**Business Support Professional Career Pathway**

**Leonardo da Vinci Partnership**

**European Dissemination Event**

West Midlands European Centre

Avenue d’Auderghem 22-28 Oudergemselaan

B-1040 Brussels

**22nd June 2011**

**Agenda**

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| 12.00 | Registration, welcome, coffee  |
| 12.30 | Lunch |
| 13.00 | **Welcome and introductions** by each partner organisation* Business Enterprise Support, UK *(not represented)*
* Birmingham City University, UK
* Syntra West, BE
* European Management Centre, BG
* City of Oslo, Agency for Business Development, NO
* Institute for Business Education and Training CCI, SI
* CECA, Retail Business Confederation of Andalusia, ES
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| 13.15 | **Presentations** by Cindy Millman (BCU)* Introduction
* Research findings: Architecture, Competence and Survey
* Recommendations
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| 14.15 | Coffee break |
| 14.30 | **Discussions & feedback**Question 1 a) Is there a need for Business Support Professional?  |

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|  | b) Is there a need for Business Support Professional Career Path? c) Is there a need for a European Business Support professional Career Path? Question 2 a) What will you do to move this forward? b) What should we do next? |
| 16.00 | Close and networking opportunities |

**Conclusions**

The European dissemination event of the Leonardo da Vinci Partnership project was led by Cindy Millman from the Birmingham City University.

The partners presented their organisations focusing on their strengths and deliverances to the project. The reports of the BSP project have come to existence thanks to valuable input from all partners, with special thanks to project promoter Business Enterprise Support and Birmingham City University.

The project cooperation rendered three important reports, being a research report into the architecture for business support professionals in EU states and partner country Norway; a competence framework for business support providers; and a European business support providers survey, containing results of the six participating countries about what they do, where and how.

All results were presented and discussed during the dissemination event. A joint conversation of partners and stakeholders led to the commonly accepted idea that there is a shortage in national qualification structures of the BSP profile as well as a need for a European framework regarding the certification of standards clarifying the required knowledge, skills and attitude for several levels of business support.

A general qualification structure should aim to eliminate regional differences of accreditation within one and the same country or differences in this area between European countries by extension. In addition, a qualification structure furnishes future potential business support providers with an insight in the prospects of advancement in the field, both nationally as internationally. A European framework for the certification of standards can be covering the overall needs of all countries, providing a basic model from which nationally adapted frameworks can take off.

Partners are willing to prolong the cooperation, building upon and extending the research already conducted in order to take the project to the next higher level in a more elaborate project programme enabling the production of tangible results and the creation of a unified business support approach that can be embedded in the European policy.