



CHARTER OF THE QUALITY OF AVEPA TRAINING

Forewords

This document was adopted for the purpose of communicating to customers and beneficiaries of training services the commitments that the training office within AVEPA assumes in their regards to guarantee the quality and transparency of training services, in strategic (as quality policy), organizational (as preparation and provision of the offer), operational (as objectives , specific standards and devices for guarantee of customers and beneficiaries).

The commitments indicated below referred to the services related to the supplying of training including the design, organization and implementation of training actions, even possibly financed by public and private resources.

This document is integrated into the quality management system according to the international standard UNI EN ISO 29990: 20011.

Mission

The mission of the training office of AVEPA is to encourage the constant development of human capital through the construction, maintenance and growth of skills able to respond to the continuous evolution of the service models within the Public Administration.

Vision

AVEPA aims to be a point of reference for sharing good practices in operating processes and innovation processes as well as its own corporate know-how, offering to Paying Agencies, Institutions, Public and Private Organisations, training and operational support in the areas of specific and institutional competence of AVEPA, peculiarly in its capacity as Paying Agency (such as European Agricultural Guarantee Fund - EAGF, European Agricultural Fund for Rural Development - EAFRD and so forth) and Intermediate Body (Regional Operational Program - ROP and European Regional Development Fund - ERDF), agricultural funds, through the use of highly professional and competent resources.

The services offered: "Tailor-made" specialised training

AVEPA promotes and organizes three different types of "Customised" events:

- **Events realized at the conclusion of special projects**, with the aim of presenting and sharing the main evidences emerged, creating an opportunity for debating and sharing outcomes before institutional speakers and experts in the sector.
- **Ad hoc projects on specialised topics** based on requests of organisations and public and private institutions wishing to take advantage of AVEPA experience as a Paying Agency.

- **Events suggested directly by AVEPA** with the aim of promoting specialistic knowledge to support good practices on issues with a strong impact on Paying Agency (i.e. EAGF, EAFRD agricultural funds and so forth) and Intermediate Body (ROP and ERDF).

The activities can be carried out with systems that use both the in-attendance methodology (classroom, coaching) as well as at a distance (through the use of web conferencing systems).

The proposed interventions can be free of any charge, funded or self-financed by the buyers.

Professional resources involved

In order to guarantee a high level of quality of the services provided, AVEPA makes use of resources with appropriate professional skills for needs analysis, design, delivery of lecturing and, teaching.

Avepa can avail itself of external collaborations in relation to specific needs.

AVEPA selects its partners and organizations with which it collaborates according to current legislation and in accordance with its corporate mission.

All the professionals employed, both internal and external, are assessed suitable through the evaluation of the previous experience and qualifications held.

Since the human resources employed in the work processes are considered an essential factor for the quality of services provided, AVEPA grants the Continuous Improvement also through the training and constant professional updating of their operators.

Quality policy

AVEPA, is ISO 29990: 2011 and through its Quality Management System guarantees:

- the quality of training service in view of continuous improvement through the formalisation of a training quality model according to recognised international standards (ISO);
- adequate training through:
 - identification of training needs and development of the organisation's skills consistent with the company's strategic objectives
 - planning and scheduling of the activities necessary for the management of the system of training
 - the didactic planning and the provision of training interventions
 - the evaluation of the activities carried out and the service provided to the organisation
- the availability of human resources with technical and managerial skills appropriate to the different levels for the execution of the operations/processes assigned as expected in Annex I "Criteria for recognition", article 1, of EU Reg. 907/2014 of the Commission dated 11 March 2014 and art. 124 and Annex XIII point 1 (iv) of the EU Reg. 1303/2013.

Service quality factors

Training in AVEPA is inspired by the principles of continuous improvement and orientation toward user.

AVEPA has adopted the standard ISO 29990: 2011 system in order to guarantee the quality of services provided and for the purpose of collecting and evaluating all the information useful for Continuous Improvement.

Monitoring, measurement and analysis of appreciation and learning are planned to evaluate the service provided and to constantly improve the effectiveness and maintenance of the services quality standards.

AVEPA also collects reports, feed-backs and suggestions from users in order to correct any discrepancies found with respect to the expected results.

Tools for the adoption of the quality policy

AVEPA Director Office disseminates and illustrates the policy to ensure its full and strong possible support in understanding, through the publication on the intranet / website of the document CHARTER OF THE QUALITY OF AVEPA TRAINING, the circulation of the document via email to all the interested staff as well as conducting meetings for its presentation, and finally through the explanation and sharing with internal trainers.

The pursuit of the objectives set out in this Charter is guaranteed by an audit action held annually as well as by half-yearly assessment meetings of employees of the training office and by the constant control by the Director Office.

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Complaints and reports management

For any complaints or reports regarding the quality of training service provided, kindly send an email to formazione@avepa.it with the subject: COMPLAINTS / SIGNALING.

The office shall respond within 48 hours of receipt of the email activating any required action to manage the matter.

Provision of logistical-instrumental resources

AVEPA has seven operational offices located throughout the Region with different facilities logistics and instrumental.

The Head Office (via N. Tommaseo 67/C in Padova, Italy) is the main place of supply of the courses.

The classrooms all have a range of equipment and tools which includes:

- video beam
- support for video projection
- flip chart
- possibility of being equipped with a laptop and network connection (on request)

The Central Office also has:

1 Training Room equipped with 16 PCs connected to the Internet

1 Conference Room (up to 99 seats) equipped with an audio-video system