



**COMMUNITY OF PRACTICE ON INCLUSIVE ENTREPRENEURSHIP  
WORKGROUP QUALITY MANAGEMENT**

**TOOLBOX**

(LAST UPDATE: 20/04/2011)

**1 STRUCTURE OF THE ADVISORY PROCESS**

<b>Phase / subject-area</b>	<b>Type</b>	<b>Tool (Title)</b>	<b>Description</b>	<b>Organisation/ Contact</b>
<b>Orientation and Profiling</b>	Handbook	" <i>Guias de actividade empresarial - Guía de recursos</i> "	Guide for entrepreneurs with support services in Galicia. [Format: digital and print] [Languages: Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Test	" <i>Test do emprendedor</i> "	Test to analyze the entrepreneurial spirit and abilities of the potential entrepreneurs. [Link: <a href="http://www.igape.es/dmdocuments/Test%20do%20emprendedor.pdf">http://www.igape.es/dmdocuments/Test%20do%20emprendedor.pdf</a> ] [Format: digital] [Languages: Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Test	" <i>Autodiagnóstico do emprendedor</i> "	Test to analyze the entrepreneurial spirit and abilities of the potential entrepreneurs with recommendations. From the Spanish Ministry of Industry, Tourism and Trade. [Link: <a href="http://servicios.ipyme.org/emprendedores/">http://servicios.ipyme.org/emprendedores/</a> ] [Format: digital] [Languages: Spanish] [Reach: Spain]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Database	" <i>Banco de proxectos empresariais</i> "	A database with 100 ideas that became real enterprises. It includes summaries with	BIC Galicia



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			suggestions that let them become successful entrepreneurs. [Link: <a href="http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=118">http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=118</a> ] [Format: digital] [Languages: Galician] [Reach: Galicia]	Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Database	<i>"Banco de ideas en desenvolvimento local"</i>	A national database with ideas that became real enterprises focused on regional/ local development projects. [Link: <a href="http://www.maiv.org/upd/?sec=23">http://www.maiv.org/upd/?sec=23</a> ][Format: digital] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Database	<i>"Oportunidades de negocio"</i>	A database with real cases of enterprises in almost 100 different business activities. These are detailed guides with information and suggestions on the opportunities of the sector in question, what opportunities are in place and how should be such an enterprise structured (from financial, organizational etc. perspective). [Link: <a href="http://guias.bicgalicia.es/v2/nuevo/asp/individual/plantilla.asp?pagina=Oportunidades">http://guias.bicgalicia.es/v2/nuevo/asp/individual/plantilla.asp?pagina=Oportunidades</a> ] [Format: digital and print] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es



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	Handbook	"Oportunidades de negocio en entornos locais"	A database with business opportunities in the local communities. These are detailed guides with information and suggestions on the opportunities of the sector in question, what opportunities are in place and how should be such an enterprise structured (from financial, organizational etc. perspective). [Link: <a href="http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=111&amp;lang=gl">http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=111&amp;lang=gl</a> ] [Format: digital] [Languages: Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Programme/ Service	"Galicia Bioemprende"	It is an initiative to foster biotechnology oriented entrepreneurial activities in the regions of Galicia and north Portugal. [Link: <a href="http://www.bioemprende.eu/">http://www.bioemprende.eu/</a> ] [Format: digital] [Languages: Galician, Portuguese, Spanish and English] [Reach: Galicia and north Portugal]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Handbook	"Memofichas"	Small guidelines with complete information on different subjects, e.g.: legal forms for enterprises, labour rules, formal procedures to set up a company, basic obligations of the entrepreneurs, how to deal with financial, tax and labour issues, types of contracts, intellectual property rights, quality management etc. [Link:	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es



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			<a href="http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=115&amp;lang=es">http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=115&amp;lang=es</a> [Format: digital] [Languages: Spanish and Galician] [Reach: Galicia]	
	Handbook	<i>"Como presentar un proxecto en público"</i>	A guideline on how to present a project in public. [Link: <a href="http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=304&amp;lang=gl">http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=304&amp;lang=gl</a> ] [Format: digital] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Programme/ Service	<i>"Programa nueva empresa Extremeña, NEEEx"</i>	Centralised website with all the information and contact points for entrepreneurs. Information on the regional support programmes available, some guidelines on how to set up a company and links to training offers. [Link: <a href="http://www.neex.org/">http://www.neex.org/</a> ] [Format: on-line] [Languages: Spanish] [Reach: Extremadura]	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@extremaduratrabaja.net
<b>Planning and qualification phase</b>	Software	<i>"Emprendiendo"</i>	A set of software tools developed in collaboration with BIC Castilla y Leon to help the entrepreneur from the idea to the management of the company. [Link: <a href="http://www.emprendiendo.com/">http://www.emprendiendo.com/</a> ] [Format: Software] [Languages: Spanish] [Reach: Spain]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es



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	Test	"Test de avalilación da idea"	A questionnaire which determinates the development stage of your entrepreneurial idea. [Link: <a href="http://www.ildefe.es/ildefefront/frontIldefeAction.do?action=viewCategory&amp;categoryName=Test+de+Evaluaci%F3n+de+Ideas&amp;id=7108">http://www.ildefe.es/ildefefront/frontIldefeAction.do?action=viewCategory&amp;categoryName=Test+de+Evaluaci%F3n+de+Ideas&amp;id=7108</a> ] [Format: digital] [Languages: Spanish] [Reach: Spain]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Software	"Simula"	A national on-line game to train and simulate entrepreneurial and managerial skills. [Link: <a href="http://servicios.ipyme.org/simulador/intro.htm">http://servicios.ipyme.org/simulador/intro.htm</a> ] [Format: on-line software] [Languages: Spanish] [Reach: Spain]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Software	"Ferramenta de viabilidade"	An on-line tool that analyzes the financial viability of business ideas. [Link: <a href="http://www.ferrol.es/viabilidade/">http://www.ferrol.es/viabilidade/</a> ] [Format: on-line software] [Languages: Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Handbook	"Guía para a elaboración dun plan de negocio"	A guideline to write business plans. [Link: <a href="http://guias.bicgalicia.es/v2/nuevo/asp/individual/plplantil2.asp?id_guia={D861FC1D-1AF6-45A1-A423-0DD65279FA77}&amp;id_directorio=&amp;lang=2&amp;id_us">http://guias.bicgalicia.es/v2/nuevo/asp/individual/plplantil2.asp?id_guia={D861FC1D-1AF6-45A1-A423-0DD65279FA77}&amp;id_directorio=&amp;lang=2&amp;id_us</a> ]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825



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			uario=null] [Format: digital and print] [Languages: Galician and Spanish] [Reach: Galicia]	niglesias@bicgalicia.es
	Handbook	"Guía para a elaboración do plan de empresa"	An on-line guideline to write business plans. [Link: <a href="http://servicios.ipyme.org/planempresa/">http://servicios.ipyme.org/planempresa/</a> ] [Format: digital] [Languages: Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Software	"Modelos de plans de negocios"	Templates for business plans. [Link: <a href="http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=186">http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=186</a> ] [Format: digital] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Software	"Viable"	A MS Excel + Word tool to write the economical/ financial plan. [Link: <a href="http://www.bicgalicia.org/index.php?option=com_content&amp;view=article&amp;id=190&amp;Itemid=190&amp;lang=gl">http://www.bicgalicia.org/index.php?option=com_content&amp;view=article&amp;id=190&amp;Itemid=190&amp;lang=gl</a> ] [Format: digital] [Languages: Spanish] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Seminars	Seminars in business start-up	Seminars for potential entrepreneurs in: <ul style="list-style-type: none"> <li>• Entrepreneurial motivation</li> </ul>	BIC Galicia Noemí Iglesias Rodríguez



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			<ul style="list-style-type: none"> <li>• Generation and maturing of ideas</li> <li>• How to plan a business for new entrepreneurial projects</li> </ul> <p>[Link of the agenda for the next courses coming up:  <a href="http://www.bicgalicia.org/index.php?option=com_eventlist&amp;view=eventlist&amp;Itemid=298&amp;lang=es">http://www.bicgalicia.org/index.php?option=com_eventlist&amp;view=eventlist&amp;Itemid=298&amp;lang=es</a>] [Format: on-site] [Languages: Spanish and Galician] [Reach: Galicia]</p>	Tel. 0034 981546825 niglesias@bicgalicia.es
	Software	"Buscador de axudas"	A search engine to find public grants programs that promote entrepreneurial projects. [Link: <a href="http://app.igape.es/.axudas/">http://app.igape.es/.axudas/</a> ] [Format: on-line] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Handbook	"Tutoriais da Peme: como financiar a miña empresa"	A set of practical guidelines to learn how to use and access internal and external financial resources. [Link: <a href="http://www.bicgalicia.es/tutoriales/web/cas/index.asp?id_indice=128">http://www.bicgalicia.es/tutoriales/web/cas/index.asp?id_indice=128</a> ] [Format: on-line] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Software	Loan calculator	[Link:	BIC Galicia



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			<a href="http://www.abcbolsa.com/calculo_de_un_prestamo_excel.htm">http://www.abcbolsa.com/calculo_de_un_prestamo_excel.htm</a> [Format: Excel] [Languages: Spanish] [Reach: Spain]	Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Seminars	<i>"Technical skills for business management"</i>	4 modules, 5 hours each: <ol style="list-style-type: none"> <li>1. Labour management</li> <li>2. Fiscal management</li> <li>3. Financial management</li> <li>4. Communication techniques</li> </ol> These seminars are part of the 2010 training programmes for entrepreneurs. [Link: <a href="http://www.neex.org/index2.php?modulo=formacion&amp;opcion=3">http://www.neex.org/index2.php?modulo=formacion&amp;opcion=3</a> ] [Format: on-site] [Languages; Spanish] [Reach: Extremadura]	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@xtremaduratrabajo.net
	Software	<i>"FormaNEEx"</i>	An on-line to write business plans. [Link: <a href="http://www.neex.org/formaneex/planreducido/index.php">http://www.neex.org/formaneex/planreducido/index.php</a> ] [Format: on-line] [Languages: Spanish] [Reach: Extremadura]	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@xtremaduratrabajo.net
<b>Post-start-up</b>	Software	<i>"Redactor de memorias"</i>	On-line application to right annual reports.	BIC Galicia





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<b>phase</b>			[Link: <a href="http://www.bicgalicia.es/redactordememorias/">http://www.bicgalicia.es/redactordememorias/</a> ] [Format: on-line software] [Languages: Spanish and Galician] [Reach: Galicia]	Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Workshops	<i>"Talleres de Crecemento e Consolidación Empresarial"</i>	Workshops for young enterprises to help them grow and expand their business opportunities by getting new managerial qualification, mainly on new IT tools. [Link: <a href="http://www.bicgalicia.org/index.php?option=com_content&amp;view=article&amp;id=239&amp;Itemid=90&amp;lang=gl">http://www.bicgalicia.org/index.php?option=com_content&amp;view=article&amp;id=239&amp;Itemid=90&amp;lang=gl</a> ] [Format: on-site or on-line workshops] [Languages: Spanish/ Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Seminars	Seminars for business consolidation	Seminars for self-employers and small enterprises in:  Generic courses: <ul style="list-style-type: none"> <li>• Commercialization,</li> <li>• Direction and organization,</li> <li>• Tax,</li> <li>• Market,</li> <li>• And, economical and financial management.</li> </ul> Specific courses:	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es



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			<ul style="list-style-type: none"> <li>• Training for small shops,</li> <li>• Training for hotel/ catering management,</li> <li>• Training for freelancers,</li> <li>• Training for the construction sector.</li> </ul> <p>[Format: on-site] [Languages: Spanish and Galician] [Reach: Galicia]</p>	
	Workshops	Workshops for competitive improvement	<p>[Link: <a href="http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=272">http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=272</a>] [Format: on-site] [Languages: Spanish and Galician] [Reach: Galicia]</p>	<p>BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 <a href="mailto:niglesias@bicgalicia.es">niglesias@bicgalicia.es</a></p>
	Workshops	Workshops in business consolidation	<p>[Link: <a href="http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=83&amp;lang=es">http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=83&amp;lang=es</a>] [Format: on-site] [Languages: Spanish and Galician] [Reach: Galicia]</p>	<p>BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 <a href="mailto:niglesias@bicgalicia.es">niglesias@bicgalicia.es</a></p>
	Programme/ Service	"Servizo de Apoio a Autónomos"	<p>An advisory service offered by BIC Galicia to self-employers who need information or advice in legal, financial and economical issues, among others.</p> <p>[Link: <a href="http://autonomosgalicia.org/">http://autonomosgalicia.org/</a>] [Format: on-site service] [Languages: Spanish and</p>	<p>BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 <a href="mailto:niglesias@bicgalicia.es">niglesias@bicgalicia.es</a></p>



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			Galician] [Reach: Galicia]	
	Programme/ Service	Cooperatives in Galicia	A service of information and advisory for those interested in cooperative movements in the region of Galicia. [Link: <a href="http://www.cooperativasdegalicia.com/">http://www.cooperativasdegalicia.com/</a> ] [Format: on-site and on-line service] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Handbook	<i>"Sistemas de xestión: metodoloxía de boas prácticas"</i>	Two detailed best practice models to use as an orientation to make your company more competitive. Developed by IGAPE (The regional economical development agency) [Link: <a href="http://www.igape.es/metodoloxia-boas-practicas.html">http://www.igape.es/metodoloxia-boas-practicas.html</a> ] [Format: CD] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Handbook	<i>"Procedementos de calidade"</i>	Quality management guideline for micro- and small enterprises. [Link: <a href="http://www.bicgalicia.es/procedimientos/Default_gal.htm">http://www.bicgalicia.es/procedimientos/Default_gal.htm</a> ] [Format: on-line] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Handbook	20 practical guidelines in management of small	[Link: <a href="http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=120&amp;lang=gl">http://www.bicgalicia.org/index.php?option=com_guia&amp;Itemid=120&amp;lang=gl</a> ] [Format: digital]	BIC Galicia Noemí Iglesias Rodríguez



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		companies	[Languages: Spanish and Galician] [Reach: Galicia]	Tel. 0034 981546825 niglesias@bicgalicia.es
	Software	"Autoavaliación da innovación"	Software to help companies to develop their innovation managerial processes. [Link: <a href="http://www.bicgalicia.es/bicc/centro/autoevaluacion.asp">http://www.bicgalicia.es/bicc/centro/autoevaluacion.asp</a> ] [Format: CD] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Software	"Buscador de solo empresarial"	A tool to help entrepreneurs find industrial/ office spaces. [Link: <a href="http://www.sueloempresarial.com/">http://www.sueloempresarial.com/</a> ] [Format: on-line] [Languages: Spanish] [Reach: Spain]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Software	"Buscador de feiras"	A search engine for trade fairs. [Link: <a href="http://www.afe.es/">http://www.afe.es/</a> ] [Format: on-line] [Languages: Spanish] [Reach: Spain]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Programme/ Service	"ExportGalicia"	A service offered by the Galician Economic Development Agency (IGAPE) to facilitate the internationalization of Galician enterprises. [Link: <a href="http://www.exportgalicia.com/">http://www.exportgalicia.com/</a> ] [Format: on-line] [Languages: Spanish, Galician and	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825



## COMMUNITY OF PRACTICE ON INCLUSIVE ENTREPRENEURSHIP WORKGROUP QUALITY MANAGEMENT

<b>Phase / subject-area</b>	<b>Type</b>	<b>Tool (Title)</b>	<b>Description</b>	<b>Organisation/ Contact</b>
			English] [Reach: Galicia]	niglesias@bicgalicia.es
	Programme/ Service	"Apoios do IGAPE á internacionalización"	Grants and other public incentive programs to help Galician enterprises in their internationalization projects. [Link: <a href="http://www.igape.es/axudas/5.html">http://www.igape.es/axudas/5.html</a> ] [Format: on-line] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
<b>Documentation</b>				



## COMMUNITY OF PRACTICE ON INCLUSIVE ENTREPRENEURSHIP WORKGROUP QUALITY MANAGEMENT

### 2 QUALIFICATION/ INFORMATION OF BUSINESS ADVISORS

<b>Phase/ subject-area</b>	<b>Type</b>	<b>Tool (Title)</b>	<b>Description</b>	<b>Organisation/ Contact</b>
<b>Information</b>	Handbook	"Manual de acogida para Agentes de Empleo y Desarrollo Local"	Host guide for local development and employment agents (AEDL) [Format: digital and print] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Handbook	"¿respuestas? Manual de Gestión Empresarial para Autónomos/as"	Handbook for self-employers/ freelancers. [Format: print] [Languages: Spanish] [Reach: Extremadura]	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@extremaduratrabaja.net
	Handbook	"Guía básica do Autónomo"	Basic guide for the self-employers. [Format: digital and print] [Languages: Spanish and Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
<b>Methods</b>	Handbook	"Manual Práctico para Agentes de Empleo y Desarrollo Local"	Practical handbook for AEDL i.e. business advisors [Format: digital and print] [Languages: Spanish und Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825



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				niglesias@bicgalicia.es
	Events	<i>"Jornada de acogida para nuevos AEDL y AE"</i>	A one day welcome event for new Local Development and Employment Agents (AEDL). They will receive information on their functions and the tools they have available to accomplish their jobs. This event is part of the 2011 training programs for AEDL. [Link to the course: <a href="http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=34&amp;IDAreaTematica=34&amp;IDCurso=15">http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=34&amp;IDAreaTematica=34&amp;IDCurso=15</a> ] [Format: on-site] [Languages: Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Workshops	<i>"Tutorización de proyectos a emprendedores"</i>	Tutoring entrepreneurial projects. One day workshop where business advisors (AEDL) share their experiences by analyzing case studies. This event is part of the 2011 training programs for AEDL. [Link to the course: <a href="http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=29&amp;IDAreaTematica=29&amp;IDCurso=10">http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=29&amp;IDAreaTematica=29&amp;IDCurso=10</a> ] [Format: on-site] [Languages: Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Seminars	<i>"La promoción económica mediante el uso de blogs"</i>	Economical promotion through the use of blogs. One day seminar. This event is part of the 2011 training programs for AEDL. [Link to the course:	BIC Galicia Noemí Iglesias Rodríguez



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			<a href="http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=34&amp;IDAreaTematica=34&amp;IDCurso=8">http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=34&amp;IDAreaTematica=34&amp;IDCurso=8</a> [Format: on-site] [Languages: Galician] [Reach: Galicia]	Tel. 0034 981546825 niglesias@bicgalicia.es
	Seminars	<i>"La capitalización de la prestación por desempleo"</i>	On day seminar to give information on how to work with unemployment benefits. This event is part of the 2011 training programs for AEDL. [Link to the course: <a href="http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=29&amp;IDAreaTematica=29&amp;IDCurso=16">http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=29&amp;IDAreaTematica=29&amp;IDCurso=16</a> ] [Format: on-site] [Languages: Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Workshops	<i>"Análisis socioeconómico del territorio"</i>	Workshop on how to make a territorial socio-economical analysis. [Link: <a href="http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=29&amp;IDAreaTematica=29&amp;IDCurso=9">http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=29&amp;IDAreaTematica=29&amp;IDCurso=9</a> ] [Format: on-site] [Languages: Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Seminars	<i>"Organización de eventos: logística y comunicación"</i>	Seminar on how to organise events. [Link: <a href="http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=29&amp;IDAreaTematica=29&amp;IDCurso=13">http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=29&amp;IDAreaTematica=29&amp;IDCurso=13</a> ] [Format: on-site] [Languages: Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es





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	Seminars	"Marketing turístico"	Seminar on marketing tools for the tourism sector. [Link: <a href="http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=29&amp;IDAreaTematica=29&amp;IDCurso=17">http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=29&amp;IDAreaTematica=29&amp;IDCurso=17</a> ] [Format: on-site] [Languages: Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	On-line courses	"Contratación laboral"	75 hours on-line course on the labour regulations and the different labour contracts. [Link: <a href="http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=34&amp;IDAreaTematica=34&amp;IDCurso=18">http://www.bicgalicia.es/aedls/FCCCurso.aspx?IDAreaTematicaPrincipal=34&amp;IDAreaTematica=34&amp;IDCurso=18</a> ] [Format: on-line] [Languages: Galician] [Reach: Galicia]	BIC Galicia Noemí Iglesias Rodríguez Tel. 0034 981546825 niglesias@bicgalicia.es
	Seminars	Module I - Development Plan: The initiative planning development. Diagnosing the territory I [Information gathering and research techniques]	Objectives: Know how and where territory planification should begin. Research techniques. Content: * The territorial planning for development * Levels in the region * Gathering information * Research techniques # Steps in the research process # Research instruments	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@extremaduratrabajo.net



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			Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)  [Format: on-site] [Languages: Spanish] [Reach: Extremadura]	
	Seminars	Module I - Development Plan: The initiative planning development. Diagnosing the territory II  [Data processing and analysis tools]	Objectives: Know how to treat and process the information gathered for territory diagnosis.  Content: * Processing data and results: Statistics, charts, tables, variables * Reality analysis * SWOT # Delphi method # Structural analysis # Others  Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)  [Format: on-site] [Languages: Spanish] [Reach: Extremadura]	Junta de Extremadura Ma Ángeles Mejías García-Hierro  Tel. 0034 924304614  mariangeles.mejiasgh@extremaduratrabaja.net



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	Seminars	Module I - Development Plan: Structuring the plan. Development plans in Extremadura.	<p>Objectives: Know the concrete levels in the planification process and get the skills to write down a communication project for planning support.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>* Structuring               <ul style="list-style-type: none"> <li># Selecting the strategic lines</li> <li># Planification levels. Plans, programs and projects</li> <li># Executing, following and evaluating a plan</li> <li># Communication plan</li> <li># Social animation project</li> </ul> </li> <li>* Development plans in Extremadura               <ul style="list-style-type: none"> <li># Regional sphere</li> <li># Commarcal sphere</li> <li># Strategic plans</li> </ul> </li> </ul> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p> <p>[Format: on-site] [Languages: Spanish] [Reach: Extremadura]</p>	<p>Junta de Extremadura</p> <p>M<sup>a</sup> Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@extremaduratrabajo.net</p>
	Seminars	Module I - Development	Objectives: Knowing how to draw up	Junta de Extremadura



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		Plan: Developing projects	<p>development projects</p> <p>Content:</p> <ul style="list-style-type: none"> <li>* Defining a project</li> <li>* Steps in the development of a project</li> <li>* A basic template to draw up a project</li> <li>* Sharing or participating techniques to develop a project               <ul style="list-style-type: none"> <li># Focus of the logic framework</li> <li># Participative research-action</li> <li># Others</li> </ul> </li> <li>* Microsoft Project</li> </ul> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p> <p>[Format: on-site] [Languages: Spanish] [Reach: Extremadura]</p>	<p>Ma Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@extremaduratrabajo.net</p>
	Seminars	Module II - Training and employment in the local development: Labour training, insertion and intermediation	<p>Objectives: Know how to deal with training for the local development. Spanish labour system, how to conduct a labour orientation and looking for a job</p> <p>Content:</p>	<p>Junta de Extremadura</p> <p>Ma Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@e</p>



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			<ul style="list-style-type: none"> <li>* Training, local development and employment</li> <li>* Training systems</li> <li>* Training plans and programs</li> <li>* Labour insertion and intermediation</li> </ul> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p> <p>[Format: on-site] [Languages: Spanish] [Reach: Extremadura]</p>	xtremaduratrabaja.net
	Seminars	Module II - Technical support to companies and the third sector: Social economy and the third sector	<p>Objectives: Conceptualizing the national social economy and the third sector and knowing the dimension of the third sector</p> <p>Content:</p> <ul style="list-style-type: none"> <li>* Social economy</li> <li>* The third sector               <ul style="list-style-type: none"> <li># The third sector in Spain</li> <li># The business dimension of the third sector</li> <li># Non-profit organisations</li> </ul> </li> </ul> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p>	<p>Junta de Extremadura</p> <p>M<sup>a</sup> Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@xtremaduratrabaja.net</p>



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			[Format: on-site] [Languages: Spanish] [Reach: Extremadura]	
	Seminars	Module II - Technical support to companies and the third sector: Support to the start-up of companies I [Business Plan]	Objectives: Knowing how to draw up a business plan Content: * Profiling the entrepreneur * Causes of success and failure * Skills to conduct an effective interview * The business plan * Useful IT tool to develop a business plan # New Extremadura company software (NEEX) # Other useful tools Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)  [Format: on-site] [Languages: Spanish] [Reach: Extremadura]	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@extremaduratrabajo.net
	Seminars	Module II - Technical support to companies and the third sector: Support to the start-up of	Objectives: Knowing how to advice for the right legal form and the different affiliation possibilities in the social security	Junta de Extremadura Ma Ángeles Mejías García-Hierro



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		companies II [Legal forms]	<p>Content:</p> <ul style="list-style-type: none"> <li>* Juridical aspects               <ul style="list-style-type: none"> <li># Election of the legal form</li> <li># Proceedings needed to follow for each legal form</li> </ul> </li> <li>* Social Security               <ul style="list-style-type: none"> <li># Aplicable systems: members, administrators, executives, employees.</li> <li># Contribution in the general system</li> <li># Contribution in the special system for self-employees</li> </ul> </li> </ul> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p> <p>[Format: on-site] [Languages: Spanish] [Reach: Extremadura]</p>	<p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@xtremaduratrabajo.net</p>
	Seminars	Module II - Technical support to companies and the third sector: Support to the start-up of companies III [Corporate tax system]	<p>Objectives: Learning the national corporate tax regulations focusing in norms that affect directly the business community.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>* Tax system               <ul style="list-style-type: none"> <li># Economical activities tax (IAE)</li> <li># Income tax (IRPF)</li> </ul> </li> </ul>	<p>Junta de Extremadura</p> <p>M<sup>a</sup> Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@xtremaduratrabajo.net</p>



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			<ul style="list-style-type: none"> <li># Corporate tax (IS)</li> <li># Value added tax (IVA)</li> <li># Operations with third parties</li> </ul> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p> <p>[Format: on-site] [Languages: Spanish] [Reach: Extremadura]</p>	
	Seminars	Module II - Technical support to companies and the third sector: Support to the business consolidation and growth I [Advising skills]	<p>Objectives: Learning the skills to attention and business advice.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>* Attention service for entrepreneurs</li> <li># Skill needed to advice entrepreneurs</li> <li># Study visits to companies</li> </ul> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p> <p>[Format: on-site] [Languages: Spanish] [Reach: Extremadura]</p>	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@extremaduratrabaja.net
	Seminars	Module II - Technical support to companies and the third sector: Support to the business	<p>Objectives: Getting the basic knowledge on quality management systems. Know to differentiate between the most usual contracts.</p>	Junta de Extremadura Ma Ángeles Mejías García-Hierro





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		consolidation and growth II [The quality management systems] [Human resources - contractual aspects]	Content: * The integrated management systems # Quality management. Excellence management. # Quality norms. # EFQM Excellence model # Environmental management # Sustainable development. Environmental regulations # Labor risks prevention. Regulation. * The company and the human resources # Human resources department # Hiring: typology and regulation  Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)  [Format: on-site] [Languages: Spanish] [Reach: Extremadura]	Tel. 0034 924304614  mariangeles.mejiasgh@xtremaduratrabajo.net
	Seminars	Module II - Technical support to companies and the third sector: Support to the business consolidation and growth III	Objectives: Review of the Extremadura's system of science, technology; economy and society, and the III Regional plan for R&D, focusing on the project completion.  Content:	Junta de Extremadura  Ma Ángeles Mejías García-Hierro  Tel. 0034 924304614  mariangeles.mejiasgh@e



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		[Introduction to technological management]	<p>* Introduction to the technological management</p> <ul style="list-style-type: none"> <li># General concepts on R&amp;D</li> <li># Extremadura's system of science, technology; economy and society (CTES)</li> <li># III Regional plan on R&amp;D 2005-2008</li> <li># Financing R&amp;D projects</li> <li># Management systems for R&amp;D</li> <li># Technological surveillance, protecting and exploiting results</li> </ul> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p> <p>[Format: on-site] [Languages: Spanish] [Reach: Extremadura]</p>	xtremaduratrabaja.net
	Seminars	<p>Module II - Technical support to companies and the third sector: Support to the business consolidation and growth III</p> <p>[Foreign trade]</p>	<p>Objectives: Introduction to the international trade focusing on the differences between different markets.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>* Introduction to foreign trade</li> <li># The internationalization of companies: reasons, advantages and barriers</li> <li># The growth of international exchanges</li> <li># Characteristics of international markets</li> </ul>	<p>Junta de Extremadura</p> <p>M<sup>a</sup> Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@xtremaduratrabaja.net</p>



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			<p># Applying internet to export</p> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p> <p>[Format: on-site] [Languages: Spanish]</p> <p>[Reach: Extremadura]</p>	
	Seminars	Module II - Technical support to companies and the third sector: Support for cooperation between companies	<p>Objectives: Identify the company cooperation processes and cooperation entities in Extremadura.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>* Concept and characteristics in business cooperation</li> <li>* Reasons for cooperation</li> <li>* Types of agreement</li> <li>* Managing cooperation agreements</li> <li>* Cooperation entities in Extremadura               <ul style="list-style-type: none"> <li># Associations in the agrarian sector</li> <li># Business associations</li> <li># Clusters</li> </ul> </li> </ul> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p> <p>[Format: on-site] [Languages: Spanish]</p>	<p>Junta de Extremadura</p> <p>M<sup>a</sup> Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@extremaduratrabaja.net</p>



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			[Reach: Extremadura]	
	Seminars	Module IV - Social dynamization: The groups. Social participation techniques.	<p>Objectives: Most used social participation techniques and how to apply them depending with which you are working for.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>* The groups</li> <li>* The associations as tool for participation</li> <li>* Meeting and assemblies</li> <li>* Committees</li> <li>* Spreading information</li> </ul> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p> <p>[Format: on-site] [Languages: Spanish] [Reach: Extremadura]</p>	<p>Junta de Extremadura Ma Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614 mariangeles.mejiasgh@extremaduratrabaja.net</p>
	Seminars	Module IV - Social dynamization: Social communication techniques	<p>Objectives: How to communicate in public and applying some new IT tools.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>* Social information and diffusion techniques</li> <li>* Speak in public</li> <li>* Internet and virtual communication</li> <li>* Computer tools</li> </ul>	<p>Junta de Extremadura Ma Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614 mariangeles.mejiasgh@extremaduratrabaja.net</p>



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			Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program) [Format: on-site] [Languages: Spanish] [Reach: Extremadura]	
	Seminars	Module V - Regulatory framework and financial development: The European Union as a support of the local development	Objectives: Having a broad vision of the local development in the EU, focusing on the most interesting programmes for local development. Content: * The EU and the local development * Structural funds * Interesting european programmes # Cooperation programmes # 7th Framework program # Lifelong learning program # Youth programmes # Nature 2000 program Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program) [Format: on-site] [Languages: Spanish] [Reach: Extremadura]	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@extremaduratrabaja.net
	Seminars	Module V - Regulatory framework and financial	Objectives: Concepts related to the Law for Sustainable Development in the Rural Areas.	Junta de Extremadura



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		development: The Spanish administration and the local development	<p>Focus to the points that affect most to the AEDLs activities</p> <p>Content:</p> <p>* Sustainable Development in the Rural Areas Law</p> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p> <p>[Format: on-site] [Languages: Spanish] [Reach: Extremadura]</p>	<p>M<sup>a</sup> Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@xtremaduratrabajo.net</p>
	Seminars	Module V - Regulatory framework and financial development: The Regional administration	<p>Objectives: Review and analyse the active policies for employment of the Extremadura's Plan for Employment Promotion and Quality. Extraordinary Plan for Labour Orientation, Professional Training and Insertion.</p> <p>Content:</p> <p>Active policies for employment</p> <p>Organised by: GPA-AEDL, Dip. Badajoz, (2010 training program)</p> <p>[Format: on-site] [Languages: Spanish] [Reach: Extremadura]</p>	<p>Junta de Extremadura</p> <p>M<sup>a</sup> Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@xtremaduratrabajo.net</p>



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	Seminars	Module 0: Theoretical Framework for local development - AEDL	<p>Objectives: Review the historical evolution of local development, identifying the actual model and focusing in the AEDL figure</p> <p>Specific objectives:</p> <ul style="list-style-type: none"> <li>* The AEDL in the context of local development</li> <li>* Defining the basic competences of the AEDLs</li> <li>* Legal regulation of the AEDLs</li> </ul> <p>Content:</p> <ul style="list-style-type: none"> <li>* Theoretical framework for local development</li> <li>* The professional profile of the AEDL's</li> <li>* Regulation of the AEDL's</li> </ul> <p>Duration: 8h</p> <p>Organised by: GPA-AEDL, Dip. Caceres, (2010 training program)</p> <p>[Format: on-site and on-line] [Languages: Spanish] [Reach: Extremadura]</p>	<p>Junta de Extremadura</p> <p>M<sup>a</sup> Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@extremaduratrabajo.net</p>
	Seminars	Module I - Development Plan: Structuring the plan. Development plans in Extremadura.	<p>Objectives: Know the concrete levels in the planification process and get the skills to write down a communication project for planning support.</p> <p>Content:</p>	<p>Junta de Extremadura</p> <p>M<sup>a</sup> Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@e</p>



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			<ul style="list-style-type: none"> <li>* Structuring               <ul style="list-style-type: none"> <li># Selecting the strategic lines</li> <li># Planification levels. Plans, programs and projects</li> <li># Executing, following and evaluating a plan</li> <li># Communication plan</li> <li># Social animation project</li> </ul> </li> <li>* Development plans in Extremadura               <ul style="list-style-type: none"> <li># Regional sphere</li> <li># Commarcal sphere</li> <li># Strategic plans</li> </ul> </li> </ul> <p>Duration: 15h (5 On-site and 10 On-line)</p> <p>Organised by: GPA-AEDL, Dip. Caceres, (2010 training program)</p> <p>[Format: on-site and on-line] [Languages: Spanish] [Reach: Extremadura]</p>	xtremaduratrabaja.net
	Seminars	Module I - Development Plan: Developing projects	<p>Objectives: Knowing how to draw up development projects.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>* Defining a project</li> <li>* Steps in the development of a project</li> <li>* A basic template to draw up a project</li> </ul>	<p>Junta de Extremadura</p> <p>Ma Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@e</p>





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			<p>* Sharing or participating techniques to develop a project</p> <ul style="list-style-type: none"> <li># Focus of the logic framework</li> <li># Participative research-action</li> <li># Others</li> </ul> <p>* Microsoft Project</p> <p>Duration: 30h (1 On-site session and the rest on-line)</p> <p>Organised by: GPA-AEDL, Dip. Caceres, (2010 training program)</p> <p>[Format: on-site and on-line] [Languages: Spanish] [Reach: Extremadura]</p>	xtremaduratrabaja.net
	Seminars	Module II - Training and employment in the local development: Labour training, insertion and intermediation	<p>Objectives: Know how to deal with training for the local development. Spanish labour system, how to conduct a labour orientation and looking for a job.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>* Training, local development and employment</li> <li>* Training systems</li> <li>* Training plans and programs</li> <li>* Labour insertion and intermediation</li> </ul> <p>Duration: 50h (2 On-site sessions and the rest</p>	<p>Junta de Extremadura</p> <p>Ma Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@xtremaduratrabaja.net</p>



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			<p>on-line)</p> <p>Organised by: GPA-AEDL, Dip. Caceres, (2010 training program)</p> <p>[Format: on-site and on-line] [Languages: Spanish] [Reach: Extremadura]</p>	
	Seminars	Module III - Technical support to companies and the third sector: Business start-ups and business projects	<p>Objectives: Know how to draft a business plan and get the necessary approaching skill for advice.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>* Social economy and the third sector</li> <li>* The entrepreneur</li> <li>* Legal forms</li> <li>* The market and the marketing plan</li> <li>* Corporate finance and investment</li> <li>* Corporate tax system</li> <li>* Social security</li> <li>* Approaching skill for advice</li> <li>* Business plan</li> </ul> <p>Duration: 100h (3 On-site session and the rest on-line)</p> <p>Organised by: GPA-AEDL, Dip. Caceres, (2010</p>	<p>Junta de Extremadura</p> <p>Ma Ángeles Mejías García-Hierro</p> <p>Tel. 0034 924304614</p> <p>mariangeles.mejiasgh@extremaduratrabaja.net</p>



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			training program) [Format: on-site] [Languages: Spanish] [Reach: Extremadura]	
	Seminars	Module III - Technical support to companies and the third sector: Support to the business consolidation and growth [Technological innovation]	Objectives: Basic concepts on R&D, knowing how to use innovation as a strategic and competitive factor, knowing how to identify business behavior towards innovation, how to develop a strategic plan for innovation and knowing how to use regional resources and tools for innovation.  Content: * Introduction to technology management * European and National framework for R&D * How to plan a innovation strategy for a company * Financial facilities and other resources for innovation in Extremadura  Duration: 50h On-site  Organised by: GPA-AEDL, Dip. Caceres, (2010 training program)  [Format: on-site and on-line] [Languages:	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@extremaduratrabaja.net



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			Spanish] [Reach: Extremadura]	
	Seminars	Module III - Technical support to companies and the third sector: Support to the business consolidation and growth [The quality management systems]	Objectives: Getting the basic knowledge on quality management systems. Content: * The Quality Management Systems * The integrated management systems * Quality certificates Duration: 20h (5h On site and 15 on-line) Organised by: GPA-AEDL, Dip. Caceres, (2010 training program) [Format: on-site and on-line] [Languages: Spanish] [Reach: Extremadura]	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@extremaduratrabaja.net
	Seminars	Module III - Technical support to companies and the third sector: Support to the business consolidation and growth [Support for business cooperation]	Objectives: Advantages of the business cooperation, identifying its processes, the cooperation entities in Extremadura. Procedures and requirements to create or incorporate in a Cluster. Content: * Concept and characteristics of the business cooperation * Reasons for cooperation	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@extremaduratrabaja.net



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			* Agreements * Cooperation entities in Extremadura Duration: 20h (5h On-site and 15 on-line) Organised by: GPA-AEDL, Dip. Caceres, (2010 training program) [Format: on-site and on-line] [Languages: Spanish] [Reach: Extremadura]	
	Seminars	Module III - Technical support to companies and the third sector: Support to the business consolidation and growth [Foreign trade]	Objectives: Introduction to the international trade focusing on the differences between different markets. Content: * Introduction to foreign trade # The internationalization of companies: reasons, advantages and barriers # The growth of international exchanges # Characteristics of international markets # Applying internet to export Duration: 20h (5h On-site and 15 on-line) Organised by: GPA-AEDL, Dip. Caceres, (2010 training program) [Format: on-site and on-line] [Languages:	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@xtremaduratrabaja.net



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			Spanish] [Reach: Extremadura]	



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**3 MEASUREMENT/ VERIFICATION OF QUALITY**

<i>Phase/ subject-area</i>	<i>Type</i>	<i>Tool (Title)</i>	<i>Description</i>	<i>Organisation/ Contact</i>
<b>Customer feedback</b>	Questionnaire	“Cuestionario sobre evaluación de programas”	General questions regarding the quality of the programme and the services offered. Very rudimentary one site questionnaire, mainly for internal statistical reasons and not for quality improvement.	Incyde Foundation Aurelio Jiménez Romero Tel: 0034 915 906 960 aurelio.jimenez@cscamaras.es
<b>Evaluation</b>	Report	Annual report	Activity report that must be fulfilled yearly by business advisors i.e. AEDL in Extremadura. It includes basic questions on the objectives reached, organised activities, resources used etc. All questions are qualitative i.e. free text which makes difficult for later evaluation. [Format: MS Word] [Languages: Spanish] [Reach: Extremadura]	Junta de Extremadura Ma Ángeles Mejías García-Hierro Tel. 0034 924304614 mariangeles.mejiasgh@extremaduratrabaja.net



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