

## 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 75 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 195 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



195 training topics



2.027 training courses



26.433 training attendants



28.777 training hours

\*As per July 1, 2018

## ABTC Consultancy Services

Since 2001 the ABTC has been providing consultancy services on banking and business management. By today ABTC has implemented 247 consultancy projects to more than 74 beneficiaries.

### ■ The main consultancy products of ABTC:

1. Corporate Governance
2. Institutional capacity building
3. Strategic (Business) Planning
4. Organizational structure and Processes Management
5. HR Management
6. Financial Management
7. MIS
8. IT Management
9. Lending Management
10. Internal Audit Management
11. Marketing and sales
12. Risk management
13. Development of quiz database
14. IQ and Professional assessments
15. Psychometric assessment
16. Surveys and research services
17. Specific tailor made consultancy services

### ■ Features of ABTC consultancy services:

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

### ■ Statistics

MANAGEMENT



151 projects

ASSESSMENT



68 projects

RESEARCH



8 projects

OTHER



20 projects

\*As per July 1, 2018

#	Area	Q-ty
1	IQ and Professional assessments	54
2	Strategic (Business) Planning	31
3	HR Management	30
4	Organizational structure and processes management	24
5	Specific tailor made consultancy services	20
6	Financial Management	13
7	Risk Management	11
8	Marketing and sales	10
9	IT Management	9
10	Lending Management	7
11	Surveys and research services	8
12	Psychometric assessment	9
13	Institutional capacity building	5
14	Internal audit anagement	5
15	Development of quiz database	5
16	Management Information Systems (MIS)	4
17	Corporate governance	2
	<b>Total</b>	<b>247</b>

### Cooperation with International Institutions

From time of its establishment, ABTC has been involved 45 projects funded by international institutions, including as a beneficiary in 10 international projects and as an implementing party in 35 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. SBFIC – (*Running survey on financial literacy in Azerbaijan)*
33. International Finance Corporation (IFC) – (*Development of training videos on Financial Literacy topics)*
34. International Finance Corporation (IFC) – (*ToT and ToC on Financial Literacy)*
35. SBFIC – (*Consulting Services on Financial Literacy in Azerbaijan)*