

Company Profile

Azerbaijan Bank Training Centre

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History

Azerbaijan Bank Training Centre was established as a not-for-profit subsidiary of the Azerbaijan Banks Association in February 2000 with the Technical Assistance of European Union TACIS program.

Nowadays, ABTC is the leading training and consultancy institution in Azerbaijan on banking and business management.

Vision and Mission Statement

ABTC vision is to become the country's leading business services institution, providing all kinds of training and consultancy services to finance sector, management training and consultancy services to non-finance sector, preparing professional specialists for finance sector, and implementing local and international certified programs.

ABTC mission is to be a professional training and consultancy services institution, which brings to Azerbaijan up-to-date knowledge and technologies on financial services and business management, add their value by adaptation to local conditions and make them practically oriented, and deliver them to business partners in a form complying with international standards.

ABTC Team

ABTC has 6 full time employees and more than 70 part time experts.

Part time experts are managers and leading specialists of the Central Bank and its infrastructures, bank and companies as well as independent consultants and most of them have been trained by experts from European Union, UK, USA, Japan, Canada and Russia and have visited those countries for study tour.

ABTC Training Services

Today ABTC offers 175 trainings to its partners.

ABTC offers two types of training products:

■ Long term certified programs (*up to 150 training hours*):

1. ACCA examination preparation
2. Financial Accounting
3. International Financial Reporting Standards (IFRS)
4. General Banking
5. Bank Branch Manager
6. Mortgage Lending Specialist
7. Credit Specialist
8. Bank Customer Service Specialist
9. Bank Internal Auditor
10. Certified Internal Auditor (CIA)
11. Fundamentals of Security Business
12. HR Practitioner (HRP)
13. Cisco CCNA Routing & Switching

■ Short term standard courses (*up to 30 training hours*):

1. General Management & Governance (*over 40 topics*)
2. Finance (*over 20 topics*)
3. Credit (*over 15 topics*)
4. IT&MIS (*over 15 topics*)
5. Marketing & Sales (*over 30 topics*)
6. Soft Skills (*over 10 topics*)
7. Other (*over 20 topics*)

■ Features of ABTC training services:

- using advanced practices;
- Synthesis of local & foreign experience;
- Business experienced trainers pool with local & international ToT program background;
- Interactive delivery to small groups;
- Pre-test & and post-test practice;
- Differential certification upon request;
- Mandatory use of business games, business cases and group works;
- Training quality monitoring through anonymous course evaluation;
- Individual trainee reporting for attendance and test results;
- Training language (Azerbaijani, Russian & English) and venue choice option;
- Classrooms fully equipped for modern training delivery;
- Follow up trainees' feedback.

■ Statistics

Years	2000-2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017*	Total
Number of courses	443	190	127	110	116	184	129	141	99	152	152	103	40	15	2,001
Number of trainees	5,588	2,337	1,610	1,592	1,847	2,636	1,628	1,735	1,262	2,168	1,979	1,030	440	212	26,064
Training hours	5,316	2,280	1,884	1,912	1,546	3,261	2,362	2,582	1,597	2,200	1,838	1,228	350	176	28,532

*As per July 1, 2017

ABTC Consultancy Services

Since 2001 the ABTC has been providing consultancy services on banking and business management. By today ABTC has implemented 236 consultancy projects to more than 60 beneficiaries.

■ The main consultancy products of ABTC:

1. Corporate Governance
2. Strategic (Business) Planning
3. Organizational structure and organization of business processes
4. HR Management
5. Financial Management
6. MIS
7. IT
8. Organization of Credit business
9. Internal Audit
10. Marketing and sales
11. Risk management
12. Assets and liabilities management
13. Evaluation of professional knowledge and skills through tests
14. Development and installation of INTRANET
15. Thomas International psychometric assessment
16. Other special management consultancies

■ Features of ABTC consultancy services:

- ✓ using advanced international practices;
- ✓ consultations accompanied with seminars and manuals;
- ✓ monitoring the implementation;
- ✓ follow up support.

■ **Statistic as of July 1, 2017**

#	Area	Q-ty
1	IQ and Professional assessments	49
2	Strategic (Business) Planning	30
3	Enhancement of HRM systems	30
4	Enhancement of organizational structure and processes	24
5	Other tailor made consultancies	21
6	Enhancement of financial management systems	13
7	Enhancement of risk management systems	11
8	Marketing and sales	10
9	Enhancement of IT systems	9
10	Enhancement of lending activity	7
11	Running surveys and researches	7
12	Psychometric assessment	9
13	Enhancement of audit	5
14	Development of test materials for professional assessment	5
15	Management Information Systems (MIS)	4
16	Corporate governance	2
	Total	236

Cooperation with International Institutions

From time of its establishment, ABTC has been involved 42 projects funded by international institutions, including as a beneficiary in 10 international projects and as an implementing party in 32 projects.

ABTC as the project Beneficiary

1. European Union - *“Technical Assistance to support of Training Centre for Azerbaijan commercial banking sector” project*
2. Citizen Democracy Fund (CDC) - *“Train the Trainer” project*
3. USAID - *“Train the Trainer” project*
4. InWent, Germany - *“Train the Trainer” project, 2003*
5. InWent, Germany - *“Train the Trainer” project, 2004*
6. IFC&BP Azerbaijan - *“SME Business Development Services” project*
7. Japan International Cooperation Agency (JICA) - *“Training for Small and Medium Businesses” project*
8. USAID - *“Institutional Development of the Azerbaijan Bank Training Center” project*

9. Canadian International Cooperation (CESO) - *“Train the Trainer” project*
10. EBRD – *development online test system*

ABTC as the Implementing Partner

1. Eurasia Foundation - *(Training services within “Vocational Bank Training in South Caucasus” project)*
2. German Development Bank (KfW) - *(Consultancy services within “Promotion of SME development, German-Azerbaijan Foundation management” project)*
3. Eurasia Foundation and German Agency for Technical Support (GTZ) - *(consultancy services within “Institutional Strengthening of Banks Associations of Georgia and Azerbaijan” project)*
4. USAID - *(Consultancy services within “Improving Compensation System in the National Bank of Azerbaijan Republic” project)*
5. German Agency for Technical Support (GTZ) – *(Consultancy and training services within “Implementation of Retail Banking Systems” project)*
6. German Bank for Development (KfW) – *(Consultancy services within “Implementation of Retail Banking Systems” project)*
7. German Bank for Development (KfW) – *(Consultancy services within “Introduction of corporate governance in Azeri banks” project)*
8. European Bank for Reconstruction and Development (EBRD) – *(Consultancy services within “Assets and Liability Management Consultant for CredAgro non-bank credit institution” project)*
9. International Finance Corporation (IFC) – *(Consultancy services within “Development of Strategic Plan of Rabitabank” project)*
10. United States Agency for International Development (USAID) – *(Consultancy services within “Improvement of HR Management at the Azerbaijan Investment Company” project)*
11. United States Agency for International Development (USAID) – *(Consultancy services within “Improvement of compensation system in the State Oil Fund of Azerbaijan” project)*
12. United States Agency for International Development (USAID) – *(Consultancy services within “Public Investment Policy & Efficiency” project)*
13. Islamic Development Bank (IDB)- *(Consultancy services within “Feasibility study and Business Plan for new Leasing Company in Azerbaijan” project)*
14. World Bank – *(Training services within “Training to Azerpost LLC within The Financial Services Development” project)*
15. United States Agency for International Development (USAID) – *(Consultancy services within “Creation of Computerized HR Testing System at the National Bank of Azerbaijan” project)*
16. European Bank for Reconstruction and Development (EBRD) - *(Training services within “To optimize your business within the crisis framework – improve your marketing and sales skills” project)*

17. German Bank for Development (KfW) – (*Consultancy services within “Credit Guarantee Fund” project*)
18. European Bank for Reconstruction and Development (EBRD) - (*Consultancy services within “Advisory Services to Baku Stock Exchange on strategic plan and risk management” project*)
19. European Union - (*Consultancy services within “Enhancement of activity of monitoring department of Azerbaijan Investment Company” project*)
20. World Bank - (*Training services within “Consultant with National Experience for Training to Financial Institutions within Agricultural Development and Credit Program*)
21. World Bank - (*Training services to public institutions on “Statistical analysis” topic*)
22. European Bank for Reconstruction and Development (EBRD) - (*Training services for SME on financial management*)
23. World Bank - (*Consultancy services on improvement of ERP systems of budgetary organization under leadership of SINAM LLC*)
24. World Bank - (*Consultancy services on capital market modernization project*)
25. World Bank - (*Training services to public institutions on “Change Management” topic*)
26. World Bank - (*Training services to Azerpost LLC*)
27. Green for Growth Fund (*EE Strategy, Marketing Concept and Product Development Projects Series– MuganBank, Azerbaijan*)
28. GIZ (*Curricula development on “Presentation skills” topic within the “Strengthening civil service training in Azerbaijan with a focus on EU affairs” project*)
29. GIZ (*Curricula development and delivering training for trainers on “Presentation skills” topic within the “Strengthening civil service training in Azerbaijan with a focus on EU affairs” project*)
30. GIZ (*Training on “Legal and financial obligations of Limited Liability Companies for five IDP communities residing in Goygol, Imishli and Barda regions” topic within “Increasing Income Generation Opportunities in Selected IDP communities” project*)
31. World Bank - (*Running Household Indebtedness Survey in Azerbaijan*)
32. International Finance Corporation (IFC) – (*Development of training videos on Financial Literacy topics*)