



JULY 25, 2022

CIVILIAN SERVICES ACQUISITION WORKSHOP (CSAW) MEMORANDUM

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

Jonathan Evans
Jonathan Evans: 7/25/2022
CSAW Program Manager

RE: CSAW FACILITATOR & CO-FACILITATOR CERTIFICATION

EFFECTIVE DATE: July 25, 2022 and shall remain in force until modified or rescinded.

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.

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.

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



JULY 25, 2022

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. CLC 013 Performance Based Services Acquisition (3 hours online)
- B. Category Management Fundamentals 101 (FCL-CM-2500 - 1 hour online)

One of the following:

Candidates may want to take FQN 415 if they plan to eventually pursue the Certified CSAW Facilitator, but only FQN 413 is needed for Certified CSAW Co-Facilitator.

- C. FQN 413 Performance Based Services Acquisition (24 hours online - instructor led)
- D. FQN 415 Performance Based Services Acquisition (40 hours online - instructor led)

One of the following:

- E. Observe at least two CSAWs (~64 hours of observation)
- F. Observe one CSAW and co-facilitate at least one CSAW (~64 hours of observation / experience)

All of the following:

- G. Co-facilitate at least one CSAW with formal coaching/feedback¹ (32 hours of co-facilitation time - this is in addition to the requirements in item F above)
- H. Program approved Facilitation Training (24-32 hours virtual or classroom)
 - a. See [Table 1: Certification Requirements](#) for information on program approved training
- I. Successfully complete CSAW Co-Facilitator Certification Panel

CERTIFIED CSAW FACILITATOR (CCF) REQUIREMENTS:

All of the requirements above plus:

- A. Demonstrated Acquisition Subject Matter Expertise:

¹ Facilitation or Co-Facilitation should be observed by an experienced, certified facilitator that provides written feedback to the individual. The 24 hours of facilitation may be one multi-day event, or it may be several shorter facilitations totalling 32 or more hours.



JULY 25, 2022

- FAC-C Level III², OR
 - DAWIA Level III², OR
 - 3-5 years of acquisition experience and a FAC-C or DAWIA Level II², OR
 - 3-5 years of acquisition experience and a FAC-COR Level III², OR
 - Resume shows a combination of experience and training in acquisition equivalent to the above,
AND
 - 40 hours of acquisition specific training³ in the previous 2 years
- B. ACQ 265 (FED) Mission-Focused Services Acquisition (32 hours online - instructor led)
- C. FQN 415 Performance Based Services Acquisition
- D. Advanced Facilitation Training (24 hours virtual or classroom)
- See [Table 1: Certification Requirements](#) for information on program approved training
- E. Successfully complete CSAW Facilitator Certification Panel

CERTIFICATION APPLICATION PROCESS (for both certifications):

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 a 15-20 minute session on a topic provided in advance, 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. *As 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.

² If candidates FAC-C, FAC-COR and/or DAWIA certificates are not current, then they cannot be more than two years expired and candidates would need to show that they've achieved 40 CLPs in Acquisition Topics for each year that their certificate has been expired (Example: If your FAC-C Level III expired 2 year ago, then you would need to have obtained 80 CLPs in Acquisition Topics since the date of expiration).

³ 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.



JULY 25, 2022

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



Table 1: Certification Requirements

Requirement	Time Needed	CCC Requirement	CCF Requirement
CLC 013 Performance Based Services Acquisition	3 hrs	Yes	Yes
FQN 413 Performance Based Services Acquisition OR FQN 415 Performance Based Services Acquisition	FQN 413: 24 hrs, FQN 415: 40 hrs	Either course	FQN 415
ACQ 265 (FED) Mission-Focused Services Acquisition (32 hours online - instructor led)	32 hrs	No	Yes
<ul style="list-style-type: none"> ● FAC-C Level III², OR ● DAWIA Level III², OR ● 3-5 years of acquisition experience and a FAC-C or DAWIA Level II², OR ● 3-5 years of acquisition experience and a FAC-COR Level III², OR ● Resume shows a combination of experience and training in acquisition equivalent to the above 		No	Yes
FCL-CM-2500 Category Management Fundamentals 101	1 hrs	Yes	Yes
Observe at least two CSAWs OR Observe one CSAW and co-facilitate at least one CSAW	80 hrs	Yes	Yes
Perform role during at least one CSAW with formal coaching/feedback (with current CCF support)*	40 hrs	Yes; Co-facilitation	Yes; Lead facilitation
Program approved Facilitation Training**	24-32 hrs	Yes	Yes



JULY 25, 2022

Advanced Facilitation Training***	~24 hrs	No	Yes
Successfully complete CSAW Certification Panel	~1 hr	Yes	Yes

* Facilitation or Co-Facilitation should be observed by an experienced, certified facilitator who provides written feedback to the individual. The 24 hours of facilitation may be one multi-day event, or it may be several shorter facilitations totalling 32 or more hours.

** 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
 - 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

*** Advanced Facilitation Training:

- Advanced facilitation techniques, expert feedback, and experience practicing your facilitation skills.
- Understanding of one or more personality type models (ex. DiSC) to read and adapt to your participants' communication styles.
- Advanced questioning techniques, "facilitating on the fly," and both virtual and hybrid facilitation.



JULY 25, 2022

APPENDIX A: Application Form



JULY 25, 2022



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	Either course		<input type="checkbox"/>
FQN 415 Certificate		Yes	<input type="checkbox"/>



JULY 25, 2022

ACQ 265 (FED) Certificate	No	Yes	<input type="checkbox"/>
FAC-C Certification / Equivalent Acquisition Experience	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	Yes	Yes	<input type="checkbox"/>
Advanced Facilitation Training certificate	No	Yes	<input type="checkbox"/>

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

Workshop Dates	Customer Agency	Lead Facilitator



JULY 25, 2022

Facilitation Training Record

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