



INSTITUTE OF BANKING
EDUCATION NBS, n.o.

Interim Evaluation Report

Deliverable 22

Financial Services Sector 'Triple E' Qualifications

Peter Szovics, Oľga Hromníková

IBE NBS, n.o.

Bratislava, 28 October 2014

Final Version

CONTENT

1. Introduction
2. Project Summary
3. Involvement of Triple E Consortium in the Evaluation
4. Project Evaluation Indicators
5. Evaluation results
 - 5.1. Project meeting evaluations
 - 5.2. European Seminar Evaluation
 - 5.3. Virtual meetings
 - 5.4. Project website evaluation
 - 5.5. Peer review
 - 5.6. Triple E Evaluation indicators
6. Summary

1 INTRODUCTION

Project evaluation is a systematic method for collecting, analyzing and using information to answer questions about a project efficiency and effectiveness.

The objectives of evaluation and quality assurance within Triple E, WP 6, in line with the Evaluation and Quality assurance plan are:

- To define and measure quality standards (e.g. Triple E evaluation matrix),
- To define, check and report quality control procedures (e.g. Logic model),
- To ensure that the project processes comply with the standards set,
- To ensure that every deliverable conforms to requirements and specifications,
- To propose remedial actions and effectively confront quality problems which might be presented.

The role of the Project Evaluation and Monitoring is an effective way to:

- provide constant feedback on the extent to which the project is achieving its goals;
- identify potential problems at an early stage and propose possible solutions;
- monitor the accessibility of the target stakeholders to the project progress and outcomes;
- monitor the efficiency with which the different project components are being implemented.

This document contains a table of Project evaluation indicators, which project partners agreed on, and upon which it have developed their own tables demonstrating their expected contributions according to the project objectives. As a result of the project process evaluation, this document contains feedback evaluation forms of partners and participating stakeholders representatives.

2 PROJECT SUMMARY

Aims of the Triple E Project

The Triple E project aims to strongly contribute to the development of sectoral qualifications (national and European) systems by incorporating ECVET technical specifications, according to the EU specific Recommendation. Moreover the project will support the improvement of the quality of training systems through the development of innovative European Guidelines for the definition of professional qualifications in terms of learning outcomes, with the attribution of ECVET points, EQF level, and according to quality assurance criteria.

Objectives

1. Provide a comprehensive analysis and evaluation of good practice in the design, development and implementation of vocational qualifications within the Financial Services Sector (FSS)

The Partnership will conduct an Analysis based on a shared methodology and common templates that will refer to the state of art of the implementation of ECVET in the VET programmes (good practices, needs and gaps). Moreover, since ECVET is interlinked with both EQF and EQAVET, Partners will also refer to their needed implementation. The results of this analysis will be used for the development of the Guidelines for defining qualifications in line with ECVET provisions and also with EQF and EQAVET, considering the strong inter-relations among the three systems. Moreover, the analysis will also forecast how Vocational Qualification Models may need to develop and change to meet future skills and knowledge requirements within the FSS.

2. Produce operational and transferable methods and guidelines for the design of sectoral qualifications in units of learning outcomes (EQF), with allocation of ECVET points based on the ECVET technical specifications, and in line with EQAVET provisions

Based on the results of the analysis, capitalizing on the outcomes of previous EBTN European Projects and taking into consideration current practices and needs within the sector, the Partnership will develop, at European level, Guidelines and methods for defining the “Triple E Model”, specifying functions, characteristics, values that the Triple E Qualifications should provide (related to the ECVET application and also to EQF and EQAVET). Therefore, the Partnership will provide practical guidelines, recommendations regarding the concrete implementation of the Lifelong Learning provisions in the FSS, instruments/tools, templates, concrete examples.

3. Design quality standards and evaluation criteria and tools for the application of ECVET to FSS qualifications.

In order to make available for the VET providers and other stakeholders the necessary instruments for monitoring the application of ECVET in the sectoral qualifications, the Partner will define

specific quality standards and assessment criteria and tools. These will enable permanent monitoring and further improvements of the ECVET application.

4. Test the Guidelines for designing the Triple E Qualifications, and the quality standards for the application of ECVET

The Guidelines for the “Triple E Qualifications” will be tested, taking as “reference point” the EFCB Certificate. The Guidelines will be tested in the 8 European Partners countries. The Partners will organize national and European consultation events (face to face meetings, workshops, seminars, webinars, etc.) involving also Associate partners and other stakeholders to applying the Guidelines to the EFCB Certificate in order to make it compliant with the ECVET requirements, and EQF and EQAVET related provisions. Dissemination of results by the partners will be an integral part of sharing the guidelines with the stakeholders.

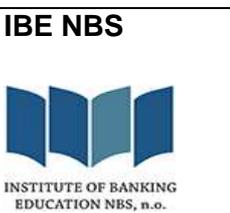
3 INVOLVEMENT OF TRIPLE E CONSORTIUM IN THE EVALUATION

The Consortium is composed of representatives of Institutes of Bankers, Training providers, Bank Associations and social partners with important experience in working together. The Partnership has combined, unrivalled experience and expertise in the field of education and training activities in the FSS and has the appropriate competence in designing and testing the Guidelines for the Triple “E” Qualifications. In particular, Consortium members have a strong track record of working together in successfully co-ordinating and implementing European funded education and training projects for providing reference analysis and guidelines related to EQF, ECVET and Quality Assurance Framework specially adapted for the European Banking and Financial Sector. Most of them are already applying the outcomes of these projects, together with the European recommendations.

EBTN, the Triple E project Applicant & General Coordinator is an Association which offers the experience of over 20 years of collaboration between 36 members for qualifications in European FSS by: Institutes of Bankers, Training Providers and Bank Associations from all over Europe. This will represent the basis for enhancing the cooperation between the VET actors, social partners and employers from the banking sector and will facilitate the working process within the Project. Furthermore, EBTN has been actively involved in initiating and coordinating various European Projects since 2000 and has wide professional experience in the field of lifelong learning instruments (ECVET, EQF, EQAVET, etc.).

Table 1 **The Triple E Project Partners**

| | | | | |
|----|----------------------------|--|--|---------|
| P1 | Project Coordinator | EBTN  | European Banking & Financial Services Training Association | Belgium |
| P2 | Methodological Coordinator | Warsaw Institute of Banking WIB  | Foundation Warsaw Institute of Banking | Poland |
| P3 | Partner | HBI  | Hellenic Bank Association of the Hellenic Bank Association | Greece |
| P4 | Partner | RBI ROMANIAN BANKING INSTITUTE  | Romanian Banking Institute | Romania |

| | | | | |
|----|-----------|--|--|----------|
| P5 | Partner |  Frankfurt School of Finance & Management Bankakademie HfB | Frankfurt School of Finance & Management | Germany |
| P6 | Partner |  ABIFORMAZIONE ABI FORMAZIONE | ABISERVIZI SpA - ABIFORMAZIONE | Italy |
| P7 | Partner |  CIOBS Chartered Banker Leading financial professionalism | The Chartered Institute of Bankers in Scotland | UK |
| P8 | Partner |  M.U.B.E. MUBE Malta Union of Bank Employees | Malta Union of Bank Employees | Malta |
| P9 | Evaluator |  IBE NBS  INSTITUTE OF BANKING EDUCATION NBS, n.o. | The Institute of Banking Education of the National Bank of Slovakia | Slovakia |

Consortium members participate in project activities according to the WPs planned responsibilities and activities. All the partners are expected to actively participate in the Project evaluation process, meetings and communication activities, and to answer the requested evaluation feedback forms. After each evaluation form, incorporating the evaluation results of the monitored activity, are listed the names of Partners that presented their feedback.

4 PROJECT EVALUATION INDICATORS

Project Evaluation Indicators provide a sign of how well the Project Partnership has achieved the expected impact and project's outcomes.

Based on the agreed main important project components of the project objectives, each partner institution has analysed their own obligations and has defined specific Qualitative and Quantitative Indicators for their activities in the project.

Triple E Evaluation Indicators are addressing quantitative and quality measures related to the project impact that is expected to get to desired changes based on development, piloting and disseminating the EFCB in line with the European tools.

The Triple E Evaluation Indicators are the following:

1. Respect of deadlines and specifications;
2. Partners consultations and participation;
3. Comprehensiveness of the set of deliverables;
4. Coherence of main deliverables with EQF, ECVET and EQAVET;
5. Number of VET providers and other stakeholders involved in the project;
6. Number of staff involved in interviews;
7. Number of selected good practices and examples of QS;
8. Number of stakeholders in the national consultation workshops and answering the questionnaire;
9. Satisfaction of stakeholders;
10. Provision of information on Triple E outcomes to number of stakeholders outside the FSS;
11. Number and level of interest from other sectors.

5 EVALUATION OF RESULTS

Project evaluation assesses activities that are designed to perform a specified task in a specific project period. The partnership agreed to evaluate project indicators, events, meetings, the project web site and project deliverables.

The Project Evaluator has developed specific questionnaires for each of the project components, with the main focus on the indicators, which point to successful fulfilment. All the feedback results are processed and accumulated. The results are analysed and discussed on the respected face-to-face or virtual project meetings. The Steering Committee considers the outcomes and takes appropriate actions.

Table 2 **Submission of feedback by project partners**

| Partner Name | | Project Meeting Rome | Project Meeting Warsaw | Project Meeting Brussels | Virtual meeting | Website | D4* | D5 | D6 |
|--------------|------------------|--------------------------|------------------------|--------------------------|-----------------|---------|-----|----|----|
| P1 | EBTN | X | X | X | X | X | | | |
| P2 | WIB | X | X | X | X | X | | | |
| P3 | HBA | X | X | X | X | X | | | |
| P4 | RBI | X | X | X | X | X | | | |
| P5 | Frankfurt School | X | X | X | X | X | | | |
| P6 | ABIFormazione | X | | X | X | X | | | |
| P7 | CIOBS | X | X | X | X | X | | | |
| P8 | MUBE | X | | X | | | | | |
| P9 | IBE NBS | E v a l u a t o r | | | | | | | |

*D4, D5 AND D6 - PEER REVIEWS

5.1 Project meeting evaluation

Table 3 **Indicators of Meeting Evaluation**

| Meeting Preparation | Expected Results |
|--|--|
| Q1: Was all the important information supplied before the meeting accordingly? | Available materials |
| Q2: Were the communication and the work load prior to the meeting acceptable? | Communication and Work load distribution |
| Q3: Did you achieve the tasks you were supposed to deliver, according to the Project plan, before the meeting? | Preparation achieved |

| The Meeting | Expected Results |
|---|---|
| Q4: Did the meeting give logical sequence and appropriate time for all the partners' introductions? | Agenda adequacy |
| Q5: Are you satisfied with your contributions to the discussions and decisions taken? | Satisfaction with discussions and decisions |
| Q6: Did the meeting meet all the issues from the agenda? | Met agenda issues |
| Q7: Were the meeting objectives achieved? | Achieved meeting objectives |
| Q8: Did the partners proved their achievements by demonstrating appropriate results? | Demonstrated results by Partners |
| Q9: Were all partners participating and responding to the collaborative project activities? | Responsive partners |
| Q10: Were all Project tasks reported completed within the requested time frame? | Respected deadlines for tasks fulfillment |
| Q11: Did all important issues stay clear and solved? | Important issues clear and solved |
| Q12: New ideas were discussed and suggested to the project implementation? | New ideas |
| Organisational Factors | Expected Results |
| Q13: Was the working environment appropriate? | Appropriate working environment |
| Q14: Were the accommodation, food and the social element satisfactory? | Accommodation, food and the social element |
| Q15: Has the Project team achieved common appreciation about the project approach, objectives and management? | Common appreciation for the project approach and management |
| Q16: Have the Project partners reached the required performance and effective collaboration? | Reached required performance and collaboration |
| Next Steps | Expected Results |
| Q17: Is there a clear and reasonable action plan agreed? | Action plan |
| Q18: Do you understand your personal and institutional next obligations in the project work? | Obligations understanding |

During the first Project year three face-to-face meetings took place – the Kick off Meeting in Rome, the Project Meetings in Warsaw and Brussels.

Table 4

Kick off Meeting Evaluation, 9 – 10 October 2013, Rome**COLLECTED RESULTS**

| Preparing for a Meeting | 1 | 2 | 3 | 4 | 5 |
|---|-------------|--------------|-------------|-------------|------------|
| 1. Was all the important information supplied before the meeting accordingly? | 3 (18,75 %) | 7 (43,75 %) | 1 (6,25 %) | 5 (31,25 %) | 0 (0,00 %) |
| 2. Did you achieve the tasks you were supposed to, according to the Project plan, before the meeting? | 3 (18,75 %) | 6 (37,50 %) | 4 (25,00 %) | 3 (18,75 %) | 0 (0,00 %) |
| The Meeting | 1 | 2 | 3 | 4 | 5 |
| 3. Did the meeting have a logical sequence and appropriate time for all the partners' introductions? | 8 (47,06 %) | 8 (47,06 %) | 1 (5,88 %) | 0 (0,00 %) | 0 (0,00 %) |
| 4. Are you satisfied with your contributions to the discussions and decisions taken? | 3 (20,00 %) | 9 (60,00 %) | 3(20,00%) | 0 (0,00 %) | 0 (0,00 %) |
| 5. Did the meeting address all the issues from the agenda? | 5 (29,41 %) | 9 (52,94 %) | 2 (11,76 %) | 0 (0,00 %) | 1 (5,88 %) |
| 6. Were the meeting objectives achieved? | 3 (17,65 %) | 12 (70,59 %) | 2 (11,76 %) | 0 (0,00 %) | 0 (0,00 %) |
| 7. Did the partners prove their achievements by demonstrating appropriate results? | 5 (31,25 %) | 9 (56,25 %) | 2 (12,50 %) | 0 (0,00 %) | 0 (0,00 %) |
| 8. Were all partners participating and responding to the collaborative project activities? | 6 (35,29 %) | 8 (47,06 %) | 2 (11,76 %) | 1 (5,88 %) | 0 (0,00 %) |
| 9. Were all the Project tasks reported on and completed within the requested time frame? | 4 (25,00 %) | 7 (43,75 %) | 4 (25,00 %) | 1 (6,25 %) | 0 (0,00 %) |
| 10. Were all important issues | 4 (23,53 %) | 9 (52,94 %) | 4 (23,53 %) | 0 (0,00 %) | 0 (0,00 %) |

| | | | | | |
|--|--------------|--------------|-------------|------------|------------|
| clear and solved? | | | | | |
| 11. Were new ideas discussed and suggested for project implementation? | 6 (35,29 %) | 11 (64,71 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| Organisational Factors | 1 | 2 | 3 | 4 | 5 |
| 12. Was the working environment appropriate? | 12 (75,00 %) | 4 (20,00 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| 13. Were the accommodation, food and the social element satisfactory? | 10 (58,82 %) | 4 (23,53 %) | 3 (17,65 %) | 0 (0,00 %) | 0 (0,00 %) |
| 14. Has the Project team achieved common appreciation about the project approach, objectives and management? | 5 (31,25 %) | 9 (56,25 %) | 2 (12,50 %) | 0 (0,00 %) | 0 (0,00 %) |
| 15. Have the Project partners reached the required performance and effective collaboration? | 4 (25,00 %) | 12 (75,00 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| Following Steps | 1 | 2 | 3 | 4 | 5 |
| 16. Is there a clear and reasonable action plan agreed upon? | 4 (25,00 %) | 9 (56,25 %) | 3 (18,75 %) | 0 (0,00 %) | 0 (0,00 %) |
| 17. Do you understand your personal and institutional obligations in the project work? | 6 (37,50 %) | 9 (56,25 %) | 1 (6,25 %) | 0 (0,00 %) | 0 (0,00 %) |

1 - I strongly agree, **2** - I agree, **3** - Neutral, **4** - I disagree, **5** - I strongly disagree

18. What do you consider to be the main strength of the meeting?

- opportunity to clarify objectives; good atmosphere in the meeting
- the willingness of the partners to work together to complete the project aims
- the collaboration and the responses of all questions
- brainstorming
- focus on core deliverables
- consensus
- OK
- effective involvement of the partners
- clear understanding of the complexity of the programme
- a common interpretation of the goals and tasks, especially on WP2
- the challenge it presents because if... properly something really new could come our fit. It's an ambition and attractive project – innovative

- collaborative atmosphere; strong team experts

19. What are the weak points to be improved?

- project should discuss in more detail what groups of people/learners it can target. References should be made to existing practise and scenarios
- not all participants were participating
- a not clear „position“ of one Partner regarding the aims of the Project
- time management
- agenda; time management
- the material should be sent in advance (at least one week prior the meeting)
- more ideas for project implementation
- could have done with more time better coordination before the meeting

20. What are your recommendations for future improvement?

- project should give more examples + scenarios on how it would be implemented and applied once (if) the project is accepted. Promoting the work done may also help in getting the... behind it more familiar with stakeholders involved
- send information about the meeting in advance
- none at present
- to have all the presentations of the participants (members) before the meeting
- stick to the agenda!
- respect the agenda
- have more time (full two days) for analysis and discussion of the document

Table 5

Meeting Evaluation, 27 – 28 March 2014, Warsaw

COLLECTED RESULTS

| Preparing for a Meeting | 1 | 2 | 3 | 4 | 5 |
|---|-------------|-------------|------------|-------------|------------|
| 1. Was all the important information supplied before the meeting accordingly? | 4 (36,36 %) | 7 (63,64 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| 2. Did you achieve the tasks you were supposed to, according to the Project plan, before the meeting? | 7 (63,64 %) | 4 (36,36 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| The Meeting | 1 | 2 | 3 | 4 | 5 |
| 3. Did the meeting have a logical sequence and appropriate time for all the partners' introductions? | 9 (81,82 %) | 2 (18,18 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| 4. Are you satisfied with your contributions to the discussions and decisions taken? | 7 (63,64 %) | 4 (36,36 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| 5. Did the meeting address all the issues from the agenda? | 7 (70,00 %) | 3 (30,00 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| 6. Were the meeting objectives achieved? | 8 (72,73 %) | 3 (27,27 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| 7. Did the partners prove their achievements by demonstrating appropriate results? | 1 (9,09 %) | 9 (81,82 %) | 0 (0,00 %) | 1 (9,09 %) | 0 (0,00 %) |
| 8. Were all partners participating and responding to the collaborative project activities? | 3 (27,27 %) | 5 (45,45 %) | 1 (9,09 %) | 2 (18,18 %) | 0 (0,00 %) |
| 9. Were all the Project tasks reported on and completed within the requested time frame? | 3 (27,27 %) | 7 (63,64 %) | 0 (0,00 %) | 1 (9,09 %) | 0 (0,00 %) |

| | | | | | |
|--|-------------|-------------|------------|------------|------------|
| 10. Were all important issues clear and solved? | 4 (36,36 %) | 7 (63,64 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| 11. Were new ideas discussed and suggested for project implementation? | 7 (63,64 %) | 4 (36,36 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| Organisational Factors | 1 | 2 | 3 | 4 | 5 |
| 12. Was the working environment appropriate? | 9 (81,82 %) | 2 (18,18 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| 13. Were the accommodation, food and the social element satisfactory? | 7 (70,00 %) | 3 (30,00 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| 14. Has the Project team achieved common appreciation about the project approach, objectives and management? | 6 (60,00 %) | 4 (40,00 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| 15. Have the Project partners reached the required performance and effective collaboration? | 7 (70,00 %) | 3 (30,00 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| Following Steps | 1 | 2 | 3 | 4 | 5 |
| 16. Is there a clear and reasonable action plan agreed upon? | 7 (77,78 %) | 2 (22,22 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |
| 17. Do you understand your personal and institutional obligations in the project work? | 6 (60,00 %) | 4 (40,00 %) | 0 (0,00 %) | 0 (0,00 %) | 0 (0,00 %) |

1 - I strongly agree, **2** - I agree, **3** - Neutral, **4** - I disagree, **5** - I strongly disagree

18. What do you consider to be the main strength of the meeting?

- involvement of attendees; structured agenda; time management
- clear precise activities agreed
- a good atmosphere; partners´ open to discuss issues, engaged and motivated
- having achieved consensus on several critical items
- efficiency of the discussion
- collaborative approach of the partners attending meeting

19. What are the weak points to be improved?

- distribute/send the presentation before the meeting
- time management (probably at the state of planning – agenda overloaded)
- 2 partners apologised

20. What are your recommendations for future improvement?

- to give 5/10 min. to each partner to express clearly his opinion
- provide materials in advance (e.g. national reports)
- each partner should respect the deadlines, enough attention per partner for dissemination



Table 6 **Meeting Evaluation, 18-19 September 2014, Brussels**

COLLECTED RESULTS

| Preparing for a Meeting | 1 | 2 | 3 | 4 | 5 |
|---|-------------|------------|------------|-----------|-----------|
| 1. Was all the important information supplied before the meeting accordingly? | 6 (46,15%) | 5 (38,46%) | 1 (7,69%) | 1 (7,69%) | 0 (0,00%) |
| 2. Did you achieve the tasks you were supposed to, according to the Project plan, before the meeting? | 9 (64,29%) | 3 (21,43%) | 2 (14,29%) | 0 (0,00%) | 0 (0,00%) |
| The Meeting | 1 | 2 | 3 | 4 | 5 |
| 3. Did the meeting have a logical sequence and appropriate time for all the partners' introductions? | 12 (85,71%) | 2 (14,29%) | 0 (0,00%) | 0 (0,00%) | 0 (0,00%) |
| 4. Are you satisfied with your contributions to the discussions and decisions taken? | 8 (57,14%) | 5 (35,71%) | 1 (7,14%) | 0 (0,00%) | 0 (0,00%) |
| 5. Did the meeting address all the issues from the agenda? | 11 (78,57%) | 3(21,43%) | 0 (0,00%) | 0 (0,00%) | 0 (0,00%) |
| 6. Were the meeting objectives achieved? | 8 (57,14%) | 6 (42,86%) | 0 (0,00%) | 0 (0,00%) | 0 (0,00%) |
| 7. Did the partners prove their achievements by demonstrating appropriate results? | 5(35,71%) | 8(57,14%) | 1(7,14%) | 0 (0,00%) | 0 (0,00%) |
| 8. Were all partners participating and responding to the collaborative project | 6 (42,86%) | 6 (42,86%) | 2(14,29%) | 0 (0,00%) | 0 (0,00%) |



| | | | | | |
|--|------------|-----------|-----------|-----------|-----------|
| activities? | | | | | |
| 9. Were all the Project tasks reported on and completed within the requested time frame? | 5(38,46%) | 7(53,85%) | 1(7,69%) | 0 (0,00%) | 0 (0,00%) |
| 10. Were all important issues clear and solved? | 5(35,71%) | 8(57,14%) | 1(7,14%) | 0 (0,00%) | 0 (0,00%) |
| 11. Were new ideas discussed and suggested for project implementation? | 9(64,29%) | 4(28,57%) | 1(7,14%) | 0 (0,00%) | 0 (0,00%) |
| Organisational Factors | 1 | 2 | 3 | 4 | 5 |
| 12. Was the working environment appropriate? | 9(64,29%) | 4(28,57%) | 1(7,14%) | 0 (0,00%) | 0 (0,00%) |
| 13. Were the accommodation, food and the social element satisfactory? | 11(78,57%) | 3(21,43%) | 0 (0,00%) | 0 (0,00%) | 0 (0,00%) |
| 14. Has the Project team achieved common appreciation about the project approach, objectives and management? | 9(64,29%) | 5(35,71%) | 0 (0,00%) | 0 (0,00%) | 0 (0,00%) |
| 15. Have the Project partners reached the required performance and effective collaboration? | 5(38,46%) | 8(61,54%) | 0 (0,00%) | 0 (0,00%) | 0 (0,00%) |
| Following Steps | 1 | 2 | 3 | 4 | 5 |
| 16. Is there a clear and reasonable action plan agreed upon? | 10(71,43%) | 4(28,57%) | 0 (0,00%) | 0 (0,00%) | 0 (0,00%) |
| 17. Do you understand | 11(84,62%) | 2(15,38%) | 0 (0,00%) | 0 (0,00%) | 0 (0,00%) |



| | | | | | |
|--|--|--|--|--|--|
| your personal and institutional obligations in the project work? | | | | | |
|--|--|--|--|--|--|

1 - I strongly agree, **2** - I agree, **3** - Neutral, **4** - I disagree, **5** - I strongly disagree

18. What do you consider to be the main strength of the meeting?

- time management was generally very good
- level of the project requires detail such meetings and that was clearly recognised
- commission 's observer presence also gives weight to such meeting
- structural open discussion is also healthy and gives strength to meeting
- clarify some issues
- having reached and passed important milestones
- well structured the discussions perfect timing keeping to the agenda
- strength representation by partners
- attendance EACEA

19. What are the weak points to be improved?

- a bit too heavy after the morning 's meeting even though we did a good job
- WP4 appalling behaviour by one of the participants
- Impolite behaviour on of the participant

20. What are your recommendations for future improvement?

- I would have appreciated if Mariola 's presentation had been provided to Partners before the seminar since there were new issues regarding the model
- keep going and believing
- send the presentations before the meeting



5.2 European Seminar Evaluation

The first Triple E European Seminar took place in Brussels at the premises of the European Banking Federation 18 09 2014. The feedback for the European Seminar was presented by 38 of the 53 seminar participants.



Table 7 **Event Evaluation Form European seminar, Brussels, 18 September 2014**

| Questions | 1 | 2 | 3 | 4 |
|---|------------|------------|-----------|----------|
| 1. Do you think that your expectations were achieved? | 18(47,37%) | 18(47,37%) | 2(5,26%) | 0(0,00%) |
| 2. What do you think about the event in terms of organization? | 21(55,26%) | 14(36,84%) | 2(5,26%) | 1(2,63%) |
| 3. How do you classify the quality of the program? | 21(55,26%) | 16(42,11%) | 1(2,63%) | 0(0,00%) |
| 4. Was the event relevant for your work? | 19(50,00%) | 17(44,74%) | 2(5,26%) | 0(0,00%) |
| 5. Was the prior information issued to participants appropriate? | 11(28,95%) | 17(44,74%) | 8(21,05%) | 2(5,26%) |
| 6. Did you receive the information you expected? | 17(44,74%) | 20(52,63%) | 1(2,63%) | 0(0,00%) |
| 7. What did you think about the presentations, in terms of quality? | 14(36,84%) | 22(57,89%) | 2(5,26%) | 0(0,00%) |
| 8. Were you encouraged to actively participate during discussions? | 18(47,37%) | 15(39,47%) | 5(13,16%) | 0(0,00%) |
| 9. Were the individual questions/problems discussed to your satisfaction? | 11(29,73%) | 20(54,05%) | 6(16,22%) | 0(0,00%) |
| 10. Were the presentations well placed? | 12(31,58%) | 19(50,00%) | 7(18,24%) | 0(0,00%) |
| 11. Was the content appropriate, clearly related to the aims and objectives of the event? | 20(52,63%) | 17(44,74%) | 1(2,63%) | 0(0,00%) |
| 12. Were the comments from the participants relevant and support future project activities? | 19(50,00%) | 18(47,37%) | 1(2,63%) | 0(0,00%) |
| 13. Was the commitment introduced for the European wide approach? | 17(45,95%) | 19(51,35%) | 1(2,70%) | 0(0,00%) |
| 14. Would you recommend cooperation with Triple E Project? | 23(65,71%) | 9(25,71%) | 2(5,71%) | 1(2,86%) |
| 15. Is the event time frame appropriate? | 18(51,43%) | 14(40,00%) | 3(8,57%) | 0(0,00%) |
| 16. Are you satisfied by the level of networking and the synergies with other participants? | 18(48,65%) | 17(45,95%) | 2(5,41%) | 0(0,00%) |

1- Very Good, 2 - Good, 3 - Fair, 4 - Weak



17. What do you consider to be the main strength of the seminar?

- serious professional challenging ambitious
- the presentation of the new model of verifying qualification in FS sector
- consultation with a lot of stakeholders in a early stage of the project
- the representation of stakeholders in the project
- to explain the relevant idea of creating a new system of qualifications
- stakeholder participation and listening to different opinions and views
- information about the project
- debate/ open questions relevant remarks
- great ideas arising from the discussions
- exchange of ideas good practice form diversity of stakeholders
- networking
- the next steps on a very difficult topic
- discussion + presentation Quality
- presentation of the project
- sharing assessments and feedback from different contexts and perspectives
- discussions
- various audience
- the presentations
- stakeholders involvement
- inactive approach
- information on time
- European expectation

18. What are the weak points to be improved?

- on the right track
- the process of implementation qualification control for different users is not clear
- lot of information at once
- focus on key areas with external experts
- - more time for technical feed-back
- a real „vaccination“ seminar to discuss the different components and the overall coherence
- lack of time to address relevant remarks
- it was difficult to see the ppt presentations
- clarification of specific issues
- accreditation topic skipped
- position of screen / microphone
- none discussion time
- small issues like screen, microphone
- ppt presentations not working
- forgetting customers in pact/performance
- not a lot of colleagues from the banks in Belgium especially saving banks

19. What are your recommendations for future improvement?

- wider audience
- make sure the seats pace the ppt projector screen so that everybody can see it
- to create the basic example of educational programme in accordance of Triple E
- more time
- some brochures with presentations
- go on!



Lifelong
Learning

- maybe be the recommendation to get more participants
- keep stakeholders involved!



5.3 Virtual meetings

The Project Consortium and the steering committee have organised several ad hoc virtual meetings during the first year of the project

Main Purpose

Evaluation of the meeting preparation, partners’ collaboration and the progress made during the Virtual meeting.

Indicators

- The Project Meeting meets the established goals
- The meeting environment – sound, pace, communication is appropriate
- The partners can agree on the next steps

Table 8 Triple E Virtual Meeting Evaluation Results Questions

| Virtual meeting preparation | 1 | 2 | 3 | Comments |
|---|---|---|---|--|
| The goals of the meeting are clear and well defined. | | 2 | 6 | An agenda was distributed prior to the call. |
| The proposed agenda is adequate to the identified goals. | | 3 | 5 | There was communication and discussion via email prior to the call. |
| The invitation clearly gives all the virtual meeting details and requirements. | | 2 | 6 | The confirmation email contained time, number and agenda. Initially was foreseen as skype call and 30min before the meeting was suggested to have it as conference call, for technical reasons. |
| The invitation clearly says what should be prepared for the meeting - required reading, files to be prepared for sharing with others, website to be checked, etc. | 1 | 4 | 3 | For this call, no preparation was needed. The goal was to update each other and make some decisions on pending issues. |



| | | | | |
|--|----------|----------|----------|---|
| The important information is supplied before the meeting accordingly. | 1 | 1 | 6 | |
| The communication and the work load prior to the meeting are fruitful. | 1 | | 7 | |
| Management of Virtual meeting | 1 | 2 | 3 | Comments |
| There is a clear moderator during the whole meeting. | | 1 | 7 | Ebtn = moderator |
| The moderator makes sure that everyone has the chance to speak and that discussion is kept strictly to the agenda. | | 1 | 6 | |
| The moderator summarises the key ideas and decisions for each point of the agenda. | | 2 | 5 | |
| The Responsible partner takes notes on the virtual meeting platform so that all participants can follow and react if needed. | 1 | 2 | 4 | Not applicable to the phone call Don't know if notes were taken. |
| The meeting ends up with a summary of the key outputs of the meeting and of the plans for what each partner will do after the meeting. | | 2 | 5 | |
| The virtual meeting effectiveness is achieved. | | 2 | 5 | |
| The meeting | 1 | 2 | 3 | Comments |
| The meeting gives logical sequence and appropriate time for all the partners' introductions. | | 2 | 6 | |
| You are satisfied with the meeting environment and communication protocol. | | 1 | 7 | Phone call is less functional and more expensive for some Partners |
| The meeting manages to meet all the issues from the agenda. | | 3 | 5 | |
| Partners manage to achieve the meeting objectives. | | 3 | 5 | |
| All the supportive information is easily available during the virtual meeting. | | 4 | 4 | Via own computer. |
| The partners prove their achievements by demonstrating the results with appropriate files easily followed. | | 4 | 4 | |
| All partners can present information and participate in discussions in a fruitful collaborative way and manner. | | | 8 | |
| It is easy to intervene with new ideas and suggestions. | | 1 | 7 | |



| | | | | |
|--|----------|----------|----------|---|
| The virtual meeting is organised in an intuitive and user friendly tool. | | | 8 | |
| All the meeting technical aspects are appropriate – sound, files delivery, communication. | | 2 | 6 | Web applications would offer more functions and would be easier and less costly to be used. |
| The virtual meeting duration is appropriate. | | 1 | 7 | |
| Follow-up of the virtual meeting | 1 | 2 | 3 | Comments |
| You receive conclusions, minutes, or a report of the meeting. | 1 | 2 | 5 | No minutes necessary, conclusions were made at the end. |
| You respond on time if any immediate action is needed for presenting additional information. | | 3 | 4 | |
| The Project partners reach the required performance and effective collaboration. | | 2 | 6 | |
| Next steps | 1 | 2 | 3 | Comments |
| There is a clear and reasonable action plan agreed. | | 2 | 6 | |

1 – Weak; 2 – Fair; 3 – Good

1 What do you consider to be the main strength of the virtual meeting?

| | | | |
|----------------|-----------------|---------------|-------------------|
| 1 - management | 1 - discussions | 2 - solutions | 4 - communication |
|----------------|-----------------|---------------|-------------------|

2 What should be improved in the virtual meeting?

| | | | | |
|------------|----------------|---------------|-------------------|----------|
| management | 1- discussions | 3 - solutions | 2 - communication | 2 - n.a. |
|------------|----------------|---------------|-------------------|----------|

3 What are your recommendations to the management for the future virtual meetings?

- More documents to be exchanged in advance, containing all the partners' suggestions for the specific subject so that participants are better prepared.
- To motivate Partners to use web programs/applications rather than phone.

4 Are you satisfied with the virtual meetings environment?

| | | |
|-----------|------------|-----|
| 7 - fully | 1 - almost | not |
|-----------|------------|-----|



5.4 Project website evaluation

The Project Website was developed by EFFEBI at the beginning of the project with a public and a closed area, the latter containing all the documents produced accessible only by project partners. The Evaluation consists only of partners’ feedback. The project management could give additional information about the public access to the website. The accumulated evaluation results are as follows:

Main Purpose

Evaluation of the project website and Partners` area effectiveness: <http://www.ebta-triple-e.eu/>

Indicators

- Easy navigation through the website
- The website contains valuable and useful information about the project.
- Partners` area provides the functionalities expected by the partners.

Table9 Triple e Website Evaluation Results

| First Impression | 1 | 2 | 3 | Comments |
|--|---|---|---|---|
| The URL is short, simple and intuitive. | 1 | 3 | 4 | Counterintuitive! It is not short and simple, though, it covers the name of the project in connection with EBTN so I am fine with it. |
| The webpage downloads quickly. | | | 8 | |
| Pages are easily readable, clear and easy to understand. | | 4 | 4 | |
| The font size is large enough and the colours are appropriate. | | | 8 | It depends on a user. We tested the website on a person with a not very deep knowledge of European qualification system and not everything was clear, although it was |



| | | | | |
|--|----------|----------|----------|---|
| | | | | easy to understand for a person with deeper background knowledge. |
| The information on the home page is enough to realise what is the project about. | 1 | 4 | 3 | For us, as part of the project, there is sufficient info. However, for a third party/external reader, the info may seem to be too summarized. It would be more helpful to mention that the Triple E aspires to become a quality standard for FSS professional qualifications Not for a person who has no idea what ECVET stands for. Maybe it could be a link to basic info on what ECVET is. Sometimes too much 'technical language'. |
| The site provides access to contact details from the homepage. | | | 8 | It needs two clicks to send an email – assuming the hyperlink works. |
| Navigation | 1 | 2 | 3 | Comments |
| The navigation system is intuitive and easy to use, providing direct access to various content and facilities on the site. | | 3 | 5 | |
| There is a site map to easily understand the navigation and find fast the right information. | 1 | 1 | 6 | The site map is not consistent with the general headings appearing on the top "blue ribbon" of the site. Comprehensive! |
| There is a return to Home Page from any page. | | 1 | 7 | Yes, by clicking HOME |
| There are internal links, allowing navigation through the site following the natural progression of the content. | 2 | 3 | 3 | For example the site map contents must be active links to the related sections of the site. No internal links discovered. |
| Navigational links are visible and consistent throughout | 1 | 3 | 4 | See above comments |



| Content | 1 | 2 | 3 | Comments |
|---|---|---|---|--|
| the complete website. | | | | |
| All the content presented on the website is of the highest quality. | 1 | 3 | 4 | Some editing for spelling and grammar errors still needed. The quality is high, but anyhow the page is not very informative. We should avoid logo and be sure all content is up to date! |
| It is clear who is responsible for the site. | 3 | 1 | 4 | WIS (powered by WIS)? or EBTN (there is contact to EBTN)? What is WIS? EBTN is responsible, EFFEBI is executing the work (editing etc). |
| There are clear headings to illustrate an outline of the content. | | 2 | 6 | It is not very clear that there are quite important info when you click “Project Outcomes” in “Activities and Results”. |
| It is clear when the site was created and last updated. | 2 | 5 | 1 | We couldn't find any reference to the updating. Created – yes (2014), updated - no |
| The sources of information and factual data are clearly listed, and available for cross checking. | | 6 | 2 | Not sure what "available for cross-checking" means. Not always, see an example with “Project Outcomes”. |
| The website presents the content through the use of text and graphics. | 1 | | 6 | The graphics is quite poor especially in the “News” area. Photogallery with one picture also looks poor. Mostly text. |
| All the content published is recent and up-to-date. | 2 | 2 | 4 | It would be helpful to include at the bottom of each page the date of updating. For along time there was no info on Brussels seminar. When you click |



| | | | | |
|---|----------|----------|----------|---|
| | | | | <p>“Public Events” still there is no info on this seminar. There is still “Save the Date” info in the “News” and preliminary agenda (a few day before an event).</p> <p>Especially towards events (such as the seminar) it is required to have up to date information.</p> |
| The website provides useful and relevant external links. | | 1 | 7 | Links to the Project Partners’ websites. |
| Partners Area | 1 | 2 | 3 | Comments |
| It is easy to upload a document on the Partners Area. | 1 | 2 | 5 | Please see our comment at point 7. |
| It is easy to search and find a document in the repository. | 1 | 3 | 4 | <p>The repository is accessible only from the Activities & Results page, by clicking on the green arrow placed on a picture, next to the words Project Outcomes. We believe there should be a more clearly marked path towards this archive of documents, with a short menu showing all the available documents at one glance</p> <p>It seems that a number of documents are missing (or we cannot find them): the text of the approved project proposal, the grant agreement with the EC (with all annexes), the questionnaire used for the European Report, all kinds of templates to be used by partners, the questionnaire on the Triple E model, etc.</p> <p>It is easy to find document, if there are</p> |



| | | | | |
|---|---|---|---|--|
| | | | | on website. The problem is that they are not always available there at all. |
| It is logically structured according to the TripleE Project progress. | | 4 | 4 | Structure according WP is OK. Maybe it would be useful to put Gantt Chart with project progress. |
| The documents are always updated with the recent changes. | 1 | 4 | 3 | It would be helpful to include at the bottom of each page the date of updating. |

1 – Disagree ; **2** – Neutral; **3** – Agree.

1 How frequently do you enter the Triple E website?

| | | |
|------------|-------------|--------------|
| 4 - weekly | 3 - monthly | 1 - 3 months |
|------------|-------------|--------------|

2 How frequently do you refer to the Partners area?

| | | |
|------------|-------------|--------------|
| 3 - weekly | 3 - monthly | 2 - 3 months |
|------------|-------------|--------------|

3 How frequently do you upload documents on the web site?

| | | | |
|------------|-------------|--------------|----------|
| 1 - weekly | 1 - monthly | 2 - 3 months | 4 – n.a. |
|------------|-------------|--------------|----------|

4 How frequently do you upload documents in the Partners area?

| | | | |
|------------|-------------|--------------|----------|
| 1 - weekly | 1 - monthly | 2 - 3 months | 4 – n.a. |
|------------|-------------|--------------|----------|

5 What do you think should be included in the website in order to improve its effectiveness?

| | | | | |
|-------------|------------|------|-------------|---------|
| 4 - content | navigation | maps | 1 - details | 2- n.a. |
|-------------|------------|------|-------------|---------|

6 What do you think should be improved in the Partners` Area?

| | | | | |
|-------------|----------------|------|-------------|----------|
| 3 - content | 1 - navigation | maps | 1 - details | 3 – n.a. |
|-------------|----------------|------|-------------|----------|

7 What are your recommendations?

- We believe there should be a clear delimitation between the Partners Area and the Public Area, i.e. once you've entered the Partners area there should be a special menu for partners (such as: editing your profile, seeing the profiles of other partners, a clear UPLOAD button for the partners etc). Also, please post more photos .
- Regarding questions 3 and 4 we were not aware that Partners were able to upload documents.
- More recent information, more graphics.
- It is very important to have up to date information on the website, content that avoids technical language and is understandable for all types of visitors.

Legal notice: With the support of the Lifelong Learning Programme of the European Union.

This project has been funded with support from the European Commission. This publication / communication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



- The Home page should be used for both the introduction of the Project (as it is) AND for information concerning important events, such as the Consultation Seminar. Visitors are now forced to click on “EVENTS”, then “SEMINAR” and finally on the agenda of the meeting. That are far too much clicks!
- Stronger and more timely effective communication from all partners in relation to the content updating of the website.
- The project outcomes downloading should be more easy to access and have more evidence



5.5 Peer review

The Project Partnership has accepted the “Peer Review” to be the evaluation tool for the Project main deliverables. The Deliverables due to the peer review for the first year are D4 D5 and D6. The peer reviewers were HBI, RBI and CIOBS.

TRIPLE E PROJECT DELIVERABLE PEER REVIEW

D4: Methodology and instruments for conducting the analysis

Table 10

MAIN PURPOSE:

Triple E Consortium uses the **Peer Review** process for its internal quality assurance for deliverables to assure consistency and high standard of the project results.

| Triple E Peer Review Form | |
|----------------------------------|--|
| Project Reference: | 538975-LLP-1-2013-1-BE-LEONARDO-LMP |
| Deliverable: | D4: Methodology and instruments |
| Workpackage: | WP2 – Analysis on the good practices and the forecast for model of qualification needs within the FSS |
| Nature: | Report |
| Dissemination Level: | Public |
| Delivery date: | 31.01.2014 |
| WP Leader: | ABIFormazione & EBTN & WIB |
| Deliverable description: | <p>ABIFormazione with EBTN’s support and WIB’s collaboration will develop common tools and methodologies for conducting the analysis on existing good practices in the field of sectoral qualifications’ development.</p> <p>For facilitating the analysis at national level, the tools for investigation (questionnaires, templates, etc.) will be translated, if necessary, in the national language of the Partners.</p> <p>The common approach will facilitate the comparability of the collected information, will ease its utilisation at European level and will underline its benefits for the European FSS labour market.</p> |



PROCEDURES FOR TRIPLE E PEER REVIEW

The Peer Review is processed by one of the partners.

The author of the document has the final responsibility to collect the comments and suggestions from the Peer Reviewer and decide what changes and actions to be undertaken.

REVIEWER:

Partner name: Romanian Banking Institute

D4 Peer Review Result

D4 DELIVERABLE IS:

| | | |
|--|--|--|
| <input checked="" type="checkbox"/> Fully accepted | <input type="checkbox"/> Accepted with reservation | <input type="checkbox"/> Rejected unless modified as suggested |
|--|--|--|

SUGGESTED ACTIONS:

The following changes should be implemented:

The questions which had answers in the form of a table were too voluminous, and so the risk for inconclusive answers was high. In the future, this type of questions should be avoided.

Specify missing components and subjects:

It is our belief that the survey has covered all the components detailed and requested within the project initial proposal.

Required changes on deliverable essence and contents:

The fact that the survey was well conceived in its essence and contents is reflected in the answers obtained from the people surveyed – the answers were those that the project partners were counting on.

Further relevant required improvements:

In order to give more flexibility to the survey, in the future, some of the multiple choice questions should have multiple possible answers (instead of just one possible answer).



General comments:

| TOPIC | Reviewer comments |
|--|---|
| Deliverable layout | Generally, the layout of the survey was user-friendly. |
| Deliverable contents thoroughness | The deliverable was well conceived and created. |
| Correspondence to the project and program objectives | The deliverable followed closely the objectives of the related work package . |
| Particular remarks in format, spelling, etc.: | The fact that it was uploaded on Google forms made it impossible to be accessed from certain browsers (or some features were unavailable in certain browsers).* |

SPECIFIC COMMENTS:

| TOPIC | Reviewer comments |
|---|--|
| Relevance | The survey was highly relevant to the next steps of the Project |
| Response to the project further steps | The answers obtained as a result of the survey will be incorporated in the revision of the EFCB certificate, just as they were taken into account for the creation of the TripleE Model. |
| Methodological framework soundness | The framework was sound and well created. |
| Quality of achievements | Most partner countries achieved the goals of this phase in the project. |
| Quality of presentation of achievements | All countries made a clear synthetic presentation of their results occurring from having sent the survey to the stakeholders in their country. |

Note:

ABIF provided explanatory comment ex-post:

* ABIF supported and solved all requests of help.



TRIPLE E PROJECT

DELIVERABLE PEER REVIEW

D5: Report on good practices and the forecast for model of qualification needs within the FSS

MAIN PURPOSE:

Triple E Consortium uses the **Peer Review** process for its internal quality assurance for deliverables to assure consistency and high standard of the project results.

| Triple E Peer Review Form | |
|----------------------------------|--|
| Project Reference: | 538975-LLP-1-2013-1-BE-LEONARDO-LMP |
| Deliverable: | D5: Report on good practices and the forecast for model of qualification needs within the FSS |
| Workpackage: | WP2 – Analysis on the good practices and the forecast for model of qualification needs within the FSS |
| Nature: | Report |
| Dissemination Level: | Public |
| Delivery date: | 31.03.2014 |
| WP Leader: | ABIFormazione & EBTN & WIB |
| Deliverable description: | <p>Based on the proposed methodology and tools, the Partners will conduct the analysis at national level throughout specific questionnaires and structured interviews with various stakeholders: VET providers, banks, social partners, education & training providers, etc.</p> <p>The European Report will be based on the results of the national analysis (each Partner will prepare a National Report in English with the Executive Summary in national language) and will include structured information about the existing good practices regarding the definition of qualifications in terms of LOs and with the attribution of ECVET points. Moreover, partners will also analyse the application of EQF and EQAVET as complementary requirements for the future sectoral qualifications.</p> <p>The Report will be prepared by ABIFormazione in collaboration with EBTN.</p> |



PROCEDURES FOR TRIPLE E PEER REVIEW

The Peer Review is processed by one of the partners.

The author of the document has the final responsibility to collect the comments and suggestions from the Peer Reviewer and decide what changes and actions to be undertaken.

REVIEWER:

Partner name: Hellenic Banking Institute

D5 Peer Review Result

D5 DELIVERABLE IS:

| | | |
|--|--|--|
| <input checked="" type="checkbox"/> Fully accepted | <input type="checkbox"/> Accepted with reservation | <input type="checkbox"/> Rejected unless modified as suggested |
|--|--|--|

SUGGESTED ACTIONS:

The following changes should be implemented:

Specify missing components and subjects:

Required changes on deliverable essence and contents:

Further relevant required improvements:



General comments:

| TOPIC | Reviewer comments |
|--|---|
| Deliverable layout | The survey is very analytical when reporting the results of the open questions. A summary and consolidated version would have been more helpful |
| Deliverable contents thoroughness | |
| Correspondence to the project and program objectives | The conclusions were helpful for the reporting good practices and forecasting model of qualifications need with FSS |
| Particular remarks in format, spelling, etc.: | |

SPECIFIC COMMENTS:

| TOPIC | Reviewer comments |
|---|---|
| Relevance | The questionnaire was relevant to WP objectives |
| Response to the project further steps | |
| Methodological framework soundness | In our opinion the questionnaire should have been shorter |
| Quality of achievements | |
| Quality of presentation of achievements | |

Note:

ABIF provided explanatory comment ex-post:

* We made it shorter complying with the HBA requests at that time!!



TRIPLE E PROJECT

DELIVERABLE PEER REVIEW

D6: Recommendations for the definition of the Triple E Qualifications

MAIN PURPOSE:

Triple E Consortium uses the **Peer Review** process for its internal quality assurance for deliverables to assure consistency and high standard of the project results.

| Triple E Peer Review Form | |
|----------------------------------|---|
| Project Reference: | 538975-LLP-1-2013-1-BE-LEONARDO-LMP |
| Deliverable: | D6: Recommendations for the definition of the Triple E Qualifications |
| Workpackage: | WP2 – Analysis on the good practices and the forecast for model of qualification needs within the FSS |
| Nature: | Report |
| Dissemination Level: | Public |
| Delivery date: | 31.04.2014 |
| WP Leader: | ABIFormazione & EBTN & WIB |



| | |
|---------------------------------|--|
| Deliverable description: | <p>Based on the results of the Analysis on the existing good practices and the forecast for model of qualification needs within the FSS, ABIFormazione with the support of EBTN will also provide recommendations for the definition of the Guidelines for the Triple E Qualifications. Moreover, the Report will also include the suggestions regarding the quality standards for ECVET implementation and related assessment methods and tools.</p> <p>This will guarantee the practical applicability of the Guidelines and also the stakeholders 'ownership' over these guidelines. Moreover, this will help partners to engage stakeholders in the future valorisation of the guidelines both during the piloting phase and after the project completion.</p> <p>ECVET is a European framework, but it is also very much linked to the national VET systems and therefore, these recommendations will benefit to the project development in two ways:</p> <ol style="list-style-type: none">a. Will guarantee that the Guidelines are taking into consideration the national realities in the Partner countriesb. Will support the further implementation of these Guidelines in the national frameworks with the objective to support the development of national VET systems |
|---------------------------------|--|

PROCEDURES FOR TRIPLE E PEER REVIEW

The Peer Review is processed by one of the partners.

The author of the document has the final responsibility to collect the comments and suggestions from the Peer Reviewer and decide what changes and actions to be undertaken.

REVIEWER:

Partner name: Chartered Bankers Institute

D6 Peer Review Result

D6 DELIVERABLE IS:

| | | |
|--|--|--|
| <input checked="" type="checkbox"/> Fully accepted | <input type="checkbox"/> Accepted with reservation | <input type="checkbox"/> Rejected unless modified as suggested |
|--|--|--|

SUGGESTED ACTIONS:

The following changes should be implemented:

It was a comprehensive survey that resulted in 21 recommendations that supported the development of the Triple E model and informed the project on EFCB changes. I have no changes to recommend



Specify missing components and subjects:

This was a comprehensive survey and it is difficult to identify any missing components or subjects. There could have been more questions on EFCB however the size of the survey made that difficult.

Required changes on deliverable essence and contents:

None

Further relevant required improvements:

None



General comments:

| TOPIC | Reviewer comments |
|--|--|
| Deliverable layout | The layout was clear to read and the recommendations were clearly related to the questions and key points of the project |
| Deliverable contents thoroughness | In my view the recommendations supported the work of the project and help guide the development of the later work in WP3. The questionnaire was detailed and quite complex and the report authors did a very good job in synthesizing a large amount of information into a very readable report. |
| Correspondence to the project and program objectives | The report corresponded to the objectives of the project covering the FSS sector, EFCB and providing 9 recommendations for the development of the Triple E model. |
| Particular remarks in format, spelling, etc.: | I thought the report was very well prepared with a lot of attention to detail. The fact that it was prepared by non-native speakers of English was particularly impressive in terms of its accuracy, spelling, grammar and read ability. |

SPECIFIC COMMENTS:

| TOPIC | Reviewer comments |
|---|---|
| Relevance | The report was entirely relevant to the project aims |
| Response to the project further steps | The development of the Triple E model in WP3 was informed by the outcomes from the report WP2. The testing and further development of the model and of EFCB will also be able to use some of outputs from the report. |
| Methodological framework soundness | Whilst not being an expert in methodological research the work that was done was thorough and comprehensive in my view. |
| Quality of achievements | The outputs and achievements were of high quality in my view |
| Quality of presentation of achievements | I would repeat my comments of above regarding the quality of the presentation of the outputs. |

All three deliverables were fully accepted by peer reviewers and further minor comments were provided to improve these deliverables.



5.6 Triple E indicators

Fulfilment of indicators and recommendations:

1. Based on the result obtained, in general, partners respect deadlines; however delays exist within the WPs. MUBE should devote more effort to respecting deadlines
2. Partners actively participate in events, if do not come to meetings then send an excuse in advance. To ensure fulfilment of tasks, partners not participating in the project meetings should send a suitable employee - substitute from the same institute.
3. Deliverables are comprehensive and deliver what they promised. Some of them are in different versions. Need for streamlining and marking the final versions.
4. Questionnaires and the model are build on the foundations of EQF, ECVET and EQAVET. More focus should be devoted to ECVET and its possible implementation via EFCB. The developed model takes into account units of learning outcomes and also points.



Project Partners Evaluation Indicators

| Field | Indicators | Deliverable | Planned Date of Delivery | Actual Date of Delivery | Quantity and Quality Measures |
|---------------------------------|--|--|--------------------------|-------------------------------------|------------------------------------|
| Partner 1: | EBTN - European Banking & Financial Services Training Association | | | | |
| Timely delivery of main outputs | 1. Respect of deadlines and specifications | WP1: 1. Management Plan | 15-11-2013 | 15-11-2013 | Approved by Partners |
| | 2. Partners consultations and participation | 2. Interim Report | 30-09-2014 | 30-09-2014 | Approved by partners |
| | | WP5: 15. Dissemination plan | 31-12-2013 | 20-12-2013 31-12-2013 Ongoing | Approved by partners |
| | | 16. Triple E website | 31-12-2013 | | Approved by partner |
| | | 19. Awareness raising campaigns | Ongoing | | 15-12-2013 Approved by partners |
| | | WP 7: 24 Exploitation & Sustainability plan | 31-12-2013 | | Approved by partners |



| | | | | | |
|---|--|---|---|---|---|
| <p align="center">Coherence of deliverables among them and with the EQF, ECVET and EQAVET</p> | <p>3.Comprehensiveness of the set of deliverables</p> <p>4.Coherence of main deliverables with EQF, ECVET and EQAVET</p> | <p>Other partners Ongoing</p> <p>Other partners ongoing WP 2 and 3</p> | | | <p>Questionnaire well received</p> <p>Triple E model developed</p> |
| <p align="center">Interest, participation and level of satisfaction of SH</p> | <p>5. Number of VET providers and other SH involved in the project</p> <p>6. Number of staff involved in interviews</p> <p>7. Number of selected good practices and examples of QS</p> <p>8. Number of stakeholders in the national consultation workshops and answering the questionnaire</p> | <p>WP 2: 5</p> <p>WP 2: 5</p> <p>WP 2: 5</p> <p>WP 4:11</p> <p>WP4:11</p> | <p>31-03-2014</p> <p>31-03-2014</p> <p>31-03-2014</p> <p>31-05-2015</p> <p>31-05-2015</p> | <p>31-03-2014</p> <p>31-03-2014</p> <p>31-03-2014</p> | <p>See report on good practices deliverable 5</p> <p>See report on good practices deliverable 5</p> <p>See report on good practices deliverable 5</p> |



| | | | | | |
|--|--|---------------|---------|--|--|
| | 9. Satisfaction of stakeholders | | | | |
| Relevance of Triple E to other sectors | 10. Provision of information on Triple E outcomes to number of stakeholders outside the FSS 11. Number and level of interest from other sectors | WP5: 15,16,19 | ongoing | | Successful European seminar with participation of 10 participants outside the sector |



| Field | Indicators | Deliverable | Planned Date of Delivery | Actual Date of Delivery | Quantity and Quality Measures |
|---|--|-----------------------|--------------------------|-------------------------|---|
| Partner 2: | WIB – Warsaw Institute of Banking | | | | |
| Timely delivery of main outputs | 1.Respect of deadlines and specifications | WP 3 Deliverable 7 | 31/08/2014 | Work in progres | 1. The main deliverable of WP3 (nr7), that is Guidelines for designing FSS Triple E Qualifications, is work in progress. The process is at advanced stage. The key parts of the Guidelines, described as deliverables nr 8 and 9, are elaborated, with respect to deadlines. 2. The partners were fully involved in the process of consultations and delivered their feedback on time. |
| | 2.Partners consultations and participation | Deliverable 8 | 30/09/2014 | 30/09/2014 | |
| | | Deliverable 9 | 30/09/2014 | 30/09/2014 | |
| Coherence of deliverables among them and with the EQF, ECVET and EQAVET | 3.Comprehensiveness of the set of deliverables | WP 3 Deliverable 7 | | | 3. The deliverables 8 and 9 are fully comprehensive and interrelated and they are important part of the main deliverable 7. 4. Deliverables 8 and 9 are fully coherent with EQF, ECVET and |
| | 4.Coherence of main deliverables with EQF, | Deliverable 8 | | | |

Legal notice: With the support of the Lifelong Learning Programme of the European Union.

This project has been funded with support from the European Commission. This publication / communication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



| | | | | | |
|---|--|--|--|--|--|
| | ECVET and EQAVET | Deliverable 9 | | | EQAVET and they directly relate to those three E. Coherence with EQF, ECVET and AQAVET will also be an important feature of Deliverable 7. |
| Interest, participation and level of satisfaction of SH | <p>5. Number of VET providers and other SH involved in the project</p> <p>6. Number of staff involved in interviews</p> <p>7. Number of selected good practices and examples of QS</p> <p>8. Number of stakeholders in the national consultation workshops and answering the questionnaire</p> <p>9. Satisfaction of</p> | <p>WP 3</p> <p>Deliverable 7</p> <p>Deliverable 8</p> <p>Deliverable 9</p> | | | <p>The main stakeholders involved in work on WP3 were the project partners and EBTN members. The process of consultation of WP3 deliverables included the following stages:</p> <ul style="list-style-type: none"> • Partners Meeting in Warsaw, March 2014 – discussion among the project partners • Questionnaire to the project partners – gathering feedback • EBTN Membership Meeting in Helsinki, June 2014 – consultations with EBTN members • Questionnaire to the project partners and EBTN members – gathering |



| | | | | | |
|--|---|--|--|--|--|
| | stakeholders | | | | <p>feedback (16 answers)</p> <ul style="list-style-type: none"> • Consultation Seminar in Brussels, September 2014 – presentation and discussion with the participants (60 pax involved) • Partners Meeting in Brussels, September 2014 – discussion among the project partners on final version of Deliverables 8 and 9 |
| Relevance of Triple E to other sectors | <p>10. Provision of information on Triple E outcomes to number of stakeholders outside the FSS</p> <p>11. Number and level of interest from other sectors</p> | | | | |



| | | | | | |
|---|---|--|--|--|--|
| | | | | | Triple E Model and related EBTN Accreditation Structure (expected in the last month of the project). |
| Coherence of deliverables among them and with the EQF, ECVET and EQAVET | 3.Comprehensiveness of the set of deliverables 4.Coherence of main deliverables with EQF, ECVET and EQAVET | | | | |
| Interest, participation and level of satisfaction of SH | 5. Number of VET providers and other SH involved in the project 6. Number of staff involved in interviews 7. Number of selected good practices and examples of QS 8. Number of stakeholders in the national consultation workshops and answering | | | | <ul style="list-style-type: none"> The Questionnaire sent as part of Deliverable 5 of WP2 was addressed to eight (8) possible respondents (HBA member banks) and feedback was received by five (5), i.e. 63%. |



| | | | | | |
|--|--|--|--|--|--|
| | the questionnaire 9. Satisfaction of stakeholders | | | | |
| Relevance of Triple E to other sectors | 10. Provision of information on Triple E outcomes to number of stakeholders outside the FSS 11. Number and level of interest from other sectors | | | | |

| Field | Indicators | Deliverable | Planned Date of Delivery | Actual Date of Delivery | Quantity and Quality Measures |
|---------------------------------|---|--|--------------------------|-------------------------|--------------------------------------|
| Partner 4: | RBI - Romanian Banking Institute | | | | |
| Timely delivery of main outputs | 1. Respect of deadlines and specifications | 1. According to Action Plan: | | | There were no delays of over 30 days |
| | 2. Partners consultations and participation | - Exploitation & Sustainability Plan draft | 30.10.2013 | 27.11.2013 | |
| | | - Evaluation & Quality Plan | 08.11.2013 | 23.10.2013 | |
| | | - Management Plan | 15.11.2013 | 14.11.2013 | |
| | | - Dissemination Plan | 20.11.2013 | 10.12.2013 | |
| | | - Methodology and instruments | 12.01.2014 | - | |
| | | - Survey | 15.05.2014 | 12.05.2014 | |
| | | - Final questionnaire | 15.05.2014 | 08.05.2014 | |
| | 2. Kick-off Meeting, Rome | 9 –10.10.2013 | 9 –10.10.2013 | | |

Legal notice: With the support of the Lifelong Learning Programme of the European Union.

This project has been funded with support from the European Commission. This publication / communication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



| | | | | | |
|---|---|---------------------------|---------------|--|--|
| | | Partner's Meeting, Warsaw | 27–28.03 2014 | 27–28.03 2014 | All participants filled in the questionnaires and the feedback was presented at the following meeting. |
| | | Call conferences | | 28.05.2014 11.06.2014 23.07.2014 04.09.2014 | |
| Coherence of deliverables among them and with the EQF, ECVET and EQAVET | 3.Comprehensiveness of the set of deliverables 4.Coherence of main deliverables with EQF, ECVET and EQAVET | 4. Survey | 15.05.2014 | 12.05.2014 | Deliverables were interdependent, being adapted to national specifics and in accordance with EU regulations. 4. Number of respondents Degree of interest/involvement |
| Interest, participation and level of satisfaction of SH | 5. Number of VET providers and other SH involved in the project | 5. Survey | 15.05.2014 | 12.05.2014 | 76 stakeholders answered the questionnaire (for ROMANIA) and a total 160 stakeholders answered the questionnaire (for all partner countries) |
| | 6. Number of staff involved in interviews | 6. – | | | |
| | 7. Number of selected good | 7. Survey | 15.05.2014 | 12.05.2014 | 12 selected good practices (for ROMANIA) |

Legal notice: With the support of the Lifelong Learning Programme of the European Union.

This project has been funded with support from the European Commission. This publication / communication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



| | | | | | |
|--|------------------------------|--|--|--|---|
| | practices and examples of QS | | | | <p>Examples:</p> <ul style="list-style-type: none"> • Specialized Master degree programs adapted to the industry’s needs • Short term postgraduate courses • Relevant beneficiaries should provide periodical suggestions concerning the opportunity of new qualifications or the need for updating existing ones • Periodical consultations/debates between the relevant actors of the industry: regulatory authorities, professional organizations, national/regional authorities, financial institutions. The last ones should be advised when establishing the curricula, the evaluation criteria and the need for new qualifications • Adapting the Triple E Qualifications to EQF/ The qualification should correspond to a qualification and a position in financial institutions in order to be considered compulsory by the industry and should also be legally recognised |
|--|------------------------------|--|--|--|---|



| | | | | | |
|--|--|--|--|--|---|
| | | | | | <ul style="list-style-type: none">• Regulating the recognition of qualifications• Almost in unanimity, the respondents suggested that defining the amount of labour/work should be directly linked to the number of credit provided in order to facilitate the transfer of credit units• Clearly describing the competences should also facilitate adaptability between different national systems, in order to promote mobility• In Romania, the Methodology for quality implementation in training provides norms for ensuring an adequate professional training• Providing both institutional and the program accreditation• Post certification evaluation is also necessary (CPDs)• Creating a system of evaluation skills acquired in non formal and informal way agreed in the financial industry |
|--|--|--|--|--|---|



| | | | | | |
|--|--|---|--|--|--|
| | 8. Number of stakeholders in the national consultation workshops and answering the questionnaire 9. Satisfaction of stakeholders | 8. not yet applicable 9. after the testing phase | | | |
| Relevance of Triple E to other sectors | 10. Provision of information on Triple E outcomes to number of stakeholders outside the FSS 11. Number and level of interest from other sectors | 10. Not yet applicable 11. Not yet applicable | | | |



| Field | Indicators | Deliverable | Planned Date of Delivery | Actual Date of Delivery | Quantity and Quality Measures |
|---|---|-------------------------------------|---|-------------------------|--|
| Partner 5: | FS - Frankfurt School of Finance & Management | | | | |
| Timely delivery of main outputs | 1.Respect of deadlines and specifications 2.Partners consultations and participation | WP 3 Deliverables 7, 8 and 9 | Draft of Model for Partners (Milestone Dev. 7): 15.09.2014 | 16.09.2014 | 1) All Partners mostly respected deadlines, even in holiday-season All questionnaires have been answered in time by sufficient addressees. 2) The feedback we received was always constructive and valuable, participation and interest was high during several phases |
| Coherence of deliverables among them and with the EQF, ECVET and EQAVET | 3.Comprehensiveness of the set of deliverables 4.Coherence of main deliverables with EQF, ECVET and EQAVET | | | | 3) The comprehensiveness was always respected and constantly remained until now 4) Upcoming issues regarding the coherence within EQF, ECVET and EQAVET always have been addressed |
| Interest, participation and level of satisfaction of SH | 5. Number of VET providers and other SH involved in the project | | | | 5) Partners and EBTN-Members, other stakeholders via telephone and ad hoc presentations on local conferences 6) 3 7) Iso, DQR, FPSB – others via the |

Legal notice: With the support of the Lifelong Learning Programme of the European Union.

This project has been funded with support from the European Commission. This publication / communication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



| | | | | | |
|---|--|--|--|--|--|
| | <p>6. Number of staff involved in interviews</p> <p>7. Number of selected good practices and examples of QS</p> <p>8. Number of stakeholders in the national consultation workshops and answering the questionnaire</p> <p>9. Satisfaction of stakeholders</p> | | | | <p>partner questionnaire</p> <p>8) No national consultation workshop yet, but >10 multipliers answering the questionnaire</p> <p>9) High, but skeptical waiting for results</p> |
| <p>Relevance of Triple E to other sectors</p> | <p>10. Provision of information on Triple E outcomes to number of stakeholders outside the FSS</p> <p>11. Number and level of interest from other sectors</p> | | | | <p>10) Blogs, press Releases, mentioning during open shop presentations</p> <p>11) Right now not that much, but we have not involved them yet.</p> |



| Field | Indicators | Deliverable | Planned Date of Delivery | Actual Date of Delivery | Quantity and Quality Measures |
|---|---|--|------------------------------|------------------------------|--|
| Partner 6: | ABISERVIZI SpA - ABIFORMAZIONE | | | | |
| Timely delivery of main outputs | 1.Respect of deadlines and specifications 2.Partners consultations and participation | WP2 Deliverable 4 Deliverable 5 Deliverable 6 | 20/01/2014 15/05/2014 | 27/01/2014 21/05/2014 | 1. The first versions of the deliverables were shared with partners according to the deadlines. The little delay in the final delivery was due to some feedbacks received after the shared deadlines. 2. Apart for some little delays in the feedbacks, all the partners gave support for the deliverables. |
| Coherence of deliverables among them and with the EQF, ECVET and EQAVET | 3.Comprehensiveness of the set of deliverables 4.Coherence of main deliverables with EQF, ECVET and EQAVET | | | | 3. The deliverables were comprehensive and strongly interrelated. 4. The deliverables of WP2 described the actual status of knowledge and application of EQF, ECVET and EQAVET resulted from the survey and constitute one of the inspiring inputs for WP3. |



| | | | | | |
|---|---|--|--|--|---|
| <p align="center">Interest, participation and level of satisfaction of SH</p> | <p>5. Number of VET providers and other SH involved in the project</p> <p>6. Number of staff involved in interviews</p> <p>7. Number of selected good practices and examples of QS</p> <p>8. Number of stakeholders in the national consultation workshops and answering the questionnaire</p> <p>9. Satisfaction of stakeholders</p> | | | | <p>5. Around 20 actively involved. We sent the Italian survey to VET providers, banks and other stakeholders. We sent the invitation to 300 people at least</p> <p>6. 2</p> <p>7. 1: «Manuale di certificazione delle qualifiche delle banche commerciali – I principi dell’EQF» by ABI and FBA can be proposed as a best practice.</p> <p>8. 14</p> <p>9. High</p> |
| <p align="center">Relevance of Triple E to other sectors</p> | <p>10. Provision of information on Triple E outcomes to number of stakeholders outside the FSS</p> <p>11. Number and level of interest from other sectors</p> | | | | <p>10. Through website and ABIFormazione social media, information on the project have been constantly shared</p> <p>11. Some mails for further details and constant update.</p> |



| Field | Indicators | Deliverable | Planned Date of Delivery | Actual Date of Delivery | Quantity and Quality Measures |
|---|---|--|--|-------------------------|---|
| Partner 7: | CIOBS - The Chartered Institute of Bankers in Scotland | | | | |
| Timely delivery of main outputs | 1.Respect of deadlines and specifications 2.Partners consultations and participation | WP2 Deliverable 4 Deliverable 5 Deliverable 6 | 31/01/2014 31/03/2014 31/04/2104 | | 1 In general the deadlines were well respected by virtually all of the partners 2 Most partners seem to give useful feedback and support to the lead partner in my view. |
| Coherence of deliverables among them and with the EQF, ECVET and EQAVET | 3.Comprehensiveness of the set of deliverables 4.Coherence of main deliverables with EQF, ECVET and EQAVET | WP3 Deliverable 7 Deliverable 8 Deliverable 9 | 30/09/2014 30/09/2014 30/09/2014 | | 3 The deliverable from WP2 was a thorough and well researched report. The model from WP3 is developing well. 4 The work of the project supports well the fundamental aspects of raising the awareness and integrating European initiatives to mainstream FS qualifications |
| Interest, participation and level of satisfaction of SH | 5. Number of VET providers and other SH involved in the project | | | | 5 We had interest from some of our University partners and from the SCQF partnership 6 We did not interview but used |



| | | | | | |
|---|--|--|--|--|---|
| | <p>6. Number of staff involved in interviews</p> <p>7. Number of selected good practices and examples of QS</p> <p>8. Number of stakeholders in the national consultation workshops and answering the questionnaire</p> <p>9. Satisfaction of stakeholders</p> | | | | <p>questionnaires and 2 staff involved in that process.</p> <p>7 Several recommendations made during WP2 survey</p> <p>8. 24</p> <p>9 Interested and High</p> |
| <p>Relevance of Triple E to other sectors</p> | <p>10. Provision of information on Triple E outcomes to number of stakeholders outside the FSS</p> <p>11. Number and level of interest from other sectors</p> | | | | <p>10 We continue to share information on our Website, monthly newsletters and magazine.</p> <p>11 Difficult to evaluate at this stage in the project.</p> |

| Field | Indicators | Deliverable | Planned Date of Delivery | Actual Date of Delivery | Quantity and Quality Measures |
|---------------------------------|---|--|---|--|--|
| Partner 8: | MUBE - Malta Union of Bank Employees | | | | |
| Timely delivery of main outputs | 1.Respect of deadlines and specifications 2.Partners consultations and participation | WP1: Participation in Kick off Meeting & Interim Partners' Meeting WP2: National Report for Malta | October 2013 March 2014 March 31 2014 | October 2013 March 2014 April 15, 2014 | One representative took part in these two meetings The report has been delivered with a slight delay due to some input received from the stakeholders after the foreseen deadline. However, the report includes relevant data and information regarding the good practices and gaps in the field of qualifications development in Malta. One representative took part in the seminar |

Legal notice: With the support of the Lifelong Learning Programme of the European Union.

This project has been funded with support from the European Commission. This publication / communication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



| | | | | | |
|---|--|---|----------------|----------------|--|
| | | WP4: European consultation seminar | September 2014 | September 2014 | <p>MUBE provided the Annex B duly filled in with planned dissemination actions foreseen for the two years project</p> <p>It was provided the list with dissemination activities implemented in year 1 of the project, together with evidences</p> <p>Emails have been sent to national and European stakeholders to promote the project achievements at interim stage.</p> |
| | | WP5: National Dissemination Plan | January 2014 | January 2014 | |
| | | National dissemination activities and evidences | October 2014 | October 2014 | |
| | | Awareness raising campaign | September 2014 | September 2014 | |
| Coherence of deliverables among them and with the EQF, ECVET and EQAVET | 3.Comprehensiveness of the set of deliverables 4.Coherence of main deliverables with EQF, | WP2: National Report for Malta | March 31 2014 | April 15, 2014 | The questionnaire and interviews were focused on analysing the state of art, good practices and gaps in regarding the implementation of lifelong learning instruments (ECVET, EQF and EQAVET) |



| | | | | | |
|---|---|---|-------------------|-------------------|---|
| | ECVET and EQAVET | | | | |
| Interest, participation and level of satisfaction of SH | 5. Number of VET providers and other SH involved in the project 6. Number of staff involved in interviews 7. Number of selected good practices and examples of QS 8. Number of stakeholders in the national consultation workshops and answering the questionnaire 9. Satisfaction of stakeholders | WP2: National Report for Malta | March 31 2014 | April 15, 2014 | We need to see the report and dissemination activities in order to include concrete numbers Two staff members were involved in conducting the analysis phase. |
| Relevance of Triple E to other sectors | 10. Provision of information on Triple E outcomes | WP4: European consultation seminar | September 2014 | September 2014 | Representatives from other sectors were participating: INSURANCE, HEI, SMEs. |



| | | | | | |
|--|--|--|--|--|--|
| | to number of stakeholders outside the FSS 11. Number and level of interest from other sectors | | | | |
|--|--|--|--|--|--|



6 Summary

The Triple E Project Evaluation process is built according to the objectives of the project and agreed upon by all the partners in the project.

The Consortium has agreed on the project components to be evaluated and the tools to be used. The Project Evaluator has developed templates for each project component evaluation. Accumulated results of internal and external evaluation are presented in the respected parts of the deliverable.

The systematic evaluation, during the first project year, focused on the main project elements and included the agreed upon quality indicators for each element.

All project meetings (Rome, Warsaw, Brussels) achieved the objectives stated. The European Seminar in Brussels was attended by 56 participants from the financial services sector. Virtual meetings facilitated the steering of work of the consortium. The evaluation of the website pinpointed the parts which need to be improved in the second year of the project. The main deliverables were scrutinised by peer review. The result of the peer review confirmed that deliverables D4, D5 and D6 were fully accepted. Evaluation indicators show detailed quantity and quality measures undertaken by the interim stage of the project.

The majority of the Partners participated actively with the expected degree of responsibility in the evaluation process. The results of the Evaluation process were accordingly discussed in the project and Steering Committee meetings. Appropriate actions were taken for the project activities improvements and management support.

The Interim Evaluation Report demonstrates that the Triple E Project Partnership is strictly following the project activities and is fulfilling all the activities, outcomes and deliverables at a good quality and on time.

The Evaluation process will continue with the same activities during the next project year in order to monitor the Project team in their approach to reaching the project objectives.