

**EBTN LdV European Project  
Education, Audiovisual and Culture Executive Agency**

<b>Acronym</b>	<b>QUALOBSTER</b>	<b>Duration</b>	<b>1/10/2007 – 31/3/2009 postponed to 30/06/2009</b>
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<b>Title</b>	<b><i>QUALITY ASSURANCE IN LEARNING ORGANISATION IN THE BANKING &amp; FINANCIAL SECTOR IN EUROPE</i></b>
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**Summary**

**Aim:**

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.

**Partnership:**

<i>No.</i>	<i>Country Code</i>	<i>Name of Organization</i>	<i>Contact Person</i>	<i>Phone / Mail</i>
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**Relay Partners:**

- Caixa Central de Credito Agricola Mutuo (Portugal)
- Nova Ljubljanka Banka d.d. (Slovenia)

**Objectives:**

- 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.
- 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.
- 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
- 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

**Meetings:**

- *Kick-Off Meeting*, 9 January 2008, Amsterdam
- *Partners Meeting*, 28 March 2008, Luxembourg
- *Coordination Meeting*, 10-11 September 2008, Ljubljana
- *Coordination Meeting*, 27-28 November 2008, Berlin

**Meetings to be held:**

- *Coordination Meeting*, 2-3 April 2009, Lisbon
- *Partners Meeting*, 7 May 2009, Luxembourg
- *Workshop*, 8 May 2009, Luxembourg
- *Final Dissemination Conference*, 17 June 2009, Brussels