

A. Personal data

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Affiliation and Department/Unit	CISEF, Center for Management Development & Training
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Job function	Managing Director

B. Expertise description on Quality – University Continuing Education

(max 50 words)

I am responsible for the quality of executive education which is organized within CISEF, the market oriented center, organized at the Faculty of Economics, University of Ljubljana. We run shorter seminars and workshops on marketing, management, finance, HRM, accounting,... Within our Center there is Consortium MBA as well.

The quality is improved by:

- monitoring trainers and professors (methods of learning, experience as a form of knowledge..
- analysis questionnaires, fulfilled by participants of the courses: taking into account their suggestions and opinions
- discussions with participants

If the courses are not of high quality we can not sell them.

- c. **Write 5 Keywords describing your experience in UCE** (Examples: Customer, Teacher, Trainer, Organizer, Supplier, EFQM, ISO, Quality assurance, Quality audit, Quality control, Quality management, Product designer, Service support, Delivery, Quality manual, Quality plan, Quality rules, Quality system, TQM, etc.)

Quality Assurance, Quality control, Customer, Service support, Delivery

- D. Relevant dates of Involvement in UCE** (years)

What does it mean?

- E. Involvement in Three Projects or Case Studies of Quality of UCE**
(max 20 words each)

- a) How to improve UCE with Market Communication tools
- b) How to prepare teachers for teaching adults (how to improve UCE)
- c) **Case study:** How we, at the Faculty of Economics University of Ljubljana take care of the quality of adult education (graduate studies)