

# Welcome

## European Commission Training Partnership with Abilways and Learning Tree International

### Introduction

Abilways and Learning Tree International are proud training partners of the European Commission under **contract EC HR/2024/OP/0013 – Lot 2 – Support for the Design and Delivery of Learning and Development Services for Advanced Digital Skills and Advanced Data Management**.

We have designed this Welcome Kit for Learning and Development teams across European Agencies. It provides clear guidance on the entire training process, from identifying learning needs through registration, communications, delivery, and post-course follow-up.

### Purpose of This Welcome Kit

This document serves as a central resource where you can locate

- Our current catalogue of Advanced Digital and Data Management Training
- The process for submitting training requests and who to contact in the team
- The attendee journey, from registration to course completion

### Course Catalogue

This catalogue highlights the most current and relevant courses from our broader training portfolio. As technology and professional practices evolve rapidly, we continuously update and expand our course selection to meet emerging needs. For more information or to confirm course prerequisites, please contact us using the contact information below.

[To view our current course catalogue.](#)



# Steps to Process a Training Request

## Step 1: Initiating a Training Request

### What you need to do:

Contact our **Abilways Programme Manager** with your request.

Share details such as:

- Training topic or course name: If you're unsure of the exact course name, let us know the topic area and we'll help you identify the right option.
- Estimated number of participants
- Preferred delivery format (virtual, in-person, blended)
- Any preferred dates for delivery
- Brief summary of learning objectives or outcomes your team wishes to achieve for the training.

### What happens next:

We will review your requirement and confirm the assigned contact within 24 hours. You'll be notified whether Abilways or Learning Tree will support your request.

- **If you know the course:** We'll provide a financial proposal
- **If clarification is needed:** We'll organise a 30-minute scoping call with a Learning Consultant experienced in the subject area and your team to confirm objectives, audience, and any special requirements. After the call, you'll receive a financial proposal for approval.

### For the scoping call:

Please ensure the right stakeholders join the call, including anyone who can confirm the learning objectives and technical requirements. If possible, include a **subject matter expert (SME)** from your team, someone with in-depth knowledge of the topic area to help us tailor the training accurately.

### Hands-on technical courses:

For courses requiring practical exercises, we provide access to **Learning Tree Virtual Machines (VMs)**. These secure, pre-configured environments allow participants to complete labs without impacting your internal systems. We will include VM access in your financial proposal if applicable, and can arrange a **demo** upon request.



## Step 2: Financial Proposal Approval

Once a quotation is approved, please share your work order and PO Number with Abilways to confirm the booking.

Please contact our team if you require any further clarity on the financial proposal before issuing the approval.

## Step 3: Delivery preparation

### 1) Logistics Support

Once we have received the PO number, we will introduce you to a dedicated team member who will collaborate with you to support the logistics for your training and act as your main point of contact leading up to the training start date.

#### For courses delivered by Abilways:

You will be able to confirm how course materials and joining instructions will be shared with participants.

#### For courses delivered by Learning Tree:

We will organise a call to walk you through:

#### Our Learning Portal (My Learning Tree Portal):

- This portal is how attendees can access course materials, labs (for hands-on courses), and technical support.
- For virtual training, attendees will also join the virtual classroom through this portal. No separate Teams link will be sent.

**The delivery set up** should it be virtual, in-class or hybrid

#### Additional Information:

- **Evaluation Forms:** Our standard process is that you will collect evaluation feedback via EU Learn.
- **Recording Options:** Please let us know during this call if you would like the training to be recorded.
- **Virtual Training:** Unless indicated during the call all virtual training events are hosted on Microsoft Teams. We will create the Microsoft Teams Meeting room for the training.

### 2) Instructor Call

- For **customised courses**, we can arrange a second scoping call to refine the outline and ensure it meets your expectations. The call should take approximately 30-60 minutes.
- For **standard courses**, we can organise an instructor call if you'd like to discuss the target audience or share any helpful context. The call should take approximately 30 minutes.

## Attendee Experience: What should they expect?

### For Learning Tree Courses:

During the preparation call once training has been booked we will confirm a date for you to share attendee details.

### We require names and email addresses only:

We need each attendee's name and business email to create a secure account in the My Learning Tree portal, giving attendees access to course materials, labs, technical support; this data is used only for enrollment and training delivery. Further information on our data policy can be found below.

### Once enrolled: How attendees access the portal

After we have enrolled the attendees they will receive an email from Learning Tree titled 'Get Ready: Critical Steps You Must Take to Prepare for Your Course'

### This email will show attendees

- Their course details
- How to add the course to their calendar
- A step by step guide to accessing the My Learning Tree Portal

### My Learning Tree Portal

The My Learning Tree Portal has been customised for the EC contract and displays only past and upcoming courses that attendees have been enrolled onto.

## Contact Information

Key Contacts	Contact Information
<b>Maya Makarem</b> Contract Programme Manager	<b>Abilways - Initial Point of Contact</b> GD_ABW_UE_Digital_Skills_Lot2_Abilways@abilways.com + 32 491 905 229
<b>Claire Allison</b> Programme Lead	<b>Learning Tree International</b> Claire_Allison@LearningTree.co.uk +44 20 7874 5050
<b>Mark Frost</b> Contract Client Director	<b>Learning Tree International</b> Mark_Frost@LearningTree.co.uk +44 20 7874 5003



## About Abilways

**Abilways** is a leading European learning and development organisation providing tailored solutions for public and private sector clients. With a focus on innovation and impact, Abilways supports organisations across Europe in building the knowledge, leadership, and adaptability needed for long-term success.

## About Learning Tree

For more than 50 years, **Learning Tree International** has been a trusted global partner in workforce development and skills transformation. We specialise in delivering **technical training** that prepares individuals and organizations to adapt to evolving challenges and achieve measurable results.

### Security and Data Disclosure Requirements

While all EC training delivery operates under the same master contract, **each agency engagement is onboarded individually** to safeguard compliance with EC security protocols and Learning Tree's data governance standards. Before activating accounts or virtual machines, Learning Tree verifies adherence with Regulation (EU) 2018/1725, confirms secure data handling, and ensures all participants meet contractual confidentiality and security requirements. This process ensures transparency, data protection, and security compliance for every participating EC agency.



**For participant registration we capture name and email address and we comply with the following data security requirements:**

- Learning Tree is certified on the EU – U.S. Data Privacy Framework and our listing can be found here: <https://www.dataprivacyframework.gov/list>
- Where we do share information with Learning Tree International, Inc., the EU Commission Standard Contractual Clauses (Controller-to-Processor) are in place.
- Transfer is to an organisation that is certified under the EU-US Privacy Shield framework, supplemented by the GDPR.

**Our full Data Privacy Policy can be viewed here: link to Privacy Notice on UK Website. Please note that in line with contract requirements, we do not use participant data for marketing purposes.**

## FAQs

Here are some commonly asked questions about the training process for Contract EC-HR/2024/OP/0013 - Lot 2 training requirements and what to expect.

Question	Answer
<b>Do we reach out to Abilways or Learning Tree?</b>	For your initial contact we recommend that you reach out to Abilways. Our teams work in parallel and engage on a daily basis. Once we determine who can best support your requirement we will reach out with you directly.
<b>Will classes be taught by subject experts?</b>	Yes, both Abilways and Learning Tree engage with independent, active Consultants who bring real-world expertise to the classroom.
<b>Will participants access a learning management system?</b>	For Learning Tree courses, participants will be set-up with a personal My Learning Tree (MLT) account. MLT provides participants with a range of value adds, centralised access to all their courses resources and labs, live technical support pre, during and post training, course recording (if requested) and sandbox to continue to practice skills for 90 days.
<b>Will participants complete EU Learn evaluations?</b>	Yes, participants will be instructed to complete EU Learn evaluations where requested by you.
<b>Will virtual classes use Microsoft Teams?</b>	Yes, at the request of the European Commission, Microsoft Teams will be used.



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