

## Join the network

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### Contact information

**Company name :** Rede Ferroviária Nacional, REFER, EPE

**Department :** Human Resources Department

**Address :** Rua de Santa Apolónia, nº 65 1100 - 468 Lisboa

**Website :** [www.refer.pt](http://www.refer.pt)

**Contact person :** Mr

: Miguel Faro Viana

**Position/Title :** Human Resources Director

**Phone (including country code) :** 0351 21 10 22 686

**Email :** [mfviana@refer.pt](mailto:mfviana@refer.pt)

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### General information

**Year of establishment :** nine

**Mission statement :** To create programs that promote the development of the employees and support the implementation of training instruments in order to contribute for the improvement of the climate, satisfaction and productivity of the company (Refer).

**Ownership :** State Owned Company

**Training courses open for other companies :** No

**Main areas of offered training/education :** Operation Management ; Infrastructure

**Other :** Traffic Control and Command

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## **Policy and Accreditation**

**Do you hold an ISO certificate? : Yes**

**If so, which certificate? : ISO 9001/2008**

**Is there Competition regarding your courses/education programs? : No**

**Accreditation as a vocational school by an independant public agency : No**

**Licenses to offer courses which are approved by an independent agency : No**

**Do you plan to seek accreditations within the next 3 years? : No**

**Special courses for instructors necessary : No**

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## **Delivery**

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**3 main areas of offerings/expertise (and share in %) : Safety and Railway Regulation (35%)**

**: Infrastructure (20%)**

**: Traffic Control and Command (20%)**

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## **Cooperation**

**Wants to cooperate with other European institutions/organizations to : exchange lecturers/expertise ; exchange experience in e-learning ; share experience in implementing systems to improve the learning experience ; obtain best practice ; participate in "best-practice-investigation"**

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