

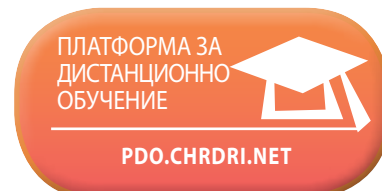


JANUARY 2021 BULLETIN

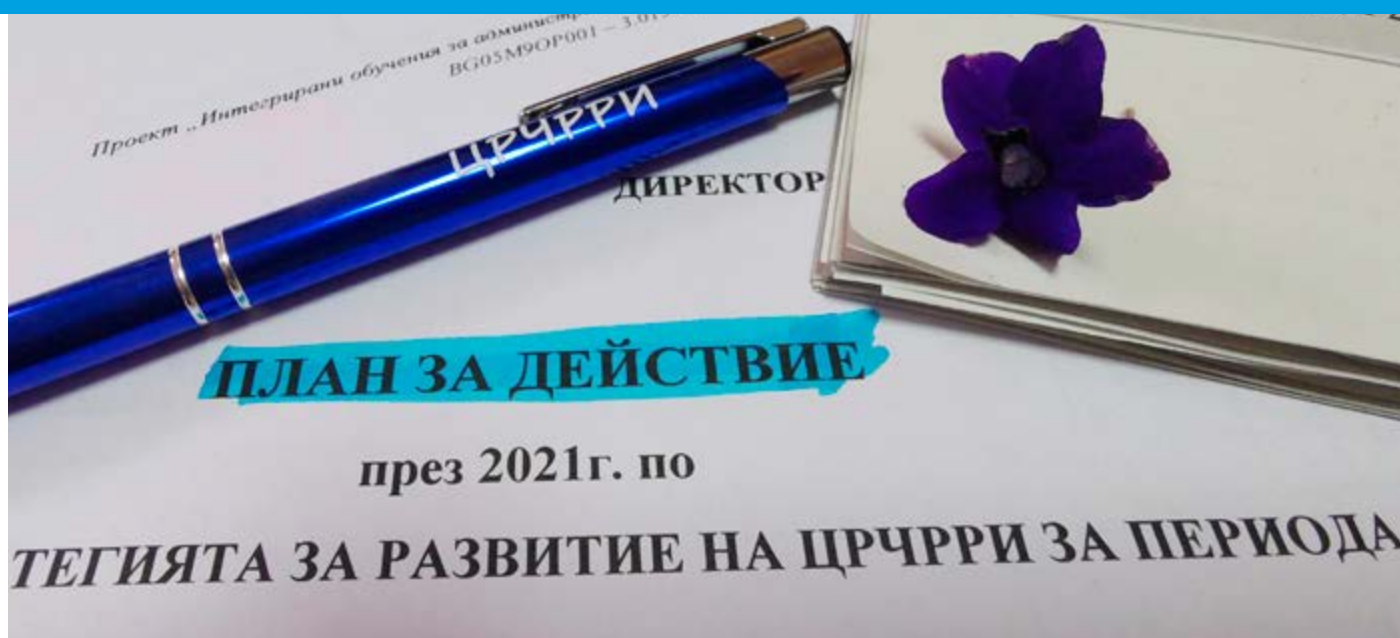
ON FOCUS

THE TEAM OF THE CENTER SHARES

THE ANNUAL REPORT ON THE
QUALITY OF THE SEMINARS FOR
THE PUBLIC ADMINISTRATION
SHOWS HIGH GRADES AND
SATISFACTION



ON FOCUS



Traditionally for the Center, the beginning of the calendar year is a time for intensive preparation and planning of trainings both under the project „Integrated Trainings for The Administration in Institutions, working on the Labor Market and in the Social Sphere” and for the courses for unemployed financed by the National Action Plan for Employment in 2021. Elaboration of the annual plans for the tuitions, which will be held during the current training year, as well as the preparation of relevant catalogs are in their final phase. What makes the preparation different from the ones during the previous years is the in-depth assessment of the possibilities for fast switching between the different forms of education - from the one in attendance to

remote or videoconferencing and vice versa, depending on the epidemic situation, so that the Center can continue its work in the best way according to the specific conditions.

It is planned that the operational plan for the trainings under the project „Integrated Trainings for The Administration in Institutions, working on the Labor Market and in the Social Sphere” will include 18 seminars, within which 270 participants from different institutions and organizations will be trained. The topics have been chosen on the basis of a survey conducted in the end of last and the beginning of this calendar year. It studied the individual training needs of employees in each institution. In addition consultations with leading teachers were also held in the

areas of their competence about the current trends in adult education. Once again, a large number of new topics have been set (44% of all in The Operational Plan), which maintains the tendency that CHRDRİ seminars reflect the latest issues in the relevant areas, namely social protection and social inclusion, labor legislation and healthy and safe working conditions, healthcare, equal opportunities and non-discrimination. The envisaged forms of trainings are: attendance in our campus, videoconferencing and distance learning.

The catalogue of the seminars under the project „Integrated Trainings for The Administration in Institutions, working on the Labor Market and in the Social Sphere” for 2021, developed on the basis of The Operational Plan, will be published on the website of CHRDRİ in the end of February and the paper edition will be distributed in March this year.

When planning the courses for the unemployed for 2021, the latest trends in the labor market have been taken into consideration, as the information comes from the current statistical data and the labor market survey conducted in the end of 2020 by experts of the Center. Especially important in the construction of the training plan is the process of direct communication with colleagues from the Employment Agency, who share their observations from their daily work with clients. For the first time in the training portfolio of the Center to traditionally successful courses, such as „Administrative Services”, „Production of culinary products and bevarages”,

„Software Development”, etc., new courses for the professions of „Herbalist”, „Manicurist - pedicurist” and “Social Assistant” will be added.

The catalogue with the planned courses will be published in February and at the same time, for a second consecutive year the successful practice of preparing a flyer for each of the courses will be continued. It will allow the unemployed to get a better idea about the opportunities for professional qualification provided by the Center.

THE TEAM OF THE CENTER SHARES

In the context of the preparation of the annual work plan we've asked some of the leading figures in CHRDMI to share their vision, plans and expectations about the new calendar year. Their ideas, plans and decisions are the driving force of what is happening in CHRDMI and we hope that they will be realized.

Ivan Bakalov, head of "Training Activities Department": *I hope that 2021 will allow us to carry out the planned activities in the best possible way. In my opinion, it is extremely important to continue and deepen our cooperation with the MLSP and other institutions and organizations working in the areas of expertise of the Center, to develop international cooperation and partnerships and to strengthen the institutional capacity of CHRDMI.*



Gabriela Nikolova, Chief Expert - Organizer of Trainings and Initiatives:

I hope we will be able to perform maximum part of the annual plan of the project „Integrated Trainings for The Administration in Institutions, working on the Labor Market and in the Social Sphere” in face-to-face format. For me, as an expert responsible for the implementation of the project initiatives, this is extremely important, as their essence is to exchange experiences and ideas, to create and expand contacts between experts from different institutions and organizations, to address issues for discussions in the field, and this happens optimally face to face.



Lina Kostadinova, Chief Expert - Methodist:

I expect that in 2021 the methodological work of CHRDMI will be upgraded, especially in terms of the practical applicability of what is learned in the real working process. I believe that the Operational Plan and all scheduled project activities will allow us to fulfill this intention.



THE ANNUAL REPORT ON THE QUALITY OF THE SEMINARS FOR THE PUBLIC ADMINISTRATION SHOWS HIGH GRADES AND SATISFACTION



The implementation of the project „Integrated Trainings for The Administration in Institutions, working on the Labor Market and in the Social Sphere“ is subject to continuous monitoring related to constant observations over the quality of the seminars conducted according to the ROIT methodology, assessing the return of investment in training. This allows the objective reporting of training results and is actively used in planning the next phases of the project.

CHRDRI has been systematically applying the ROIT methodology for years in order to objectively measure the results of the seminars through a set of different indicators such as the degree of satisfaction of participants in various aspects of the training course, degree of acquired knowledge and/or skills, the benefits of the knowledge/skills application in daily work, etc.

According to the data from the annual evaluation report, summarizing the results of the trainings conducted in 2020,

under the „Integrated Trainings for The Administration in Institutions, working on the Labor Market and in the Social Sphere“ 336 employees participated in 17 trainings and 2 initiatives. Within the framework of the tuitions conducted under the project, representatives of all three target groups participated, including employees of: Ministry of Labor and Social Policy, Social Assistance Agency, Employment Agency, Eexecutive Agency „General Labor Inspectorate“, Agency for People With Disabilities, State Agency for Child Protection, staff of Ministry of Education, Ministry of Health and Second Spending Budget Units to the Health Minister, representatives of municipalities, non-governmental organizations, representatives of syndicates and social partners. The greatest number of trained persons are from the Agency for Social Assistance and the Employment Agency. (Fig. 1)

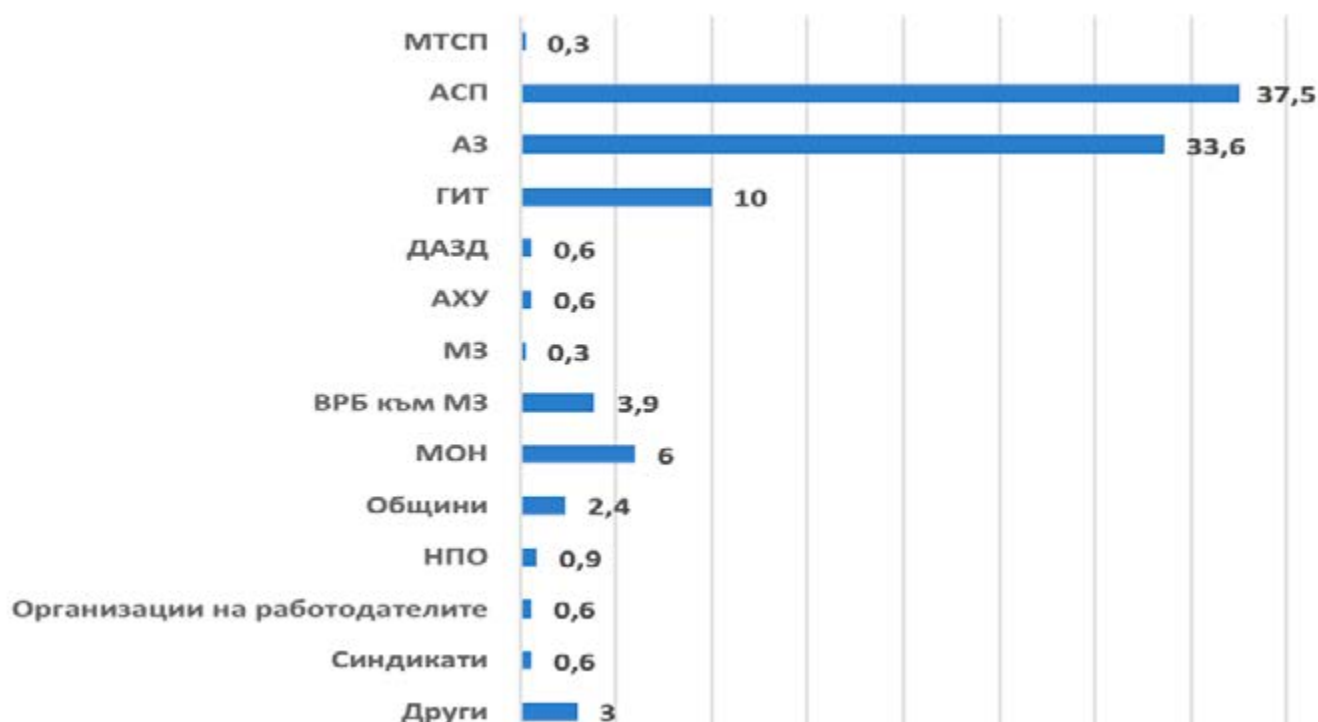


Fig.1. Division of participants according to the institution they represent

The largest number of trained people is in the areas of social protection and social inclusion policies and the labor market and labor force development. (Fig.2)



Fig. 2 Total number of participants in trainings

The monitoring and evaluation of each seminar from the project is performed on different levels. Each of them provides an opportunity comprehensive statistical information on a particular aspect of the training course to be obtained:

- Satisfaction: measuring the extent to which a participant in the training is satisfied with different aspects of the training course and the extent to which the seminar meets his/her preliminary expectations.

- Transfer of knowledge: registers the extent to which participants have improved their knowledge or skills on a given topic.

- Applicability of knowledge/skills – gives the extent to which participants in the training change their behavior as a result of new attitudes formed during the training. This level provides information about the degree of importance of knowledge/skills in the daily activities of the trainee after their application in the work process, as well as on the frequency of use of knowledge/skills while working.

The data from the seminars and initiatives held in 2020, regardless of the form of their implementation, shows very good results, and that's due to the precise selection and the preliminary work with the target groups in each of the seminars on one hand, and on the other - to the methodical work with lecturers and the practical relevance of the acquired knowledge.

The overall average score for the seminars is 4.54 (out of a maximum of 5), with the highest score observed in trainings from „Labor Legislation and Healthy and Safe Working Conditions“ (4.77). The conducted trainings also show a high average transfer of knowledge or skills of 23%.

Asked to evaluate the practical applicability of the knowledge acquired during the seminar, the majority of all participants answered that they “will have some benefits” from what they have learned in the performance of their daily work duties, and the relative share of the ones who define the benefit as large, is 40%. (Figure 3).

The presented data shows high degree of satisfaction of participants with the various aspects of the training process, as well as the real applicability of the acquired knowledge in the work environment.

In 2020, the value of the total reported transfer of knowledge and/or skills from all the conducted trainings is 23%. The data is a result from the processing of questionnaires for subjective assessment of knowledge and skills that the participants fill in before and after each training. The highest transfer was reported in the area „Equal Opportunities and Non-Discrimination“. (Fig. 4).

During the last year of the work on the project for the public administration we expect the positive trend for improving the quality of the seminars to be continued.

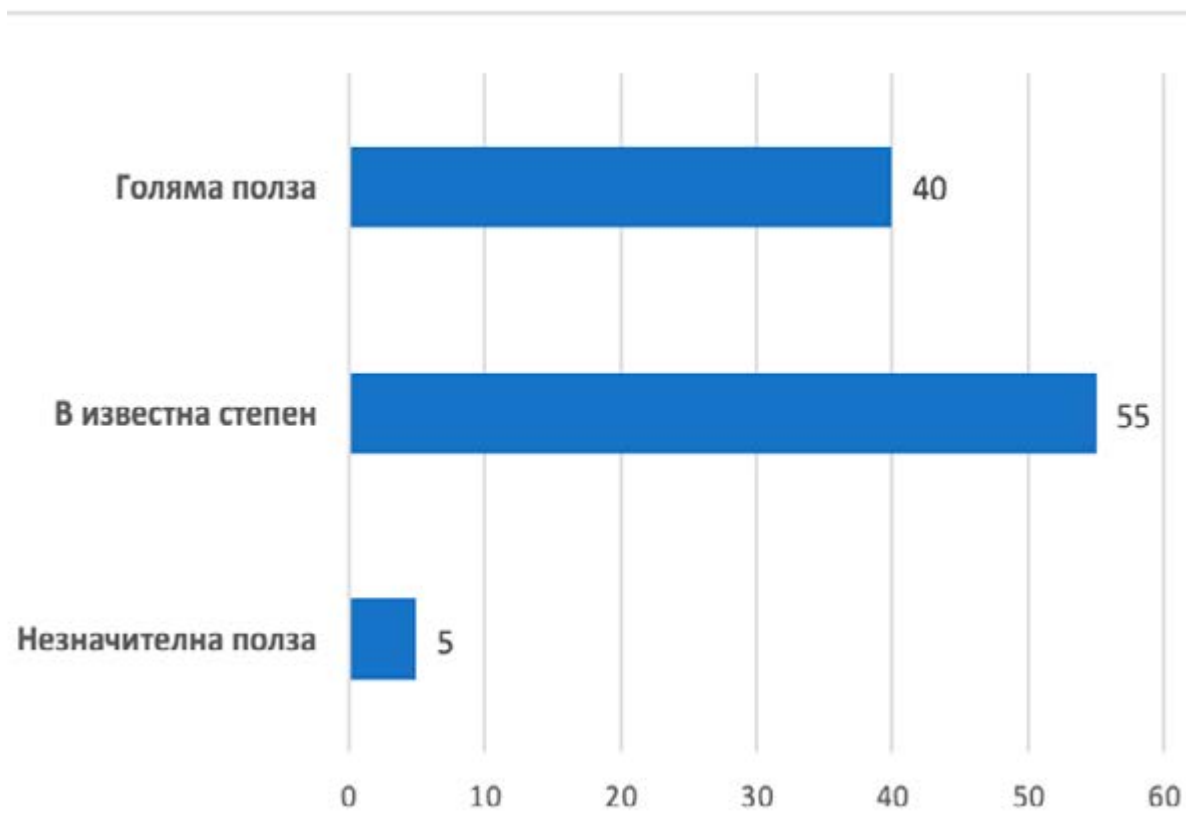


Fig. 3. Assessment of the benefits of the acquired knowledge and/or skills, according to the participants in the training (in %)

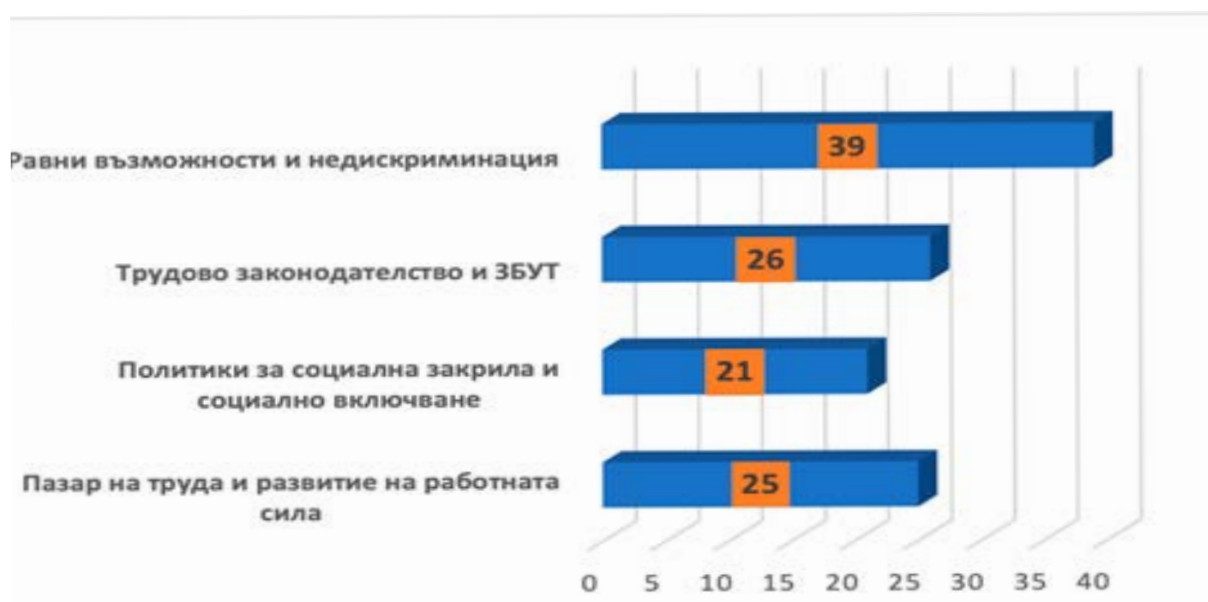


Fig. 4. Total transfer of knowledge and/or skills in different areas (%)

Editorial Board:

Galina Ivanova, phd

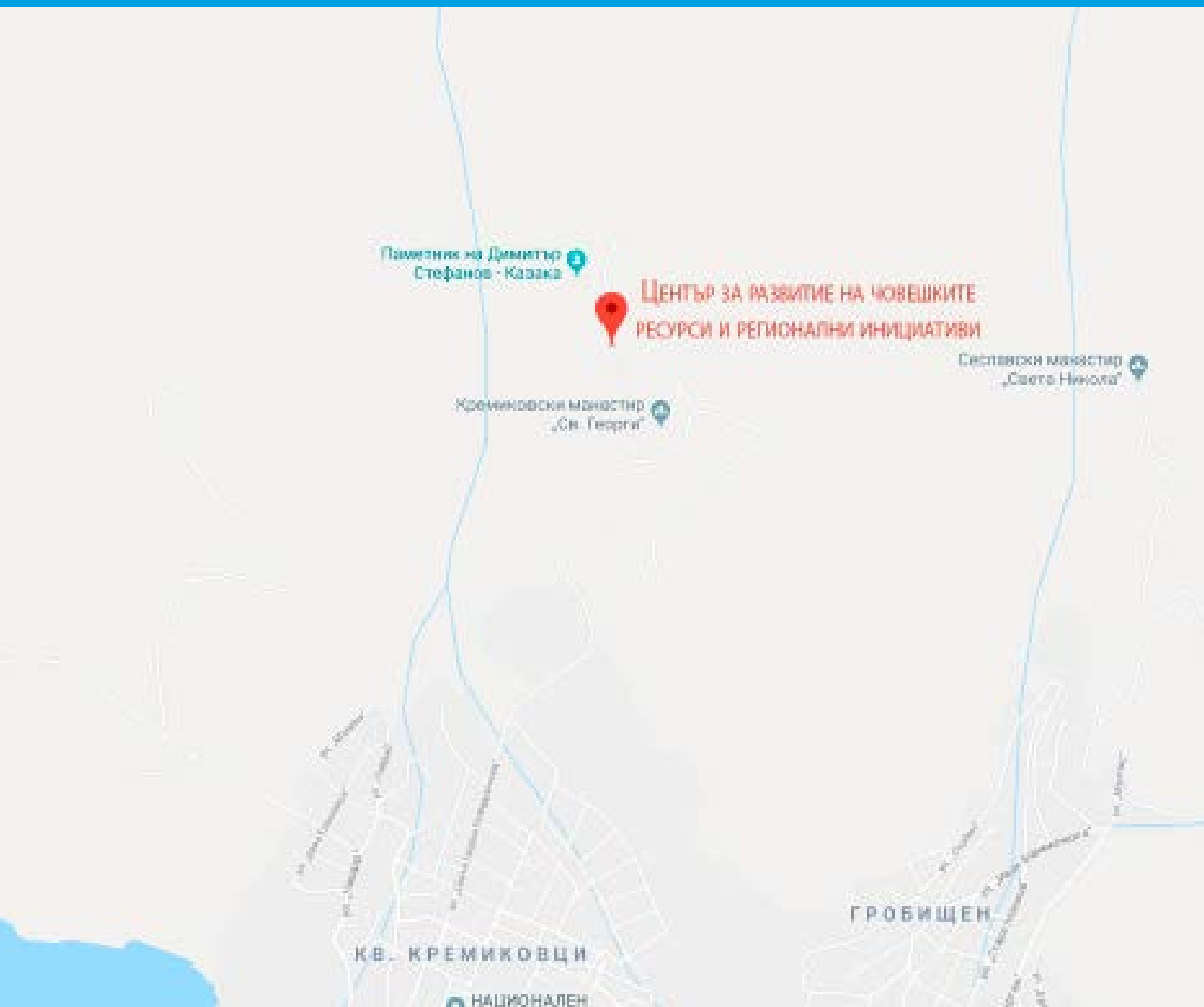
Gabriela Nikolova - Chief Expert

Petya Stoyanova - Chief Expert

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