



OCTOBER 2019

BULLETIN



ON FOCUS



e - NEWS



OUR INTERVIEW



OUR STUDENTS
SHARE



SCHEDULE OF TRAININGS IN
OCTOBER



ON FOCUS

In October, the Centre will host four seminars in various thematic areas, financed by the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere of the HRD OP 2014-2020.

The first one is intended for inspectors from all territorial directorates of EA GLI. They will have opportunity to get aware with new normative requirements related to the drafting and service of acts for administrative violation. Two of the seminars on the Project - one in face-to-face and one in distance learning form - are related to the labor market. Distance learning one is focused on the continuity of knowledge and skills between employees in labor market administrations, and face-to-face training – to the ways to use the strengths of job seekers in providing services in the labor market.

In the last days of October, a seminar will be organized on the topic of parental alienation, which has been present for years in the calendar of trainings of CHRDR I due to its relevance in the field of child protection.

Two courses for the unemployed persons also start in October, one for tour guides and the other for Administrative Services.

In recent years, in line with the increasingly active introduction of new technologies in all spheres of life, the team of the Center makes consistent and focused efforts to create and continuously improve digital products and related services, which are actively offered in various trainings. In the spring of 2019, with the support of the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere all digital products were updated, were equipped with a new, attractive design and mostly became more accessible and user-friendly. The growing use of these products and the fact that an increasing part of the training process in the Centre is practically in cyberspace, led us to launch a new section in which we will publish brief information about what is happening with these products.

- **After its technical update, the Lecturer's Club started with a new discussion on the topic: How can SmartNet be useful for lecturers and participants in the learning process? Our team will be grateful to all our lecturers for sharing their experiences and ideas, which are invaluable to us. You can join the discussion at: <http://www.lecturerclub.com/bg/node/501>.**

Moderator: Galina Ivanova, galina_ivanova@chrdri.net

- **In October, SmartNet will discuss two new topics on the issues of the seminars under the Project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere. The first of them, which is already active, is addressed to the participants in the training Administrative Penal Activity. Drawing up and Handing over an Act for Administrative Violation, inviting them to share how confident they feel in determining the correct subject of the administrative violation, the statute of limitations for the formation of administrative penal proceedings, the legality of service of the**

Administrative Violations and Penalties Act, the description of the violation and the reference of the factual situation to the administrative violation.

- **Participants in the training Social Work in Case of Parental Alienation - Preparation of Reports on these Cases and Mechanisms of Institutional Interaction and Coordination will also have the opportunity to engage in a discussion on how to detect early signals of parental alienation syndrome, preventive measures and improving institutional interaction in such cases.**

- **We invite all participants in the trainings to follow the discussions and to join at: <http://smartnetbg.net/blogroll>.**

Moderator: Galina Ivanova, galina_ivanova@chrdri.net

- **The next course in distance form will start on October 14, this time on the topic: Mechanisms for Continuity and Improvement of Customer Service in Labor Market Institutions. Students will have the opportunity to increase their knowledge and skills without leaving their workplace through a specially created and updated Distance Learning Platform.**

Manager: Galina Ivanova, galina_ivanova@chrdri.net

- **We invite everyone with interests in the various areas of social policy to follow the new materials in the Electronic Library, which is constantly updated on <http://chrdri.net/bg/library/biblioteka>.**

OUR INTERVIEW: ACTIVITIES IN SUPPORT OF LABOR INCOME POLICIES, LIVING STANDARDS, SOCIAL ECONOMY AND DEMOGRAPHIC DEVELOPMENT

In 2019, the Centre, together with the Directorate of Living Standards, Demographic Policy and Social Initiatives of the MLSP, will carry out activities in support of policies on labor income, living standards, social economy and demographic development. Part of them was the information campaign under the motto "Change is in our hands", which ended in the summer of this year, during which meetings and round tables were held in the cities of Montana, Vidin, Pleven, Stara Zagora and Smolyan. In addition, workshops and information seminars were held in the cities of Sofia, Dobrich, Burgas and Tsarevo on the principles of the European Pillar of Social Rights, the new developments in the Corporate Social Responsibility Strategy, the Law on Enterprises of Social and Solidarity Economy, and the new Strategy. for active life of the elderly. In the autumn, other important and interesting events are forthcoming, for which we sought information from Ms. Lilia Boneva, Chief Expert and Coordinator of the activities on behalf of the CHRDMI.

Ms. Boneva, how will continue the joint work of the MLSP and the CHRDMI in connection with the implementation of the strategic goals in support of the policies on labor income, living standards, social economy and demographic development?

In carrying out the activities so far, the team of the Centre has made efforts to successfully cope with our tasks and I think that the results are visible to all. Four more events remain to be held by the end of this year. In the current month of October, meetings-discussions are planned in the cities of Kardzhali, Elhovo and Topolovgrad. For the second year in a row, training of trainers in the field of social economy will be jointly organized. The activities for this year will end with a National Meeting on Demographic Issues and Challenges and an

Exchange of Employers - Social Enterprises to facilitate the transition of young people from vulnerable groups of social services to the labor market in Bulgaria.

What are your impressions from the implementation of the activities so far? How do people on the spots greet you?

So far, all activities are performed according to the set schedule. The events enjoy increased attendance. In all the cities we have visited so far, we have received support from both local institutions and citizens.

What is the role of the Center in the implementation of the events?

The team of the Center prepares the logistics of the events - this is our main task. In addition, one of our responsibilities is to recruit participants. This allows direct communication with citizens, getting closer to their problems and is one of the interesting moments in our work. Of course, the most important thing is the constant communication we have with the team from the Directorate Living Standard, Demographic Policy and Social Initiatives and the joint solution of all problems that arise in the course of organizational work.

And last but not least: tell us about the challenges in carrying out such multifaceted activities in different settlements. What are the interesting moments and thrills in your work?

Organizing events in different settlements is in itself a challenge. It is time to thank the representatives of all municipalities and district administrations who agreed to be our hosts. It was especially interesting to run the "Change is in our hands" campaign. As part of the campaign, an information brochure was prepared and distributed to the citizens, and their attention was attracted by a branded bus and roll banners. You can imagine for yourself what interesting places we had to park the bus and what interest we aroused in the locals.

OUR STUDENTS SHARE

At the end of September, the last of the four courses Landscaping and Floristry planned for 2019 in implementation of the National Action Plan for Employment in CHRDMI, was completed. With great desire the students indulged in the idea of creating a "Rosarium", as they called it - a rose garden with a separate place for rest for everyone in the Centre, in accordance with the features of the landscape and created by preliminary design. On the last day of their training, our team ask them about their impressions, plans for the future, and to feel the thrill of meeting people who, most middle-aged, have taken the responsibility and courage to change direction of their professional development and to look for new possibilities.

Elena Lazarkova: *I have been involved in design and pre-printing, but I have been dealing with green plants since I know myself and I am constantly experimenting with sowing seeds and you name it. I decided that this course would bring me even closer to greenery and nature. I need variety and more opportunities for professional development. It's time to create.*

Krassimira Dencheva: *I want to start working as a gardener, to grow flowers mostly indoor. I have a garden where I experiment. I learned a lot of things that I had nowhere to see and understand. Sometimes the information on the internet is inaccurate and my experience shows this.*

Valeria Zhivkova: *I enrolled in the course because I always wanted to do such an activity - landscaping and floristry. I am very pleased with the course, as I have enriched my knowledge and I think it will be useful to me in the future.*

Miroslav Penev: *I enrolled in the course because I like the profession, I have worked in it before. I think this qualification can be useful to me in the future and I did not know the things I learned here - completely new things. I'm glad I signed up.*

Parvoleta Kisheva: *I signed up because we have a house and I want to plant greenery in the garden, to make it better. We could have put a little more emphasis on flowers, but I'm happy.*

We thank the participants in the courses held during the year for the beautiful flower areas, created with love and attention, and we wish them a successful professional realization!

SCHEDULE OF TRAININGS IN OCTOBER

TOUR GUIDE SERVICE

Dates: October 7 - 31, 2019

Course for acquiring professional qualification in part of the profession for unemployed persons under the National Action Plan for Employment 2019.

Tourism is a priority sector in the Bulgarian economy and the need for qualified personnel is constantly growing, a fact that is evident in the interest of the unemployed in this course, which this fall we are holding for the third time. During the training, students 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 Tour Guide, according to Ordinance № 4/16.04. 2003 of the Ministry of Education and Science.

For information and registration:

Milan Milanov, milan_milanov@chrdri.net

ADMINISTRATIVE PENAL ACTIVITY. DRAWING UP AND HANDING OVER AN ACT FOR ADMINISTRATIVE VIOLATION RELATED TO CONTROL WORK OF THE LABOR INSPECTORS

Seminar, October 8-9, 2019

Form of education: present

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 seminar is intended for inspectors of the GLI Executive Agency from all over the country.

During the training the main moments and stages of the proceedings for establishing administrative violations will be presented. In the course of the seminar the participants will build skills for overcoming possible problems in drawing up and

serving an act for administrative violations, which will help them in the successful implementation of their control work. It is especially important to acquaint the labor inspectors with the requirements of the case law regarding the content of the act, as well as to give practical guidelines for avoiding procedural violations in the administrative-criminal proceedings, which will be achieved by presenting cases and solving practical cases. tasks.

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

For information and registration:

Virginia Todorova, virginia_todorova@chrdri.net

MECHANISMS FOR CONTINUITY AND IMPROVEMENT OF CUSTOMER SERVICE IN LABOR MARKET INSTITUTIONS

Seminar, October 14 - 29, 2019

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 seminar is intended for employees on managerial and expert positions from the Employment Agency, social partners and other administrations from institutions / organizations working on the labor market.

The starting point of the forthcoming training will be the planning of continuity in the labor market institutions as a systematic and purposeful process that will ensure long-term preservation of the capacity and knowledge of prominent employees. This will allow the development of an internal reserve of trained staff to meet current and future needs of the institution or organization. Emphasis will also be placed on sharing experience and good practices in order to improve customer service.

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

For information and registration:

Galina Ivanova, galina_ivanova@chrdri.net

ADMINISTRATIVE SERVICE

Dates: October 14, 2019 - February 20, 2020

Course for acquiring professional qualification by unemployed persons under the National Action Plan for Employment 2019

This relatively long four-month course, which the Centre is conducting for the second time this year, will include 17 unemployed persons registered with the employment offices at the place of residence. Disciplines are included in the training, which will help the trainees in their effective participation in team work, will acquaint them with the labor - legal regulation of the profession and the organization of the labor process. Particularly important are the planned practical classes for working with modern products and technologies necessary for an efficient 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 know 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:

Bojidara Vasileva, bojidara_vasileva@chrdri.net

PROVISION OF SERVICES ON THE LABOR MARKET ACCORDING TO THE STRENGTHS OF JOB SEEKERS

Seminar, October 24 - 25, 2019

Form of training: attendance

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 seminar is intended for employees on management and expert positions from the EA, social partners and other institutions. organizations working in the labor market.

During it, participants have the opportunity to improve their knowledge of providing services in the labor market according to the strengths of jobseekers. Especially important in this

process is the development of practical skills for applying various techniques for successful communication with jobseekers, identifying their strengths, giving and receiving feedback, analyzing customer expectations and encouraging them to take action.

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

For information and registration:

Virginia Todorova, virginia_todorova@chrdri.net

**SOCIAL WORK IN CASE OF PARENTAL ALIENATION - PREPARATION
OF REPORTS ON THESE CASES AND MECHANISMS OF INSTITUTIONAL
INTERACTION AND COORDINATION**

Seminar, October 30-31, 2019

Form of training: attendance

*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 seminar is intended for social workers from Social Assistance Directorates and Regional Social Assistance Directorates of Social Assistance Agency and municipal structures, employees on managerial and expert positions from State Agency for Child Protection and social workers from NGOs working in the field of child protection.

Training on this topic will allow professionals from different institutions facing cases of parental alienation to get acquainted with its early signals and stages of manifestation, thus being prepared to meet the specific needs of children in such a situation. and to distinguish these cases from trauma and domestic violence. The participants in the seminar will also get acquainted with the ways to reduce the negative consequences of cases of parental alienation, with the programs and services that can be used and with the interaction and coordination between the responsible institutions.

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

For information and registration:

Virginia Todorova, virginia_todorova@chrdri.net

More information about trainings in 2019 you may find on:

<http://chrdri.net/bg/category/32/katalog-na-obucheniyata-za-2019-g>

