



OCTOBER 2020

BULLETIN



ON FOCUS



QUALITY TRAININGS' ASSESSMENT FOR UNEMPLOYED PERSONS



THE SOCIAL INCLUSION OF VULNERABLE GROUPS THROUGH THE OPPORTUNITIES OF VOCATIONAL EDUCATION AND TRAINING



SCHEDULE OF TRAININGS IN OCTOBER



ON FOCUS

The Centre's schedule for October includes seminars on key topics related to the mandate and functions of the General Labor Inspectorate Executive Agency and the Social Assistance Agency. They will be conducted under project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere, funded by OP HRD 2014-2020. On October 1 and 2, labor inspectors from across the country will increase their competencies in regarding the legal norms concerning the work of foreigners in the Republic of Bulgaria. The second seminar focuses on parental alienation and the problems it creates in raising children. Both seminars will be held in face-to-face form in strict compliance with the established anti-epidemic measures.

The Centre is in intensive preparation for the last initiative, planned for the current calendar year, which will be implemented in early November. It is dedicated to the opportunities for social inclusion of disadvantaged groups through the methods of vocational training and education.

The focus of this bulletin is the increasingly relevant topic of assessing the quality of training for the unemployed - an area in which the Center has many years of experience and traditions that have been carefully upgraded and developed over the years. Dr. Kamelia Petkova, consultant of CHRDMI will tell us more about the good practices of CHRDMI as an educational institution in this regard, as well as about the perspectives and benefits provided by the tools of sociological analysis in assessing the quality of vocational training.

QUALITY TRAININGS' ASSESSMENT FOR UNEMPLOYED PERSONS

Mrs. Kamelia Petkova is a Chief assistant at the Institute of Sociology and Philosophy of the Bulgarian Academy of Sciences and has a Phd in Sociology. She has been a long-term consultant of the Center for Application of the Methodology for Return of Investment in Trainings (ROIT). Ms. Petkova regularly monitors the quality of vocational training courses, preparing analyzes based on information obtained through anonymous questionnaires. The reports prepared by her are the basis of the measures taken to improve the quality of the trainings conducted at the Center and the better realization of the trainees on the labor market.

Ms. Petkova, you have been part of the sociological team of the Centre for years and you help us to support the good practices in planning and conducting trainings and to try to correct the shortcomings. Could you tell us more about the specifics and applicability of the ROIT methodology in vocational training for the unemployed, what are the steps it follows and why it is an appropriate and objective assessment tool?

In nowadays knowledge economy, investing in human capital and providing vocational training opportunities are important prerequisites for increasing employability. In recent years, in fulfillment of the medium-term goals of the Updated Employment Strategy, related to the reduction of the number of discouraged and long-term unemployed, a number of programs and measures for training and qualification have been implemented. Despite the reported decline in the unemployment rate, there is still a large group of unemployed people, who in most cases are discouraged in terms of their potential for future employment. In order to increase the efficiency of the realized courses for professional qualification, it is of special importance to be able to measure the benefits achieved as a result of the conducted trainings. In essence, the ROIT methodology is based on the principle of return on investment. Its purpose is to provide accurate collection of certain information during and after the training course, which is necessary to measure the return on investment for training. This methodology, whose creators are the American professor Donald Kirkpatrick and his colleague Jack Phillips, is widely applicable worldwide.

At CHRDMI, we have been successfully applying the ROIT methodology for more than 16 years both in trainings for the administration and in the courses for unemployed persons. Among its main advantages, distinguishing it from a number of other methodologies, we can point out: objective assessment and reporting of individual quantitative and qualitative indicators of a course, defining and measuring the specific benefits of participation in training, evaluating the effectiveness and quality of training, degree of satisfaction of the participants,

transfer of knowledge and skills, assessment of the practical applicability of what has been learned in a real work environment and comparison between the funds invested in training and its benefits, expressed in financial and non-financial indicators. The assessment made through this methodology is complex and covers all stages of the learning process. This, in turn, allows timely identification of problems, omissions or shortcomings registered at the individual stages. In this way, conditions are created for the improvement of continuing vocational training for unemployed persons, making it innovative, meeting the needs and requirements of future potential employers. Precisely because of its specificity, ROIT does not offer a universal toolkit applicable to all situations, but provides basic guidelines for compiling and adapting a toolkit corresponding to the theme of each course.

The development of quality control systems for vocational training is a topic that is becoming increasingly relevant both globally and in Bulgaria, along with the importance of lifelong learning. Could you share with us how ROIT works in particular and what we measure by its applicability?

Specifically in the vocational training of unemployed persons under the (National Action Plan of Employment) NAPE, this methodology is applied within four levels of assessment:

- Level 1: Satisfaction: measures the degree of satisfaction of the unemployed according to certain indicators;
- Level 2: Knowledge / skills transfer: measures the extent to which participants increase their knowledge and skills as a result of their participation in the course;
- Level 3: Change in professional behavior: Provides information on how much the training has changed the behavior of trainees in the labor market? What is the change in the attitude to start working in the profession in which the course is organized?
- Level 4: Practical applicability: takes into account the long-term effect of the investment in training. This is usually done one year after completing the training course.

It should be noted that each level requires the development of specialized tools that allow the collection of sociological information of quantitative and qualitative type. In general, this is what I could share with you about this methodology and some of its main specifics of work in the assessment of vocational training for unemployed people under the NAPE.

How did the ROIT methodology develop and specify during the years in which you apply it as part of the statistical team of CHRDMI?

In CHRDMI we have been successfully applying the ROIT methodology in the assessment of vocational training for unemployed persons for more than 5 years. And if in the beginning we evaluated each course within the first three levels, then I can proudly boast that for three years now we have been applying the fourth level of evaluation, which concerns measuring the long-term applicability of what has been learned. In other words, we receive reliable information and feedback from each unemployed person about his / her realization on the labor market one year after his / her participation in the course. Carrying out such an analysis is very valuable for us in terms of "adjusting the clock" and obtaining information on the extent to which training courses in certain professions are relevant and sought after in the

labor market, the degree of applicability of what is learned in a real work environment. , are there any obstacles that prevent the successful reintegration of these persons into the labor market, etc. On the other hand, if we look at the statistical data, in the current year compared to 2019 the satisfaction of the unemployed with the quality of the conducted trainings increases. The overall average score for the first half of the year is 4.48 (from max. 5.00), and we report an increase in the transfer of knowledge and skills (25.4% for the first half of 2020), which is a positive result due to of the continuous efforts of the colleagues from the Center to improve the quality of the offered trainings, strictly monitoring the needs of the unemployed, analyzing and eliminating possible gaps in the learning process, which were registered through the application of ROIT in daily work.

The Bulletin team thanks Ms. Petkova for the interview!

THE SOCIAL INCLUSION OF VULNERABLE GROUPS THROUGH THE OPPORTUNITIES OF VOCATIONAL EDUCATION AND TRAINING

A meeting will be held in early November, in which various institutions and organizations involved in the problems of disadvantaged groups, together with those working in the field of vocational education and training, will seek common solutions and prospects for their social inclusion. In the context of the overall objectives of the project, the opportunities provided by inter-institutional cooperation will be used to analyze the current situation and outline the prospects for using vocational education and training as a tool for working with marginalized groups.

Representatives of MLSP, MES, MH, EA, NAVET, municipalities, social partners, NGOs, training institutions and others will be invited to the meeting and discussion. They can exchange experience and good practices, as well as analyze existing problems and possible solutions. Some of the most important topics that will be discussed at the meeting discussion include:

- Policies, measures and programs to support the social inclusion of disadvantaged groups through vocational education and training;
- Exchange of experience and good practices between the institutions for social inclusion of disadvantaged groups through vocational education and training - (on the part of labor and Roma mediators, health and education mediators, NGOs, etc.)
- Sharing ideas for more successful social and labor realization of disadvantaged groups;
- Improving the conditions for equal access to vocational education and training;
- Strengthening the motivation to participate in the learning process;
- Improving social inclusion through more flexible vocational education and training;
- Strengthening the link between supply and demand in the labor market.

As a result of the discussions, inter-institutional partnerships will be strengthened and experiences and good practices will be shared.

SCHEDULE OF TRAININGS IN OCTOBER

POWERS AND FUNCTIONS OF THE IA GLI FOR IMPLEMENTATION OF THE LEGISLATION REGULATING THE EMPLOYMENT OF FOREIGNERS IN THE REPUBLIC OF BULGARIA

Seminar, October 1-2, 2020

Form of education: face-to-face

**The seminar is implemented 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 labor inspectors from all territorial directorates of IA GLI.

The participants in the seminar will increase their knowledge about the types of employment of foreigners from third countries and their regimes of access to the labor market and will update their skills in the context of their powers and functions to implement the regulations governing access to the labor market of foreigners, , third - country nationals. The topics in the curriculum include the acquaintance of the inspectors with the different regimes of access of foreign citizens to the labor market in the Republic of Bulgaria, including posting, seasonal employment and a single work permit, as well as improving practical knowledge and skills on the topic. During the seminar will be exchanged experiences and good practices in the implementation of legislation governing the employment of foreigners, and for this purpose will be used practical tasks and discussions.

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

For information and registration:

Maria Zlateva, maria_zlateva@chrdri.net

COMMUNICATION SKILLS

Period of implementation: 5 - 9 October 2020

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

The Communication Skills training aims to help build the key competence Learning Skills in the participants, which is a prerequisite for their successful further personal and professional development. The training will take place within 40 teaching hours, 15 of which are provided for theory and the remaining 25 hours for practice. The topics of the modules in the program are: emotional intelligence, communication skills and conflict and crisis management. The training is designed for students who will be included in a professional qualification course Guide Services. Successful graduates will be issued a certificate.

For information and registration:

Bojidara Vasileva, bojidara_vasileva@chrdri.net

GUIDE SERVICE

Period of implementation: October 12 - November 5, 2020

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

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 traditionally gathers many willing to dedicate themselves to this profession. 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 Guide, according to Ordinance № 4 / 16.04. 2003 of the Ministry of Education and Science.

For information and registration:

Gergana Stoimcheva

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

Seminar, October 14 - 15, 2020

Form of education: face-to-face

The seminar is implemented 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 the SSA of the SAA and from structures to the municipalities, employees of expert positions from the SACP and social workers from NGOs working in the field of child protection.

During the seminar, which will be held in compliance with all anti-epidemic measures, participants will improve their skills in recognizing early signs of risk of parental alienation and approaches to work in such a situation. They will have the opportunity to share personal experiences from their work and exchange contacts for further cooperation. Special attention will be paid to the requirements for reporting on such cases and to the range of programs and services that can be used in parental conflict and alienation.

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

MANUFACTURE OF CULINARY ARTICLES AND BEVERAGES

Period of implementation: October 19, 2020 - February 19, 2021

Course for acquiring qualification in the 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:

Gergana Stoimcheva, gergana_stoimcheva@chrdri.net

SOFTWARE INSURANCE

Period of implementation: October 26, 2020 - March 4, 2021

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

Information technologies are developing with great dynamism and are rapidly entering all areas and sectors of the economy in the country. Along with this, computer networks are progressively increasing, as well as the number of active Internet users. This makes the information technology sector one of the fastest growing. This presupposes the greatest demand for specialists and opportunities for realization in this field.

The software training is intended for unemployed persons registered in the employment offices at the place of residence, who must be fluent in English, and their knowledge of the language, the ability to express themselves and their motivation is checked by writing an essay. During their training, students will acquire knowledge and skills to work with operating systems, computer architectures, database management systems and programming technologies.

Upon completion of the course, participants will receive a certificate for acquiring a second degree of professional qualification in the profession Programmer, specialty Software Insurance

For information and registration:

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ADMINISTRATIVE SERVICE

Period of implementation: October 26, 2020 - February 26, 2021

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 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. 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 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:

Galina Ivanova, galina_ivanova@chrdri.net

More information about the trainings for 2020 can be found at:

<http://chrdri.net/bg/category/32/katalog-na-seminarite-za-2020-g>

The catalog for trainings under the National Employment Action Plan can be found on the website of the CHRDRI and is available via the link:

<http://chrdri.net/bg/category/32/katalog-na-kursoвете-za-profesionalna-kvalifikaci-i-obucheniya-po-klyuchovi>