



***QU**ality Assurance
in
Learning **O**rganization
in the
Banking & Financial **Sec**Tor
in **Eu**Rope*



Partners:

EBTN (*European Banking & Financial Services Training Association* - LU) was established in 1991 as a non-profit organisation made up of the main banking and financial training institutes in Europe. The Association is established for an unlimited duration. EBTN's registered office is in Luxembourg. The location of its Secretariat is established on a rotating basis by the General Meeting. Since 2005 the Association EFFEBI in Rome (Italy) has been designed as Secretariat.



SCIENTER (IT) is a research centre and service provider organisation, active in the field of education and training. Created in 1988 as non-profit organisation, SCIENTER is interested in the innovation of training systems, with main reference to the field of open and distance learning, organisational learning and the use of information and communication technologies to reduce the barriers and facilitate the access to learning opportunities in a perspective of Lifelong Learning.



SCIENTER

FHVR (*The University of Applied Science* - DE) is a Berlin state university which was established in 1973. The university can recall on a long tradition of empirical research into the European dimension of vocational training and employment. Numerous European-wide studies have been conducted by its personnel, in particular the university has been commissioned by European, national and regional authorities for the evaluation of programmes co-funded with European means.



IFB (*The Portuguese Bank Training Institute* - PT) objectives consist in satisfying the need for vocational training and development of the member banks' employees. Its services are also available to other sectors and to private individuals. The IFB has begun to extend its banking and financial training to other entities both in Portugal and abroad.



The Training Centre of **B.A.S.** (*The Bank Association of Slovenia* - SL) offers 100 open courses a year and presents a wide range of "core" banking programmes. In terms of the quality and quantity of banking training supplied, the Training Centre is one of the major providers, and this represents a very important part of the Association's activities.



Relay Partners:

NLB (*Nova Ljubljanska Banka* - SL) is continually consolidating its influence in the financial markets through its active and strategic role in all fields of social development. With 1500 correspondence relations in 140 countries, NLB Group accounts for the largest Slovene international financial group. As at 1 January 2008 NLB Group employed 9.259 employees.

Caixa Central de Crédito Agrícola Mútuo (PT) with more than 660 branches in all national territory, 400.000 associates and a million customers, is one of the most important Groups in the portuguese financial markets.

Dexia (LU) is a European Bank operating in two fields: public finance and retail banking. In the field of public finance, Dexia provides all local public sector actors with solutions enabling them to finance their investments. In the field of retail banking, Dexia principally develops its commercial franchise in Belgium, Luxembourg and Turkey.

Aims:

Improving the quality of training provision in the FSS, integrating the existing benchmarking approach and tool for the Learning Organisation (developed in the Leonardo da Vinci Network 'LOBSTER') with Quality Assurance principles and methods. This is expected to improve diversity management practices, by fostering organisational learning and enhanced continuous professional development programmes.

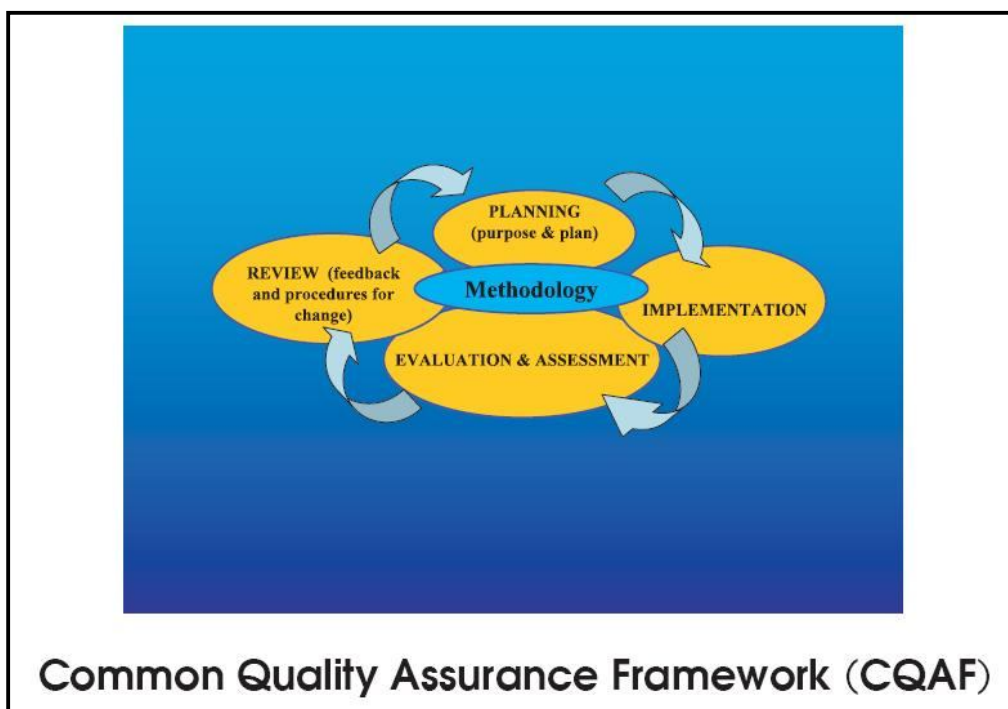
Objectives:

- 1) To enhance the innovative potential of the benchmarking approach to the banking and financial services sector where the role of human resources is increasingly considered as an organisational asset to nurture and develop continuously.
- 2) To improve diversity management by using an innovative tool based on the Learning Organisation and quality assurance criteria, to the banking sector with the main experimentation implemented in Luxembourg and additionally in Slovenia.
- 3) To offer the FSS a suitable and validated benchmarking approach and tool so to increase human resources development processes and quality of services at large.
- 4) To apply the European Common Quality Assurance Framework (CQAF) and its inherent management tools to support and to improve the life long learning processes of FSS employees.

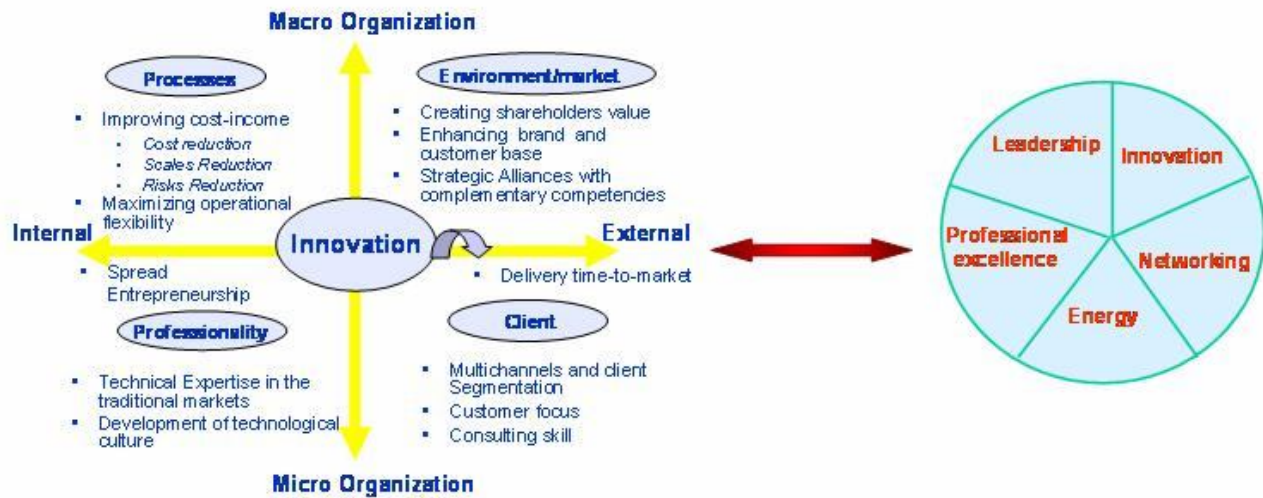
Activities:

- to support participants in training and further training activities, in the acquisition and the use of knowledge, skills and qualifications to facilitate personal development, employability and participation in the European Labour Market.
- to support improvements in quality and innovation in vocational education and training systems, institutions and practices.
- to enhance the attractiveness of vocational education and training and mobility for employers and individuals and to facilitate the mobility of working trainees.

Learning Organisation Criteria



Identifying competencies' clusters



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