

**Programme ENARO Closing conference  
Červená Nad Vltavou, Czech Republic  
November 28 – November 30, 2007**

**09:00-10:00 Plenary session  
Introductions**

**‘ Mapping Europe’**

**Candidates workshops**

**10:00 – 12:00 DISCUSSIONS**

**6 Dimensions of good practice:**

1. Access and entitlement
2. Participation
3. Holistic practice
4. Interagency collaboration
5. Cultural sensitivity and reflexivity
6. Evaluation

**12:00-13:00 LUNCH**

**13:00 – 16:00 WORKSHOPS**

1. Better ways of using the website as a portal for information
2. Review on the interview guide and reporting or ‘capturing knowledge’
3. Structure of the exchange: duration, programming
4. Professional development of reception staff, training possibilities

**17:00-18:00 Review of the morning discussions**

**18:00 – 19:00 DINNER**

**19:00 – 20:30 Presentations of workshops**