Users and experts will meet in the 1 day forum “e-learning in the workplace” and will exchange knowledge and solutions. As a best practice, KBC Bank and Insurances company from Belgium will present implementation and management issues of e-learning in their international organisation. Other presentations are about quality control and the strategic choice of a learning solution integrated with knowledge management and for lifelong learning.

**Program:**

Onwards 09:00: **Registration**
- 10:00 – 12:00: Opening Forum and IMCL2012 conference
  Patrick Tulpin, KBC Bank & Insurances Belgium: *From a ‘need’ to a ‘workplace e-learning’: a challenging journey.*

- **Coffee/Tea Break**
- 12:30-13:30 (*): Parallel Session 1: **Quality**
  J.Schreurs (Hasselt University Belgium), P.Tulpin: *Quality of e-learning solution, case KBC Bank and Insurance Company, Belgium.*

- **Lunch**
- 14:30 – 16:00 (*): Parallel Session 2: **Learning, creating and using knowledge in a corporate context.**
  1. R.Jabri, (ChangeZone Amman): *The alignment of knowledge management and e-learning with organizational strategy using balanced scorecard.*
  2. Najdawi,Anas Rawhi (Univ of Jordan Aqaba)): *Using concept mappig tools to enhance collaborative problem solving and innovation:*

- **Coffee/Tea Break**
- 16:30 – 18:00 (*): Parallel Session 3: **Online lifelong learning**
  1. Wassmann,Ingolf (Univ of Rostock), *Computer Engineering online, best practices in extra occupational studying and lifelong learning*
  2. J.Schreurs (Univ of Hasselt): *Blended e-learning process for professional and distance learners*

(*) (IMCL-conference and Forum sessions are scheduled in parallel. Participants are free to select from both. IMCL program can be found on the website: www.imcl-conference.org)