

JUNE 2020

BULLETIN

ON FOCUS

e - NEWS

**MEASURES RELATED TO ENSURING SAFE CONDITIONS
FOR CONDUCTING THE COURSES IN FACE-TO-FACE
FORM IN CHRDR**

**FIRST ROUND TABLE IN VIDEO CONFERENCE MODE-
OPPORTUNITY TO SHARE EXPERIENCE BY EXPERTS
ALL OVER THE COUNTRY**

SCHEDULE OF TRAININGS IN JUNE

ON FOCUS

From the beginning of June, the Centre restore conduction of trainings for unemployed people, financed by the National Action Plan for Employment 2020. In compliance with all anti-epidemic measures and with groups of students of less than ten people, from June 1st began a course to acquire professional qualification Word Processing and a training in the key competence Computer Skills. Gradually during the month, the normal course of the trainings will be restored, and more information about the starting courses can be found in the schedule at the end of the bulletin. From June 15, courses for unemployed people interrupted by the introduction of the state of emergency in the country on March 13, will be restored.

The seminars under project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere continue without interruption in distance learning form and by videoconference connection. Two of the seminars' topics concern Social Assistance Act and labour market policies and quality of the labour force. The theme about persons with disabilities and their support is a leading topic in the next two seminars for the month, the first is related to the control powers of the EA GLI under the Act on Persons with Disabilities, and the second - with individual needs assessment in accordance with the needs of these individuals.

An important event at the beginning of the month is organizing and conducting an initiative in video conference mode for the first time. It was launched under project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere. The choice of the format for the round table for exchange of experience and good practices on the new and improved services provided by the Employment Agency was provoked by the desire to achieve safety conditions of even though the epidemic is fading away in the country. The videoconferencing of the discussions proved to be quite effective in practice, as it allowed experts from all over the country to discuss pressing issues without wasting valuable time and without taking time off work. The initiation of the implementation of this forum through videoconferencing is a natural stage in the process of digitalization of the work of the Center.

MEASURES RELATED TO ENSURING SAFE CONDITIONS FOR CONDUCTING THE COURSES IN FACE-TO-FACE FORM IN CHRDMI

From June 1st, the Centre restore work of conducting face-to-face courses under the National Action Plan for Employment 2020. Ensuring safe conditions for their courses is the responsibility of both the CHRDMI team, lecturers and students. Therefore, we once again summarize the measures taken and the obligations of each of us related to the protection of our own health and that of others.

- ✓ On the territory of the Centre it is obligatory to use personal protective equipment, which are provided by CHRDMI for all employees, lecturers and students.
- ✓ It is mandatory to use disinfectants, which are available in all classrooms.
- ✓ All premises are subject to a regular disinfection schedule, which is carried out during breaks and after training day. A checklist is filled in for the performed disinfection. Cleaning and disinfection of all work surfaces and areas of the work environment that come into contact with exposed parts of the body is provided. All worktops, surfaces, touch screens and other digital devices are subject to disinfection. Additionally, door handles, railings, electric keys, dispensers, bathrooms and sinks are covered.
- ✓ Vehicles are disinfected after each course. Ventilation is provided before and after each course.
- ✓ The groups of students have a reduced number of maximum 10 people.
- ✓ A distance between the workplaces of the individual trainees of at least 1.5 m is provided.
- ✓ Regular and sufficiently reliable ventilation of all rooms is ordered.
- ✓ On the territory of the restaurant is permanent disinfection of worktops, floors, door handles, electric keys, bathrooms are ventilated three times a day for at least 15 minutes.

At the beginning of June a new discussion begins in the Lecturer's Club, focusing on one of the most difficult moments in the implementation of any training - the motivation of the participants. The new blog content on Smartnet is related to the organization of valuable moments from the discussions in useful methodological materials for all lecturers and to the assessment of the quality of trainings, and the distance learning platform again concentrates the main part of the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere

- In June, we would like to discuss in the Lecturers' Club the theme about ***motivation of the students for actively involvement in the learning process for subsequent realization in the labor market and the approaches through which we can influence it in a positive way.***

In the two types of trainings that are held in the Centre - those for unemployed persons under the National Action Plan for Employment 2020 and those under the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere - the motivation of students includes various aspects. It is extremely important for the unemployed people because it should lead to a complete change in life behavior and transition to employment in a desired profession. No less important is the motivation of students in project training. The effectiveness of the seminars is measured by the tendency of students to change their professional behavior and improve the efficiency of the workplace, for which not only communication with the teacher, but the exchange of experience with colleagues from different institutions and organizations, such as and one of the main objectives of the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere.

Increasing the motivation of students is directly related to achieving efficiency and effectiveness of each learning process.

Therefore, please pay attention to the following aspects:

- How do you get information about the rate and type of motivation (internal / external) of your students?
- What is the impact of training methods on the process of motivating participants and how can be measured?
- To what extent and in what way to influence the motivation of the participants in distance or video conferencing training?

We expect your comments on

: <http://www.lecturerclub.com/bg/>.

All themes in the Lecturer's Club are available for reading without registration.

Moderator Galina Ivanova, galina_ivanova@chrdri.net

- **The current themes in Blogroll section of Smartnet for June are:**

- ROIT as an instrument for training assessment;
- Preparation of methodical materials based on Lecturer's Club discussions.

We kindly invite everyone who has interests in the topics of the published materials to comment on: <http://smartnetbg.net/blogroll>.

Moderator: Galina Ivanova, galina_ivanova@chrdri.net

- **In June, two of the seminars under the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere will again be conducted in distance form through the Distance Learning Platform of the Centre. The topics of the forthcoming trainings are: Improvement of the normative base in the field of social assistance. The Social Assistance Act and the Regulations for its implementation and The Personal Assistance Act and Individual Assessment of the Needs of People with Disabilities**
 - **Exchange of Experience and Good Practices between Institutions and Organizations.**
- **We invite everyone with interests in the various areas of social and labor market policies to follow the new materials in the electronic library, which is constantly updated at <http://chrdri.net/bg/library/biblioteka>.**

FIRST ROUND TABLE IN VIDEO CONFERENCE MODE - OPPORTUNITY TO SHARE EXPERIENCE BY EXPERTS ALL OVER THE COUNTRY

On 2nd and 3rd June the first project initiative, which is implemented in videoconference format, was conducted through an electronic platform of the CHRDI. The Round Table was dedicated to exchange of experience and good practices on new and improved services provided by the Employment Agency. We talked to Mrs. Desislava Ignatova, Head of the Intermediary Services Department of the Employment Agency and moderator of the event, about the need for the initiative and the advantages of its implementation through the means of new technologies.

Mrs. Ignatova, could you tell us what made it necessary to hold such a round table? Can you give us a brief overview of the nature of the new services provided by the Employment Agency, which were discussed during the initiative?

D. Ignatova: In recent years, the Employment Agency has been reformed and modernized, updating and expanding the portfolio of services provided to meet the challenges of the labor market. The desire to increase the quality and efficiency of the services provided, aimed at finding workers with the appropriate profile, meeting the requirements of employers and vacancies, in order to balance the existing imbalances between supply and demand, led to the development of new services, redesign of existing services and their combination in standardized service packages for vulnerable groups. Exactly a year ago they were presented at working meetings by regions, after a short preparatory period they joined the activities of all directorates Labor Office.

Post-employment counseling and mentoring is a service aimed at vulnerable groups in the labor market, who are targeted for inclusion in employment and where the first few months after starting work are the most risky. It helps to identify early risks to workplace stability related to the lack or loss of work habits and employment competencies. Within the service, our specialists (labor intermediaries, labor mediators, psychologists, case managers, professional consultants and career counselors) maintain contact with start-ups and employers by providing counseling, psychological and motivational support to achieve sustainable employment, reduced rejection from work, overcoming the crisis related to the initial adaptation to the work regime, as well as new unemployment / looking for new staff. The support provided and the advice and patterns of behavior provided help individuals become more confident, informed and independent.

"Mobile Labor Office" is a comprehensive service for job seekers, economically inactive people and employers from smaller settlements. It naturally builds on the long-standing positive experience of the Employment Agency in providing outsourced employment services. The purpose of the new service is to provide a better and more comprehensive service that will increase the opportunities for meeting the supply and demand of the labor market and reduce the share of discouraged people. Mobile teams of employees of the labor offices (created within the service) visit the smaller settlements, areas with a high concentration of vulnerable groups and provide the full range of services to the directorates "Labor Office" with an emphasis on providing employment, information, the motivation for registration and inclusion in training.

"Family labor counselor" is a service aimed at unemployed people from vulnerable groups and their families at risk of falling into poverty, as family members are informed and consulted about the opportunities provided by employment offices. Within the service, each family member is expected to receive the support they need - information services; professional consulting; attraction to registration of unregistered family members; employment of at least one parent, if both are unemployed; determining the scope of support and objectives even before registration with the labor office; preventive work with children - students in primary or secondary education, etc.

The provision of some of the services that were discussed and commented at the round table proved to be a challenge for us, especially in terms of compliance with measures and rules for social distance in the last three months.

What was the purpose of the round table and was it achieved during the discussions?

D. Ignatova: The aim of the round table was to develop and strengthen the capacity of the Employment Agency as a public institution responsible for the implementation of policies and provision of services in the field of employment. This was done by sharing experiences / exchanges of practices between different regions / employment offices and discussing different approaches in terms of tools used and partnerships to achieve positive results; raising awareness of the supportive and preventive role of labor intermediaries / employees in Labor Office directorates and motivating employees by presenting effective forms of service implementation and successful cases and generating ideas and proposals for improving the quality of services, -successful adaptation of services and distribution of tasks and responsibilities among stakeholders to meet the challenges.

Within the two panels of the round table, the participants from the Directorates of Labor Office and the Directorates of the Regional Employment Service shared their experience, good practices, approaches used and brought out the keys to success in providing services.

Over the years, the Employment Agency has proven to be a partner of the Centre in the process of introducing and validating digital forms in educational work. This is the first round table we hold through a video conference. How would you assess the benefits and challenges of this form of implementation of the initiative?

D. Ignatova: And for me this is the first round table, held through videoconferencing, in which I participate as a moderator. So far, I have participated in several webinars and videoconference meetings, but not of such duration. The initiative was extremely well organized, the interactive form used - question and answer sessions, chat conversations, etc., allowed for an engaged discussion and receiving and discussing information of various types and formats. The recording of the discussed problems and the presented presentations will facilitate the multiplication of the shared experience and good practices. The video conferencing environment used did not hinder the participants and did not require high digital skills from them. The main challenge in this form of implementation of the initiative is the technical security of the participants and perhaps the need for time to get used to conducting this type of discussions "live", taking into account the time of the respective sessions.

The editorial team of the bulletin thanks Ms. Ignatova for the interview!

SCHEDULE OF TRAININGS IN JUNE

WORD PROCESSING

Period of implementation: June 1 - July 24, 2020

Course for acquiring professional qualification by unemployed persons under the National Action Plan for Employment 2020

The course is intended for unemployed people who will acquire skills to use the basic computer programs needed to service standard office tasks - to find information, to participate in the development of technical and technological documentation, to carry out operational activities related to document processing. - input, printing, exchange of text files, work with spreadsheets. After completing the training, students will know the requirements and provisions of the regulations governing the activities of using computer equipment and will be able to deal with office administrative procedures.

Successful graduates of the course will acquire the first degree of professional qualification in the profession Computer Operator and the relevant certificate of competence.

For information and registration:

Gergana Stoimcheva, [gergana_stoimcheva @ chrdri.net](mailto:gergana_stoimcheva@chrdri.net)

COMPUTER SKILLS

Period of implementation: 1 - 5 June 2020

Training in key competencies under the National Action Plan for Employment 2020

Within 40 teaching classes, students will improve their digital key skills, which is an important prerequisite for the successful completion of the professional qualification course Operational Accountant, in which they will be included.

The topics of the modules in the program cover: MS Windows operating system; word processing program MS Word; work with MS Excel spreadsheets; preparation of presentations - MS PowerPoint; work on the Internet environment with different browsers. Students will acquire skills to recover files, rights and share folders, share printers, install new programs and uninstall old ones, update; entering and formatting text, inserting graphics into a document in MS Word; working with several worksheets and windows in MS Excel, editing graphs, sorting data by criteria, using a data form and filters, working with summary tables etc..

The training is intended for students who will be included in the professional qualification course Operational Accountant. Successful graduates will be issued a certificate.

For information and registration:

Bozhidara Vasileva, bojidara_vasileva@chrdri.net

OPERATIONAL ACCOUNTANT

Period of implementation: June 8, 2020 - July 2, 2020

Course for acquiring qualification in part of a profession by unemployed persons under the National Action Plan for Employment 2020

Unemployed persons registered with the labor offices at the place of residence will take part in the training. They will be trained in part of the profession within a program of 150 teaching classes, according to the Vocational Education and Training Act, the state educational requirements for the profession Operational Accountant, approved in Ordinance № 27 of 09.01.2012 for the acquisition of qualifications by profession, and in accordance with the latest regulated requirements of the National Agency for Vocational Education and Training (NAVET).

During the course, participants will acquire knowledge and skills about the rules for maintaining safe work with equipment and machinery in the workplace; the rights and

obligations of the employee in the labor process, according to the Labor Code and the contractual relations between the employee and the employer; the main economic categories; the legal framework regulating the accounting activity; the accounting operations and the technology of their implementation, etc.

The training will end with an exam in theory and practice. Successful graduates will receive a Certificate for acquiring part of the profession, according to Ordinance № 4 / 16.04. 2003 of the Ministry of Education and Science.

For information and registration:

Gergana Stoimcheva, gergana_stoimcheva@chrdri.net

ADMINISTRATIVE SERVICE

Period of implementation: June 1, 2020 - July 24, 2020

Course for acquiring professional qualification by unemployed persons under the National Action Plan for Employment 2020

This relatively long four-month course will include 15 unemployed persons registered with the employment offices at the place of residence. Disciplines included in the training, will help the trainees in their effective participation in team work, acquaint them with the labor - legal regulation of the profession and the organization of the labor process. Especially important are the planned practical classes for working with modern products and technologies necessary for an effectively functioning administration, to ensure safe working conditions when handling the equipment, knowledge of the rules for preparing various documents accompanying the administrative work. Participants will also acquire knowledge and skills that will help them get aware of the rules of business protocol and ethical standards for teamwork.

Successful graduates will receive a second degree of professional qualification and the relevant document certifying their competencies - a certificate of professional qualification.

For information and registration:

Gergana Stoimcheva, gergana_stoimcheva @ chrdri.net

TOUR GUIDE SERVICE

Период на провеждане: 15 юни 2020 г. – 9 юли 2020 г.

*Курс за придобиване на квалификация по част от професия от безработни лица по
Националния план за действие по заетостта 2020 г.*

Tourism is a priority sector in Bulgarian economic and the need for qualified personnel is constantly growing – a fact which is visible by the interest of unemployed people about this course. The training traditionally gathers many students who want to dedicate themselves to this profession. During the course, participants will acquire professional competencies for tour guide services which include: mastering professional speech etiquette when communicating with guests and tourists; acquisition of a high general culture in terms of tourist sites and routes in the country and mastering the specifics of the tour guide activity.

Successful graduates will receive a Certificate for acquiring part of the profession "Guide", according to Ordinance № 4 / 16.04. 2003 of the Ministry of Education and Science.

For information and registration:

Bozhidara Vasileva, bojidara_vasileva@chrdri.net

PRODUCTION OF CULINARY PRODUCTS AND BEVERAGES

Period of implementation: June 15, 2020 - October 9, 2020

*Course for acquiring qualification in part of a profession by unemployed persons under the
National Action Plan for Employment 2020.*

During their training, participants will be introduced to all mandatory modules required for the practice of the profession "Chef". In addition to the specific professional training, the training program also includes classes concerning the normative documents for food safety, the legal regulation of the labor process and the team work. The training also includes English language classes, which will contribute to the successful realization of the students. Based on the successfully completed theoretical training at the end of their studies, each student will

have the opportunity to improve the acquired skills during an internship in some of the good restaurants in Sofia.

Successful graduates will receive a certificate of professional qualification, and the acquired skills will support their successful realization on the labor market.

For information and registration:

Milan Milanov, milan_milanov@chrdri.net

LANDSCAPING AND FLORISTRY

Period of implementation: June 15, 2020 - August 7, 2020

Course for acquiring professional qualification by unemployed persons under the National Action Plan for Employment 2020

The course will be attended by 15 unemployed persons registered in the directorates Labor Office of the EA at the place of residence. The knowledge that students acquire in this course for professional qualification includes acquaintance with the rules for safe work according to the specifics of the profession, as well as acquiring skills for handling the relevant tools and instruments. The main part of the course is the acquaintance with the morphological features of the plants, the biological characteristics and the life of the park plants, the main types of ornamental vegetation and the ways for its production and cultivation, the preliminary preparation of the terrain for landscaping, as well as the rules for planning objects.

The theoretical training of the students will be continued by practical training, as a result of which they will be able to recognize the main types of ornamental and park vegetation, to propagate, produce and grow different plant species, will be able to graze terrains and plant ornamental trees, shrubs. and flowers according to the technological requirements of work. The training includes topics for making and maintaining appropriate park compositions.

All successful graduates will obtain a certificate in the form of the Ministry of Education and Science for mastery of part of the profession "Landscaping Worker".

For information and registration:

Milan Milanov, milan_milanov@chrdri.net

LEADER SKILLS

Period of implementation: June 29 - July 3, 2020

Training in key competences under the National Action Plan for Employment 2020

The training will include 10 unemployed people registered in the employment offices at the place of residence, will have the opportunity to improve their leadership skills in the course in the key competence Initiative and Entrepreneurship. The five-day training will examine the nature of emotional intelligence; communication skills and leadership. As a result of their participation in the training, attendees will increase their emotional intelligence and emotion management, improve their verbal (listening, asking questions, effective communication) and nonverbal communication (body language, personal style analysis) and will acquire skills for resolving conflicts in the team in the role of leader.

The training is designed for students who will be included in a professional qualification course Small and Medium Business. Successful graduates will be issued a certificate.

For information and registration:

Bozhidara Vasileva, bojidara_vasileva@chrdri.net

CONTROL POWERS OF EA GLI UNDER THE ACT ON PERSONS WITH DISABILITIES

Seminar, June 22 - 26, 2020

Form of training: videoconferencing

The seminar is carried out within the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere

The training is intended for labor inspectors from all territorial directorates of EA GLI.

Purposes of the seminar are to deepen and upgrade the knowledge of the participants depending on their preliminary knowledge of the obligations of enterprises arising from the Act on Persons with Disabilities and the control exercised by the Executive Agency GLI. An important focus of the seminar is the acquaintance with the "Internal rules for specialized inspections by the control bodies of the GLI Executive Agency for the implementation of the

quota for the appointment of people with disabilities and building knowledge of administrative practice in implementing the Act on Persons with Disabilities.

Successful graduates will be issued a certificate of participation according to an approved standard of CHRDMI.

For information and registration:

Maria Zlateva, maria_zlateva@chrdri.net

**IMPROVING NORMATIVE BASE IN THE SPHERE OF SOCIAL
ASSISTANCE. SOCIAL ASSISTANCE ACT AND THE REGULATION FOR
ITS IMPLEMENTATION**

Seminar, June 25 - July 22, 2020

Form of training: distance

*The seminar is carried out within the project Integrated Trainings for the Administration in
Institutions, working on the Labour Market and in the Social Sphere*

The training is intended for employees on managerial and expert positions from the MLSP and SAA, as well as for representatives of the municipalities.

The participants will upgrade their knowledge about the amendments to the legislation in the field of family assistance under the Social Assistance Act and the Regulations for its implementation and will build skills to apply good practices and models for dealing with problems in the implementation of the current legislation in the field of social assistance. During the distance seminar, specific cases from the practice of granting social benefits will be considered and good practices and experiences will be exchanged between the participants.

Successful graduates will be issued a certificate of participation according to an approved standard of CHRDMI.

**PERSONAL ASSISTANCE ACT AND INDIVIDUAL ASSESSMENT OF NEEDS OF
PERSONS WITH DISABILITIES - EXCHANGE OF EXPERIENCE AND GOOD
PRACTICES BETWEEN INSTITUTIONS AND ORGANIZATIONS**

Seminar, June 25 - July 22, 2020

Form of training: distance learning form

The seminar is carried out within the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere

The training is intended for social workers from the Social Assistance Departments of the Social Assistance Agency, experts working in the Agency for People with Disabilities, Regional Educational Units at the Ministry of Education and Science, municipalities and NGOs providing services to people with disabilities.

During the seminar the participants will upgrade their knowledge about the legal framework for providing the personal assistance mechanism, as well as for the practical implementation of this mechanism. At the same time they will develop their practical skills for individual assessment of the needs of people with disabilities, as well as increase their knowledge and skills for inter-institutional interaction through exchange of experience and good practices.

Successful graduates will be issued a certificate of participation according to an approved standard of CHRDMI.

For information and registration:

Galina Ivanova, galina_ivanova@chrdri.net

CURRENT ASPECTS OF EMPLOYMENT POLICY REGARDING INCREASING THE QUALITY OF LABOUR FORCE

Seminar, June 29 - July 3, 2020

Form of training: videoconferencing

The seminar is carried out within the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere

The training is intended for employees on management and expert positions from the MLSP, EA, social partners and other institutions and organizations operating in the labor market.

During the training the participants will expand and deepen their knowledge about the prospects for development of the labor market in the country in the period 2021 - 2030, as well as the characteristics of the labor force in the country in the context of demographic challenges and processes, labor supply forecasts until 2034. Among the topics of training are also the professions of the future and policies to meet modern challenges in the labor market.

The current aspects of the employment policy in the context of the new Employment Strategy of the Republic of Bulgaria for the period 2021 - 2030 will also be affected. Successful graduates will be issued a certificate of participation according to an approved standard of CHRDMI.

For information and registration:
Gabriela Nikolova, gabrielanikos@gmail.com

More information about the trainings in 2020, you may find on:
<http://chrdri.net/bg/category/32/katalog-na-seminarite-za-2020-g>