



ECQA NEWSLETTER

Dear Friends, Partner, ECQA Members and to all those interested in ECQA,

A successful year comes to an end and we would like to wish to all of you happy holidays, and a good year 2016!

At the end of the year 2015 we want to give you an overview of what happened and what will happen in the next year.

Yours sincerely,
Michael Reiner
ECQA President

NEWS

A warm welcome to our new ECQA Member [Matej Bel University \(UMB\)](#)

On 11 December 2015, a high-level delegation from Matej Bel University (UMB) in Banská Bystrica, Slovakia, visited the ECQA Headquarter in Krems and signed the ECQA Membership Agreement together with the Job Role Committee Agreement of ECQA Certified Terminology Manager. This is a milestone in the long co-operation between UMB and TermNet and the result of another sustainable ECQA qualification and certification project.



From left to right: Andrea Dankova (Head of rector's office), Vladimir Hiadlovsky (Rector of UMB), Katarina Chovancova (Vice-rector)

Read more:

[TermNet](#)

[ECQA Certified Terminology Manager](#)



Vladimir Hiadlovsky (Rector of UMB) and Gabriele Sauberer (Vice-president of ECQA and Director of TermNet),

signing the ECQA Membership and JRC Agreement for ECQA Certified Terminology Manager

ECQA Certified SPI Manager Course (train the trainer), Tokyo, Japan, 27.-29.7.2015

So far many qualifications for assessors (ISO 15504, CMMI, etc.) have been established. However, assessments lead to improvement projects and how do we assure that improvement projects are successful. In a European consortium a skills set, training material, exam materials and online portals in cooperation with ECQA (European Certification and Qualification Association) have been established.

ECQA and JASPIC (Japan SPI Consortium) have signed agreements to deliver this qualification to Japan. A first training of trainers took place in Japan.

JASPIC also signed the Job Role Committee Agreement to join the working party to elaborate the SPI Manager job role further. JASPIC members (experts from NEC, NTT Data, Hitachi, Fujitsu, Sony, Canon, Toshiba, SRA, etc.) actively participated.

ECQA Signs Agreement with JASPIC - Japanese SPI Consortium



ECQA and JASPIC presidents signed the official papers in Tokyo, Japan so that JASPIC joins the JRC committee for SPI manager.

Both communities will hold an SPI manager workshop at EuroSPI 2015.



Prof. Michael Reiner (President ECQA) and Kouichi Kishida-san (President JASPIC) in the signature celebration.

ECQA Certified Applied Sustainability & CSR Professional goes GLOBAL

After a successful year with face-to-face-trainings and exams in German, the new [ECQA Certified Applied Sustainability and CSR Professional Certificate](#) goes global:

In 2016, trainings, ONLINE courses and exams will be held in Global English to reach out to the inter-national clients and business partners of the Job Role Committee of ECQA Certified AS+CSR Professional. In particular, Martin Neureiter's "CSR company international" is active not only in Europe but also in Africa, Asia and the Middle East.

Read more:

www.fedm.eu

<http://www.ecqa.org/index.php?id=325>



Success story continues: ECQA Certified Terminology Manager_ENGINEERING launched

On 15th December 2015, the Job Role Committee of ECQA Certified Terminology Manager and [TermNet](#) launched its newest certificate and online training: ECQA Certified Terminology Manager Engineering.

The certificate is tailored to professionals in both engineering and terminology management. To bridge this gap, ECQA and EuroSPI representatives were asked 10 basic questions about terminology needs

of engineers and engineering. The interesting results are included in the training programme and in the Skills and Competence Portfolio.



Read more:

[TermNet News](#)



1st ECQA Certified Diversity Manager Online Course and Oral Exam

[Forum European Diversity Management \(FEDM\)](#), leader of the Job Role Committee of ECQA Certified Diversity Manager, is glad to announce that the first oral exam took place on 21st December 2015, with excellent results.

The next online course will start on 28th January 2016, the written exam will take place in March 2016. Detailed information about the Certificate is given in the MOOC "[3 Steps to your Diversity Driving Licence](#)".



Read more:

[ECQA Certified Diversity Manager](#)

[FEDM Website](#)



ECQA as partner in 3 interesting EU projects: ACT, MODI-FY and VIRTUS



Amongst the new and ongoing interesting EU projects with ECQA as Certification, Consultancy and Quality Partner, let us highlight the following 3 with their main ideas:

ACT – Accessibility means more than barrier-free buildings;

MODI-FY – Historic Site Managers in the EU need harmonized skills and competences;

VIRTUS – to design and build an innovative, fully functional virtual vocational education and training centre.



Read more:

[Project ACT](#)

[Project MODI-FY](#)

Milestone reached in AQUA Project: ECTS and ECVET Credits for ECQA Courses

[AQUA](#) stands for “Knowledge Alliance for Training Quality and Excellence in Automotive” and is one of the most important recent projects of the ECQA and EuroSPI communities.

In the strategic document and AQUA Deliverable “ECQA Strategy and Mapping Onto the European Qualification Framework”, ECTS and ECVET credits as well as EQF levels have been allocated to

the AQUA training and other successful ECQA courses, such as ECQA Certified Terminology Manager (basic and advanced level) as well as Applied Sustainability and CSR Professional



Read more [here](#).

ECQA Certification of Applied Sustainability & CSR Professionals accelerates

Sustainability and CSR management have become a hot topic worldwide. Demand for qualified experts in these trend-setting areas is high. However, necessary qualifications and skills of CSR and sustainability managers have hardly been defined and vary significantly within the EU and worldwide.

Offers for training and education on these topics are similarly heterogeneous and confusing to people tasked with introducing, implementing, or improving sustainability and CSR management in their corporations and organizations.

The ECQA certificate for the *ECQA Certified Applied Sustainability & CSR Professional* meets the demand for an international, EU-wide personal certificate and we now proudly present the first squad of ECQA Certified Applied Sustainability & CSR Professionals.

[Here](#) you find more information: The next dates for the exams are 18th of February 2016 and 15th of September 2016. The next trainings will be 8-10 of February 2016 and 5-7 of September 2016.

Automotive Quality Universities project launched!

International standards and norms about Development Quality (Automotive SPICE®, ISO/IEC 15504), Functional Safety (ISO 26262, IEC 61508) and Six Sigma (production and process quality) form the backbone

of the European automotive and supplier industry. These standards make the smooth coupling of the different companies along the supply chain possible, and enable the successful integration of all parts and subsystems.

The EU Erasmus+ Sector-Skills-Alliance project AQUA (Automotive Knowledge Alliance AQUA – Integrating Automotive SPICE, Six Sigma, and Functional Safety, 2013-2014) first developed a curriculum (skill card), training material, and certificate for an “Automotive Quality Engineer Integrated” on VET level. This is based on a consistent and modular kit (“Baukasten”) of training modules for Functional Safety, Automotive SPICE and Six Sigma, as well as on their integration (which is completely new on the training market).

In the Automotive Quality Universities project (financially supported by the European Commission in the Erasmus+ Programme KA2 - Strategic Partnerships for higher education under the project number 2015-1-CZ01-KA203-013986),

the best European practices of Automotive Quality Engineering will be prepared and the knowledge transferred to the higher education at the university level, based on a great demand identified in the European Automotive Industry.

In the consortium countries, national subsidies of automotive OEMs and suppliers are among the principal employers of young engineering graduates, which is why these universities have a particular interest in better adapting their curricula to these companies’ needs and expectations. Consortium partners will adapt the AQUA curriculum and training kit to higher education master level, and agree on their ECTS (European Credit Transfer System) integration.

Furthermore, they committed to taking over ECQA certification for this higher education curriculum, so that students will have the possibility to get a complementary certificate facilitating them their entry in the automotive job market.

As the automotive industry is one of Europe's leading industries and employers, the results of this proposed project will be highly relevant across all EU member states.

The project consortium members represent 6 EU countries:

- VŠB - Technical University of Ostrava, Czech Republic
- Graz University of Technology, Austria
- University of Applied Sciences Joanneum, Austria
- University of Maribor, Slovenia
- EMIRAcle (European Manufacturing and Innovation Research Association), Belgium and France, teaching students and professors in several French engineering schools, e.g. Grenoble Institute of Technology, Ecole Centrale de Nantes, ENSAM ParisTech Aix en Provence, Université de Technologie de Troyes, Ecole Centrale de Lyon
- ISCN Ltd., Ireland

It is also planned to establish an online Moodle based teaching platform where students from different universities can have joint subjects and exercises in the Automotive Quality area. The online campus will be integrated into the ECQA skills portals, learning portals and exam portals, allowing computer based learning and exams, and industry certificates in parallel to university ECTS.

In November 2015, consortium partners successfully met at VŠB - Technical University of Ostrava, Czech Republic, to officially kick off the two years journey towards achieving the project goals.

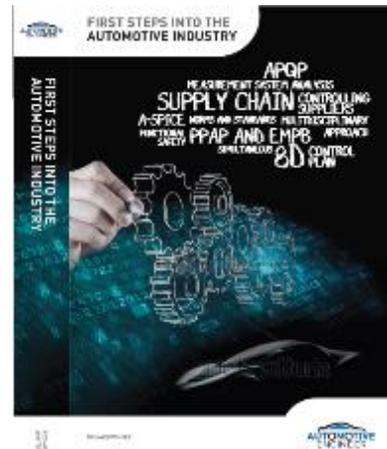


Empowering engineering graduates for the Automotive Industry

Training and Consulting Organisations from the Netherlands, Austria and France in very close cooperation with major automotive OEMs and Tiers, as well as the ECQA are currently developing a VET training that prepares recent graduates for successfully making their first steps in the automotive industry as an automotive engineer. The objective is to come up with a concise curriculum that delivers fundamental knowledge and skills that form the basis of the growing variety of engineering job roles in the automotive industry. This certified add-on qualification for recent university graduates and professionals alike should help to bridge the current skill gap.

This collaborative activity has been inspired by major industry stakeholders who have been observing that engineering graduates without prior practical experience in the automotive domain have hardly any specific knowledge about the automotive industry, which is after all one of the key pillars of the European and worldwide economy. It is the second automotive qualification key initiative by the European Automotive Quality Sector skill alliance (AQUA, www.automotive-knowledge-alliance.eu) and is financially supported by the European Commission in the Erasmus+ Programme under the project number 2014-1-NL01-KA200-001189 and the project name "Automotive Engineer".

Major recent project activities include a Train-the-Trainer week in Enschede from 12 to 16 October, a draft release of the training book "First Steps in the Automotive Industry", as well as international dissemination activities in Austria, Germany, France, Lithuania, Romania, and the Netherlands.



More detailed information is available on the [project website](#).

E-learning for managers and analysts (with the support of experts)



A good manager's knowledge is complex, multidimensional and difficult to get. We offer e-learning courses tailored to busy managers and analysts to fulfil the gaps in knowledge.

The e-learning courses are permanently available on cloud based e-learning platform (TalentLMS) already from the beginning of 2015. Expert online and live support & tutoring on demand

helps participants to overcome all learning obstacles. All courses are supported with gamification system, which greatly improves retention of the participants and makes the learning fun.

Learning content is divided into micro-modules, which allows easier and incremental advancement and completion of the courses. The duration is tailored to manager's needs.

Online exam with

proctoring is available to allow seamless certification experience from your office or home.

They offer the following e-learning courses for managers and analysts:

	E-learning course title	Key learning outcomes <i>The manager / analyst is able to..</i>
	Business Process Manager (Foundation)	... identify processes, roles, design a process model using BPMN, prepare process description document, define key process indicators.
	Business Process Manager (Advanced)	... analyse and simulate and automate processes, prepare management manual, assess maturity and lead BPM project.
	Business Process Manager for Higher Education Institutions	... analyse HEI processes (teaching, studying, development, research, management), identify gaps, define key performance indicators and reengineer them.
	Social Responsibility Manager	... define social responsibility strategy, communicate and report to stakeholders and manage issues related to human rights, environment, consumers, employees and fair operating practices.
	EU Project Manager	... develop project idea and convert it to EU project proposal, manage work packages, deliverables, communications, quality, reports and risks.
	Sustainability Manager	... analyse processes in terms of energy, water, waste and materials efficiency, define sustainable product or service lifecycle, implement SR, lead the transformation of a company to more sustainable one

Training packages

For all e-learning courses they offer the following packages: **self-study and tutor-supported e-learning.**

Tutor-supported e-learning is suitable for those participants, which need individual personal support from the expert during the training or need to resolve specific problem in their companies.

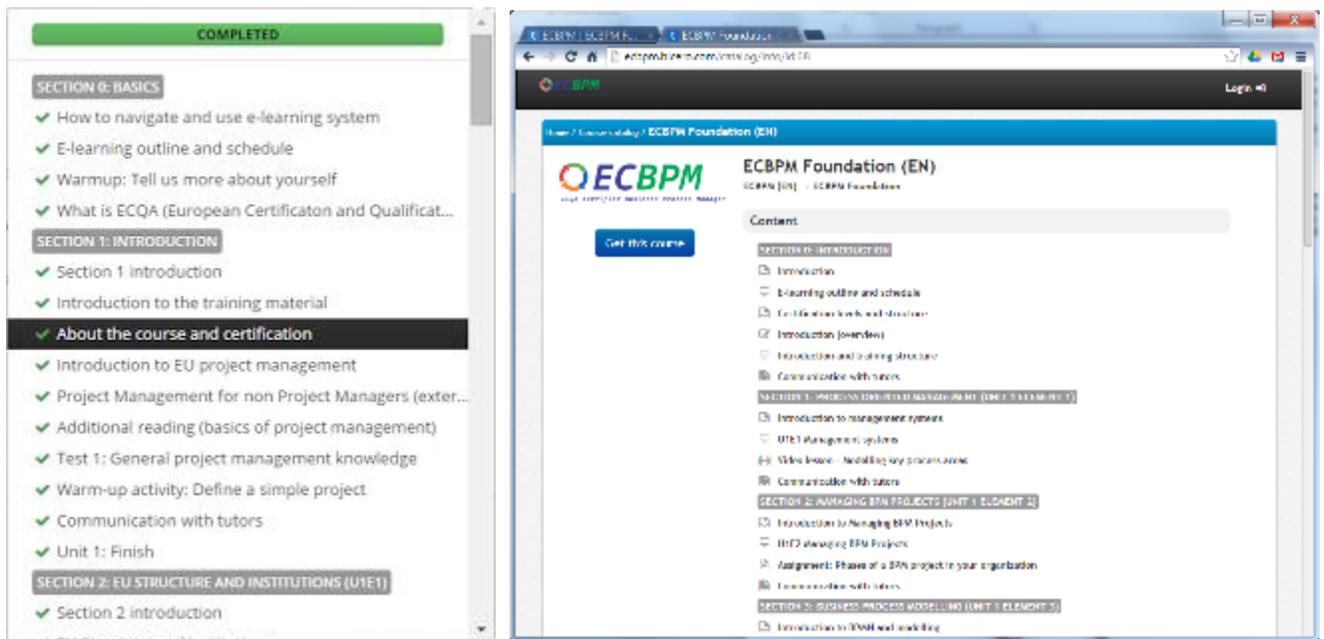
Self-study e-learning is suitable to more knowledgeable participants, which already have some experiences from the course content.

More info about e-learning can be found [here](#).

The benefits of e-learning in 7 steps:

1. Learn at your own pace. The content is divided in manageable micro muddles

Each module includes several learning materials. You can go back, pause and move forward as you wish.



2. Learn from anywhere & anytime

You only need a PC and a browser. Our course is tablet and smartphone friendly - learn on the go! We are using [TalentLMS](#) platform, which is very easy to use.



3 Monitor your progress & earn badges as you progress

You can check anytime the how far you are. In addition, you will earn progress badges to keep you motivated.



4 Increased retention

The course keeps your attention with micro-tests at the end of each learning module. Tutors encourage you to move on, too.

5 Incremental preparation for the exam

Micro-tests within the course are very similar to those in final exam. You can practice with those example questions as many times as you wish.

6 Practical assignments and expert feedback

Practical assignments prepare you for real life challenges. Expert reviews your assignments and provides a feedback, to keep you right on track.

7 All exams available completely online!



Exam participants do not need to visit exam centres anymore. Exam can be performed from office or home. The exam integrity is protected by using Software Secure online proctoring services. Cheating is prevented by monitoring participant's webcam, microphone, desktop by independent external proctor. The identity of the participant is ensured by checking his photo identity card and live web video stream. The exam is being recorded and in case of exam rules breach (looking at training materials, talking to a person, browsing the internet,

using chat software, using mobile phone ...), the proctor prepares the exam breach report. The exam participant needs a computer, internet connection with 256kb upstream speed, webcam, microphone, Windows or Mac OS and a distraction free room.

The experience for the participant **is seamless**, as soon as the mentioned requirements are fulfilled.

We believe that by using remote proctoring services we'll be able to reach more users on those areas in the world without exam centres nearby. Moreover, the travel costs and pre-exam stress should be reduced, too.

Select the correct statement(s), please.

- The EU funding usually covers the whole amount of actual project costs.
- The maximum EU funding can be increased during project's lifetime.
- The EU funding can exceed the amount planned in the proposal.
- The EU funding cannot exceed the maximum funding amount given in the contract.

Submit answer

Upcoming Events

Event highlight EuroAsiaSPI takes place from 14th to 16th September 2016 in Graz, Austria

In 2016, [EuroSPI / EuroAsiaSPI](#) will take place at Graz University of Technology, from 14th to 16th September. The event has been postponed from June to September 2016, to allow the EuroSPI and ECQA communities to attend another important industry event in June 2016. Call for papers and ECQA Stream 2016 at EuroSPI 2016 has been published. ECQA members will get a 20% discount. Global Innovation & Networking will be a focus of EuroAsiaSPI 2016. TermNet and the JRC of ECQA Certified Terminology Manager will present good practice in terminology management for automotive, engineering and medical industries.

EuroAsiaSPI² 2016

Read more:

[EUROASIASPI 2015](#) (All about the EuroAsiaSPI this year)

[EUROASIASPI 2016](#)

[ECQA Stream 2016 at EuroSPI 2016](#)

EuroSPI 2016 [Call for Papers](#)

ECQA Days 2016 [Call for Papers \(Stream in EuroSPI\)](#)

Call for Papers ([PDF file](#))



Make Learn Conference 2016

Next year the Make Learn Conference will take place on 25-27 May 2016 in Timisoara, Romania

MAKELEARN International Scientific Conference on Management of Knowledge and Learning

is organised by the International School for Social and Business Studies (ISSBS) in cooperation with foreign

partner universities, international institutes and organisations chosen in accordance with its annual theme. Through MakeLearn, the ISSBS encourages the sharing of most recent developments in the field

of knowledge management between Slovene and foreign experts, as well as promotes itself and higher education in the Central and South-Eastern Europe. By including individuals from major regional businesses,

MakeLearn also encourages discussion and the exchange of knowledge between the academia and the economy. Although the general theme of the conference, i.e. management of knowledge and learning in businesses

and other organisations, remains the same, each year the focus of the conference is adapted to regional and global findings, occurrences and needs of the time.

This will be an excellent environment for dissemination of ECQA projects, achievements.



Read more [here](#).