

## **EUROPEAN FOUNDATION CERTIFICATE IN BANKING**

### **Project Summary**

In 2010 KBA decided to adopt a qualification program applicable all over Europe – comparable to that of the other European countries, applicable in the financial industry of and recognized by the European Countries. The European Foundation Certificate in Banking is a program developed by European Bank Training Network (EBTN – an association of the leading bank training institutions in Europe).

The target audiences of this certificate were mostly junior bankers. It is a knowledge-based training that aims to establish a knowledge base of banking activities recommended for all bank employees. The program covers three clusters:

- 1) The Economic and Monetary Environment
- 2) Product – Customer Relationship
- 3) The Behavioral Aspects

The objectives of the Project were: 1) to provide the bank employees and individuals wanting to work in the finance sector an education that enables them for an immediate engagement in the bank daily activities, and 2) to enable the upgrade of the KBA training program and its related examination process to the level of similar programs in the other European countries.

### **Project Report**

The project was finalized in November 2010. Discussions took place with the HR and Training Departments in commercial banks, heads of departments in banks, individual employees, junior, middle and senior management. Finally, approval has been obtained by the top management of banks and the Board of Directors of KBA.

Financing has been obtained by the USAID project – Kosovo Private Enterprise Program aiming at supporting development of the workforce in Kosovo.

The following stakeholders were identified and involved in the process:

Bank Top Management – approval has been given by the CEOs of the banks to develop EFCB in Kosovo who also agreed in principal that the certificate would be considered as an asset during the recruitment and career development.

HR & Training Departments – were involved in the process in order to provide information and coordinate engagement of the bank staff in program development. HR and & Training Departments were especially important in this process to make sure the staff and the management understand the content and the benefits of such a program and plan for attendance.

Candidate Trainers and Writers of Materials – the program developers, writers and lecturers, are volunteers who were identified among the bank staff. The program has been thoroughly checked and analyzed and finally validated by experts. The identified trainers for the program will undergo additional training to become lecturers for EFCB.

Faculty of Economics – students have been identified as one of the beneficiaries for the program. KBA has cooperated with UP in order to make it possible for the students of the faculty to gain knowledge on banking and finance through KBA dedicated programs, professional skills on banking & finance which are not part of the University's program.

On the other hand bank staff may wish to complete their individual training by taking a

The program has been prepared in accordance with the EFCB and in consultation with the EBTN members having acquired this accreditation before. These are: The Chartered Institute of Bankers in Scotland, The Training Institute of the Slovenian Bank Association, The Hellenic Banking Institute of the Hellenic Bank Association, The Foundation Warsaw Institute of Banking. The SEM model has been used as a main reference document to draft the questions and the textbooks.

A web-based platform has been developed to support the writing and revision of the material.

The program is under review process. Upon accreditation, KBA will begin deliver the program and the first classes may begin in October-November 2011.