assessment and safety planning; staff skills of responding to cases of violence against women (for example, when and how to interview about violence; the best way to respond to a woman; collection of forensic evidence, documentation; communication and clinical skills).

Education on violence in intimate partner relationship and sexual assault should be integrated into the same programme because of the large overlap between these two topics and the limited resources available to provide education to health care providers on these topics.

According to the guidelines of the *United Nations Office on Drugs and Crime* and the *World Health Organization*, professional training and seminars should be evaluated in terms of their effectiveness and impact, which means that the states should develop impact indicators to monitor and evaluate training and measure their results and shortcomings.²⁴⁶ After the initial training, professionals should be provided with the possibility of additional training and continuous support, while regular monitoring and quality control is particularly important.²⁴⁷

²⁴⁵ World Health Organization, (2013), *Responding to intimate partner violence and sexual violence against women: WHO clinical and policy guidelines*, Italy.

²⁴⁶ United Nations Office on Drugs and Crime (2014), *Handbook on effective prosecution responses to violence against women and girls*, United Nations, Vienna.

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