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CIVILIAN SERVICES ACQUISITION WORKSHOP (CSAW) MEMORANDUM

**US GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
OFFICE OF PROFESSIONAL SERVICES & HUMAN CAPITAL CATEGORIES**

Jonathan Eyans; CSAW Program Manager - 2/27/24

RE: CSAW FACILITATOR & CO-FACILITATOR CERTIFICATION

EFFECTIVE DATE: February 29, 2024 and shall remain in force until modified or rescinded.
This update supersedes all previous versions of this certification process.

BACKGROUND:

CSAWs are facilitated workshops built around a specific acquisition and their acquisition team or integrated project team (IPT). The workshop walks the team through the performance-based acquisition (PBA) process. The White House Better Contracting Initiative seeks to have CSAW Facilitators at all federal agencies, and this memo outlines the process for getting certified.

CSAW facilitation requires three major competencies:

- **Facilitation** - demonstrated ability to lead groups to consensus decisions using best practices and techniques in facilitation
- **Coaching** - demonstrated ability to deliver effective instruction and coaching on performance-based acquisitions, current federal acquisition environment, and acquisition tools and resources
- **Consultation** - demonstrated ability to quickly develop an understanding of an organization's unique challenges and needs, and provide tailored guidance as appropriate

PURPOSE:

The purpose of this memo is to establish two government-wide certifications in support of high-quality, standardized and effectively facilitated Civilian Services Acquisition Workshops (CSAWs).

Certified CSAW Co-Facilitator (CCC): A certified Co-Facilitator is trained in facilitation and basic fundamentals of performance-based acquisition and can effectively facilitate groups through an established process. CCCs will work with a Certified CSAW Facilitator when facilitating workshops and will facilitate several workshop modules, as well as, support pre-workshop planning and preparation, and post-workshop follow-up.



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Certified CSAW Facilitator (CCF): In addition to basic training in facilitation and performance-based acquisition, CSAW Facilitators can facilitate complex and unique challenges and effectively provide expert coaching in the development of performance-based requirements and acquisition strategies. CCFs provide facilitation mentorship to CCCs and are able to provide feedback to the CSAW Program on enhancing workshop delivery.

CERTIFIED CSAW Co-FACILITATOR (CCC) REQUIREMENTS:

All of these courses:

- A. CON 0130 Services Acquisition (3 hours online)
- B. Category Management Fundamentals 101 (FCL-CM-2500 - 1 hour online)
- C. Program approved Facilitation Training (24-32 hours virtual or classroom)
 - a. See [Program Approved Facilitation Training](#) for information on curriculum requirements

All of the Following:

- E. Observe at least one CSAWs (~40 hours of observation)
- F. Co-facilitate at least one CSAW with formal coaching/feedback (~40 hours of experience)
- G. ***Train the Trainer Workshop (24 hours virtually - provided by GSA)***¹
- H. Successfully complete CSAW Co-Facilitator Certification Panel

CERTIFIED CSAW FACILITATOR (CCF) REQUIREMENTS:

All of the requirements above plus:

- 40 hours of acquisition specific training² in the previous 2 years
- FQN 413 Performance Based Services Acquisition (24 hours online - instructor led)
- ACQ 265 (FED) Mission-Focused Services Acquisition (32 hours online - instructor led)
- Successfully complete CSAW Facilitator Certification Panel (includes demonstration of acquisition subject matter expertise³)

CERTIFICATION APPLICATION PROCESS (for both certifications):

¹ Train the Trainer is not currently required, but will likely be required in FY25.

² Acquisition Specific Training and Acquisition Topics refer to acquisition, contracting or procurement related topics. CLPs achieved for other skills (e.g. leadership, management, communications, business analysis, etc.) would not count.

³ Ability to identify/create quality requirement statements and associated performance standards; Understanding of contract types and their applicability; Strong familiarity with the FAR Sections and their applicability to specific situations; Thorough understanding of performance-based acquisition and how to apply it to different scopes of work



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1. Complete all requirements for certification.
2. Email csaw+certificate@gsa.gov with a copy of your training certificates, resume and CSAW (see Appendix A).
3. If you have met all the requirements, the CSAW Program will schedule a panel interview. During the interview, candidates will facilitate two 10-15 min sessions (one topic will be provided in advance and the other will be provided during the panel), and answer panelist questions pertaining to facilitation and performance-based acquisition.
4. The panel will evaluate CCF and CCC candidates on their demonstration of the three competencies (facilitation, coaching and consulting), identify candidate strengths and areas for improvement, and provide feedback to the candidate.

NOTE: The panels for CSAW Co-Facilitators (CCCs) and CSAW Facilitators (CCFs) will differ in the degree of facilitation complexity and the difficulty of the performance-based acquisition questions. All CCFs will be expected to independently deliver a complete CSAW workshop, the panel will be assessing the candidate's level of combined acquisition and facilitation competencies.

5. The panel will either approve or defer certification.
6. If certification is approved, the candidate will receive their certificate by email within 2 weeks of the panel.
7. If certification is deferred, the candidate will have an opportunity to work on the areas identified for improvement and schedule a new panel.
8. If certification is deferred a second time, the candidate can reapply after one calendar year..

CSAW CERTIFICATION PANEL:

The CSAW certification panel will be composed of at least three members who will evaluate candidates on their facilitation skills, acquisition knowledge, and ability to provide tailored guidance to unique challenges.

All panelists will be trained facilitators.

CERTIFICATION MAINTENANCE:

Certifications will be good for 2 years from the date of issuance. Certificate holders will need to:

- Facilitate or Co-Facilitate 2 CSAWs during the two year period, OR
- Facilitate or Co-Facilitate at least 1 CSAW during those two years and achieve 32 CLPs in acquisition topics



Table 1: Certification Requirements

Requirement	Time Needed	CCC Requirement	CCF Requirement
CON 0130 Services Acquisition	3 hrs	Yes	Yes
FQN 413 Performance Based Services Acquisition	24 hrs	No	Yes
ACQ 265 (FED) Mission-Focused Services Acquisition (32 hours online - instructor led)	32 hrs	No	Yes
40 hours of acquisition-specific training in the last 2 years	40 hrs	No	Yes
FCL-CM-2500 Category Management Fundamentals 101	1 hrs	Yes	Yes
Observe at least one CSAW	40 hrs	Yes	Yes
Co-Facilitate at least one CSAW with formal coaching/feedback*	40 hrs	Yes; Co-facilitation	Yes; Lead facilitation
Program approved Facilitation Training**	24-32 hrs	Yes	Yes
GSA Train the Trainer	24 hours	No	Yes
Successfully complete CSAW Certification Panel	~1 hr	Yes	Yes
Total Hours		~117 hours	~197 hours

* Facilitation or Co-Facilitation should be observed by an experienced, certified facilitator who provides written feedback to the individual.

**** Program Approved Facilitation Training**

(24-32 hours virtual or classroom); training should include:

1. *Facilitation Overview* - an overview of facilitation, when to use it, the skills needed to be an effective facilitator, and what is involved in a successfully facilitated session.
 - a. What Facilitation Is and Is Not
 - b. When Facilitation Should be Used
 - c. The Role of the Facilitator



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- d. Who Should be Part of a Facilitated Session
- e. What is Consensus and Why it's Important
- 2. *Facilitation Practices* - learn tools and techniques needed to successfully facilitate and opportunities to practice those skills through practical exercises.
 - a. Session Preparation
 - b. Facilitation Tools & Techniques
 - c. Opening a Facilitated Session Effectively
 - d. Getting the Group Engaged
 - e. Gathering and Documenting Information
 - f. Managing Dysfunctional Behavior
 - g. Consensus Building Techniques
 - h. Keeping the Group Engaged
 - i. Closing a Session Effectively
- 3. *Different Facilitation Session Types* - understanding of some common applications for facilitation, including tools or techniques to use when the focus of a session may need to change.
 - a. What are the Different Applications for Facilitation
 - b. How to Adjust to Unforeseen Changes in Session Focus
 - c. Developing an Effective Agenda to Achieve the Objectives



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APPENDIX A: Application Form



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CSAW Certification Application

Email your completed application to csaw+certificate@gsa.gov.

Full Name		Agency / Bureau	
Email	Phone #	Series / Grade	
Supervisor Name		Supervisor Email	

Please select which certification you are applying for:

- Certified CSAW Co-Facilitator (CCC)
- Certified CSAW Facilitator (CCF)

The checklist below indicates what you need to include in your application package. You only need to include the documents for the certification you are applying for. Check the boxes next to the documents you are including in your package.

Requirement	CCC Requirement	CCF Requirement	Included
Professional Resume: <i>Include past experience facilitating and/or acquisition experience</i>	Yes	Yes	<input type="checkbox"/>
CLC 013 Certificate	Yes	Yes	<input type="checkbox"/>
FQN 413 Certificate	Yes	Yes	<input type="checkbox"/>
ACQ 265 (FED) Certificate	No	Yes	<input type="checkbox"/>



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Transcript showing 40 hours of acquisition training in last 2 years	No	Yes	<input type="checkbox"/>
FCL-CM-2500 Category Management Fundamentals 101 Certificate	Yes	Yes	<input type="checkbox"/>
CSAW Observation / Co-Facilitation <i>(Complete table below)</i>	Yes	Yes	<input type="checkbox"/>
CSAW Facilitation Experience <i>Provide a copy of the feedback you received and include the workshop dates - if you did not receive written feedback, please note whether you received verbal feedback</i>	Yes; Co-facilitation	Yes; Lead facilitation	<input type="checkbox"/>
Program approved Facilitation Training certificate <i>(Complete table below)</i>	Yes	Yes	<input type="checkbox"/>
Train the Trainer Course	No	Yes	<input type="checkbox"/>

Provide information on the CSAWs that you observed and/or co-facilitated

Workshop Dates	Customer Agency	Lead Facilitator	Your Role
			<i>Ex. Co-Facilitator</i>
			<i>Ex. Observer</i>
			<i>Ex. Facilitator</i>
			<i>Ex. Participant</i>



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Facilitation Training Record

Course Name and Dates	Provider
Link to provider's website	
Course Name and Dates	Provider
Link to provider's website	