



MINISTRY OF LABOUR AND SOCIAL POLICY

INVESTING IN PEOPLE

**CENTRE FOR HUMAN RESOURCE
DEVELOPMENT AND REGIONAL INITIATIVES**
single certification centre



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BULLETIN

November 2023



FOCUS

IN FOCUS



**THE APPLICATION OF THE ROIT
METHODOLOGY – A GOOD PRACTICE IN
THE WORK OF CHRDRI**



ADULT
EDUCATION

**ADAPTIVE LEARNING AS PART OF THE
FUTURE OF ADULT LEARNING**



NOVEMBER 2023

**TRAINING SCHEDULE FOR
NOVEMBER**



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ПЛАТФОРМА ЗА
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ОБУЧЕНИЕ



In November, at the Center will be conducted three trainings for the administration of the social sphere – one practicum and two methodological seminars, and two courses for unemployed people, funded under the National Action Employment Plan. The practicum will introduce the participants with the specifics of conducting a recruitment interview for the state administration, and the methodological seminars are designed for social workers from all over the country. With the first of them, they will be trained to build-on their knowledge and skills in terms of conducting an interview with people with disabilities in the preparation of an individual needs assessment, and the second is dedicated to the difficult work with children at risk and the preparation of a social report.

The trainings for unemployed people in November include a Key Competence training in “Leadership Skills” as well as the professional course in “Small and Medium Business” specialty following it.

The experts in the Center are schedulling and planning both the seminars for the state administration and the courses for unemployed people that will be held in the next academic year. For this purpose, a research of the needs for trainings among the employees of the Ministry of Labour and Social Policy and SLUs to the Minister of Labour and Social Policy and the needs of the labour market are carried out and analyzed.

Since November 1st this year, Mr. Ivan Bakalov, a longtime Head of the Training Department at the Center and head of a number of international and national projects in the field of adult education, has been appointed Acting Director of CHRDRI.

THE APPLICATION OF THE ROIT METHODOLOGY – A GOOD PRACTICE IN THE WORK OF CHRDRI



An interview with Kamelia Petkova PhD, consultant at CHRDRI on the application of the ROIT methodology in trainings for the state administration and unemployed people participating in vocational training courses under NAEP

Galina Ivanova: One of the great advantages of the Center for Human Resource Development and Regional Initiatives as a training institution is the consistent application of an objective methodology for the quality assessment of trainings, which provides an accurate overview of the work of all participants in the training process. Could you tell us more about the essence of the methodology by which the quality assessment is carried out and what are its advantages in the evaluation of adult training?

Kamelia Petkova: The ROIT methodology that we apply at the Center includes a set of approaches, methods, techniques and procedures for assessing the trainings for the administration and the courses for unemployed people under the NAEP, which is based on the common methodology ROI (Return on Investment), created by the American researcher Donald Kirkpatrick and later

improved by his follower Jack Phillips. This methodology provides an opportunity for detailed analysis of all stages of the learning process, assessing the satisfaction of participants with various aspects of the learning process, enabling the measurement of the transfer of knowledge / skills obtained as a result of participation in the training, as well as assessing the practical applicability of what they have learned in a real working environment. Specifically for the evaluation of training for the state administration, this methodology is applied within three levels as follows:

Level 1: Satisfaction – aims to assess the satisfaction of participants in the training against a certain set of indicators;

Level 2: Knowledge transfer – answers the question to what extent participants increase their knowledge and/or improve their skills in the topics studied;

Level 3: Workplace change – assesses the extent to which employees change their professional behavior as a result of what they have learned and what change occurs from that in their workplace.

Galina Ivanova: Since when has the methodology been applied in the Center and what changes has it undergone over the years?

Kamelia Petkova: This methodology has been applied at the Center since 2004, and in the beginning only trainings funded by a large-scale project between the MLSP and the ITC of the ILO on: “Building the institutional capacity of the Ministry of Labour and Social Policy of the Republic of Bulgaria” were subject to evaluation. The results of this project have become conceptually and operationally a prerequisite for another project – “Support to the Ministry of Labour and Social Policy of the Republic of Bulgaria for Human Resources Development in Southeast European Countries” which started in 2008 and provided sustainability for the implementation of the ROIT methodology for the training of the administration until 2014, and adopted it for the activities of this project. Subsequently, given the opportunities offered by this methodology in order to improve the quality of trainings, taking into account the needs of the participants, the ROIT began to be applied in the assessment of the vocational training courses for unemployed people under the NAEP. What is important in this case is that with this target group we even managed to further develop this methodology, applying it currently up to the 4th level.

That is, we provide feedback to the trainees 6 months after the completion of their participation in the course in order to track the degree of realization of the unemployed on the labor market, as well as the assessment of their knowledge in a real working environment by employers.

I should note that the ROIT has evolved during the Covid crisis as well. In this difficult period, we were forced to modify the methodology and adapt it to evaluate trainings that the Center began to implement on its digital training platforms. I dare say that in this modified form the ROIT has proven that it can be considered an extremely valuable tool for early identification of gaps and problems that have arisen in the course of the learning process, pointing out the problem areas in which some necessary decisions need to be made by the employees at the center when organizing subsequent trainings.

Galina Ivanova: The possibilities for modifying the ROIT methodology in view of the different users has emerged as a particularly important feature. Could you tell us a little more about the specifics of its implementation in the vocational trainings for unemployed people under NAEP?

Kamelia Petkova: As I pointed out above, for the purposes of the vocational training courses under NAPD, the methodology was modified in a way that it could take into account the features of the specific target group: unemployed people. Currently, we are actively implementing it within 4 levels of evaluation, which allows to measure the long-term effect of the participation of unemployed people in these trainings. The levels we cover are as follows:

- Level 1: Satisfaction – gives an answer to the question: How do the participants in the training program feel during its implementation?
- Level 2: Knowledge transfer – answers the question: To what extent do participants increase their knowledge, improve their skills and competences?
- Level 3: Change in professional behaviour – answering the question: How much has the training changed the behaviour of the trainees in the labour market? What change is there in the attitude towards starting work on the acquired qualification?

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- Level 4: Practical applicability – takes into account the longterm effect of investment in training for unemployed people taking part in vocational training courses.

Galina Ivanova: What is the potential of this methodology for assessing the return on training costs and how could it be further developed?

Kamelia Petkova: This methodology has great potential in terms of the fact that it is possible to evaluate the benefit of a person's participation in a particular training, comparing the costs of its implementation. It turns out to be extremely valuable especially in the implementation of trainings for employees with many years of experience in the matter on which a seminar is organized. Methodologists and lecturers face the challenge of offering such training methods that ensure a high transfer of knowledge on a topic that is well known to employees. I believe that the methodology could be further developed in the direction of quantifying the benefits of a person's participation in a specific training, so that at the end of the training we know what the benefit for the particular participant was for each invested bulgarian lev.

The editorial team of the bulletin express their gratitude to
Ms Kamelia Petkova for the interview!

ADAPTIVE LEARNING AS PART OF THE FUTURE OF ADULT LEARNING

One of the fundamental advantages underlying all trainings conducted at CHRDMI – both those intended for employees of the state administration and in the courses for vocational qualification and retraining for unemployed people – is their maximum adaptation to the needs of the target group. This is done by filling out surveys, participating in discussions preceding the training, selecting participants according to a certain level of experience and knowledge on the subject matter, etc., which allow lecturers and methodologists to refine both the training methods and techniques and the learning materials themselves in the most appropriate way for the group concerned. This practically means that each of the trainings at CHRDMI is unique as it is designed for a specific group of learners. This “individualization” of the trainings to the target group shows high efficiency, immediate practical applicability and satisfaction on the part of the trainees, which are assessed separately for each individual training.

The scientific literature review shows an increasing interest in adapting training to the needs of groups of adult participants in recent years, and the increasing penetration of e-learning and artificial intelligence opens up new opportunities in this direction. This tailoring of the training not only to the needs of the group, but also to the individual needs of each learner is called **adaptive learning**. Among its advantages are the taking into account of the strengths and weaknesses of each learner, the different level of prior knowledge, the flexibility to the specific knowledge he wants to acquire, etc. These specifics make adaptive training particularly relevant in the field of adult education, where experience, interests and different life and professional goals, different for each person, have a significant impact on the learning process. The concept of adaptive learning dates back to the 1970s and is tied to the idea of creating artificial intelligence and the assumption that a sufficiently advanced computer system will be able to adapt to each individual user, leading to better and more effective learning. However, the challenges for the development of the method then were the cost and size of the computers, as well as the inappropriate user interface.

It is in the last 12 months of 2023 that the increasing penetration of artificial intelligence and its wide availability bring adaptive learning back into the spotlight, with the presumption that the above challenges are already or will soon be able to be overcome in technical terms. It is likely that in the near future, AI will be able to organize interaction with the learner and provide personalized resources and learning activities to meet their unique needs and preferences, take into account the most appropriate learning method, as well as individual

psychological characteristics. The literature already reports a number of successful attempts in this direction, which could mean that we are on the verge of substantial changes in the way we train. However, these changes will require no less experience and methodological work than the current traditional methods of group training, as the training paths that AI identifies and offers to the respective user will have to be developed in advance and prepared by a team of lecturers and methodologists.

Adaptive learning has the potential to be the third popular type of e-learning after Asynchronous and Synchronous learning. The long experience that the Center has in the implementation of e-learning in synchronous and asynchronous plan is an excellent prerequisite for further the development and implementation of adaptive learning. It should also be noted that the Moodle platform that the Center uses ranks among the most suitable for applying adaptive learning, meeting 5 out of 6 adaptability criteria. [1]

No less important than the technical experience is the methodological capacity for individualization of the trainings that CHRDRI has. The accumulated traditions in the refinement and individualization of the training process are valuable capital, which is a prerequisite for the successful entry of adaptive forms of training. It is the training institutions which have experience in this field that have the potential to be at the center of this which have experience in this field that have the potential to be at the center of this development.development.



TRAINING SCHEDULE FOR NOVEMBER

LEADERSHIP SKILLS

Period: 6 – 10 November 2023

*Key competence training for unemployed people under
The National Action Plan for Employment*

Within 40 academic hours, learners will enhance their leadership skills in the course of relevant key competence. The training is intended for the students who will be included in the vocational qualification course "Small and Medium Business". The curriculum, covering 40 academic hours, includes familiarization with the essence of emotional intelligence and emotional management, and students will have the opportunity to increase their communication and leadership skills and receive practical advice.

The implementation of the training is part of the European Year of Skills (https://year-of-skills.europa.eu/index_bg), in which CHRDRİ participates with a series of initiatives aimed at encouraging investment in training, improving the skills of the workforce, forming skills that meet the needs of the labor market, achieving matches between people's aspirations and skills and opportunities in the labor market and attracting staff with appropriate skills from third countries in EU.

Upon successful completion of the training, the participants will receive certificates in the form of CHRDRİ.

For information and registration:

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CONDUCTING A JOB INTERVIEW AND SELECTION OF STAFF FOR THE STATE ADMINISTRATION IN A DIGITAL ENVIRONMENT

Information seminar, 10 November 2023

Form of training: attendance

The information seminar is intended for employees in expert positions from the human resources development units of MLSP and SLUs to the Minister of Labour and Social Policy.

It will create an opportunity for participants to get acquainted with the upcoming changes in civil service legislation and regulations in the field of selection and appointment. In the form of a discussion, attention will be paid to key points in the selection, and in a separate session the specifics of the interview, the questions asked and the ways of its structuring will be clarified. In a separate session, in the form of tasks and discussions, practical advice will be provided to increase the validity of the interview and avoid typical mistakes in its conduction.

The successful graduates will be issued a certificate of participation according to an established standard of CHRDRI.

For information and registration:

Vasilena Stancheva, vasilena_stancheva@chrdri.net

SMALL AND MEDIUM BUSINESS

Period: 13 November – 7 December 2023

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

The course will be attended by unoccupied persons registered at the employment offices of their place of residence.

They will acquire knowledge of basic rules for their obligations as participants in the labor process under the Labor Code and the contractual relationship between worker and employer, the legal framework for the development of small and medium-sized businesses in Bulgaria and will get acquainted with the main elements of marketing policy. During the training, attention will be paid to the main mechanisms of accounting, primary accounting documents, the simplified budget of a small enterprise (allocation of financial resources by priorities), as well as entrepreneurship as an activity. The participants will have the opportunity to exercise the theoretical knowledge gained within practical classes, during which with the support of experienced lecturers in the specialty they will be able to prepare a business plan and financial estimates.

All participants who complete the course successfully will acquire a certificate in the form of the Ministry of Education and Science for proficiency in part of the profession "Small and Medium Business", and the received training will also be useful for starting their own business.

For information and registration:

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DEVELOPMENT OF SPECIFIC INTERVIEW SKILLS WITH PERSONS WITH PERMANENT DISABILITIES NECESSARY FOR AN INDIVIDUAL ASSESSMENT OF SUPPORT NEEDS

Methodological seminar, 15 – 16 November 2023

Form of training: attendance

This two-day seminar is designed for employees of expert positions and social workers from the Agency for Social Assistance, aiming to increase the knowledge and skills of the participants on the specifics of conducting an interview in the preparation of an individual assessment of the needs of persons with permanent disabilities.

During the seminar, participants will build on their knowledge of the regulatory framework concerning the mechanism for providing personal assistance and its implementation, and in particular the specifics of the interview, which is an essential component of the assessment. The seminar will allow learners to exchange experiences and upgrade their practical skills.

The training takes place within the framework of the European Year of Skills (https://year-of-skills.europa.eu/index_bg), in which CHRDMI actively participates through a number of events.

The successful participants will be issued a certificate in the form of CHRDMI.

For information and registration:

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WORK ON THE CASE OF A CHILD AT RISK. PREPARATION OF A SOCIAL REPORT CONCERNING THE INTEREST OF A CHILD

Methodological Seminar, 29 November – 1 December 2023

Form of training: attendance

This methodological seminar, designed for social workers from the territorial units of the Agency for Social Assistance from all over the country, aims to improve their skills for assessing a child at risk by paying attention to indications and behaviors pointing to different types of child abuse, increasing the capacity for successful planning of interventions and upgrading knowledge, related to the preparation of social reports.

In the course of the training, through practical work with the participants, the legal framework related to the issues will be clarified, focusing on the latest changes in the legislation and the role of DPAs. In a series of discussions and practical tasks will be put on the joint work of the different institutions on the problems of children at risk, and the difficulties in the multidisciplinary work on cases of children at risk, including the implementation of the Coordination Mechanism for Violence, will be discussed. During the seminar will be given practical guidelines for the preparation of a social report concerning the interest of a child. Attention will also be paid to specific risks faced by modern children, such as domestic and sexual violence, parental alienation and neglect and the risk of addictions.

The successful participants will be issued a certificate in the form of CHRDMI.

For information and registration:

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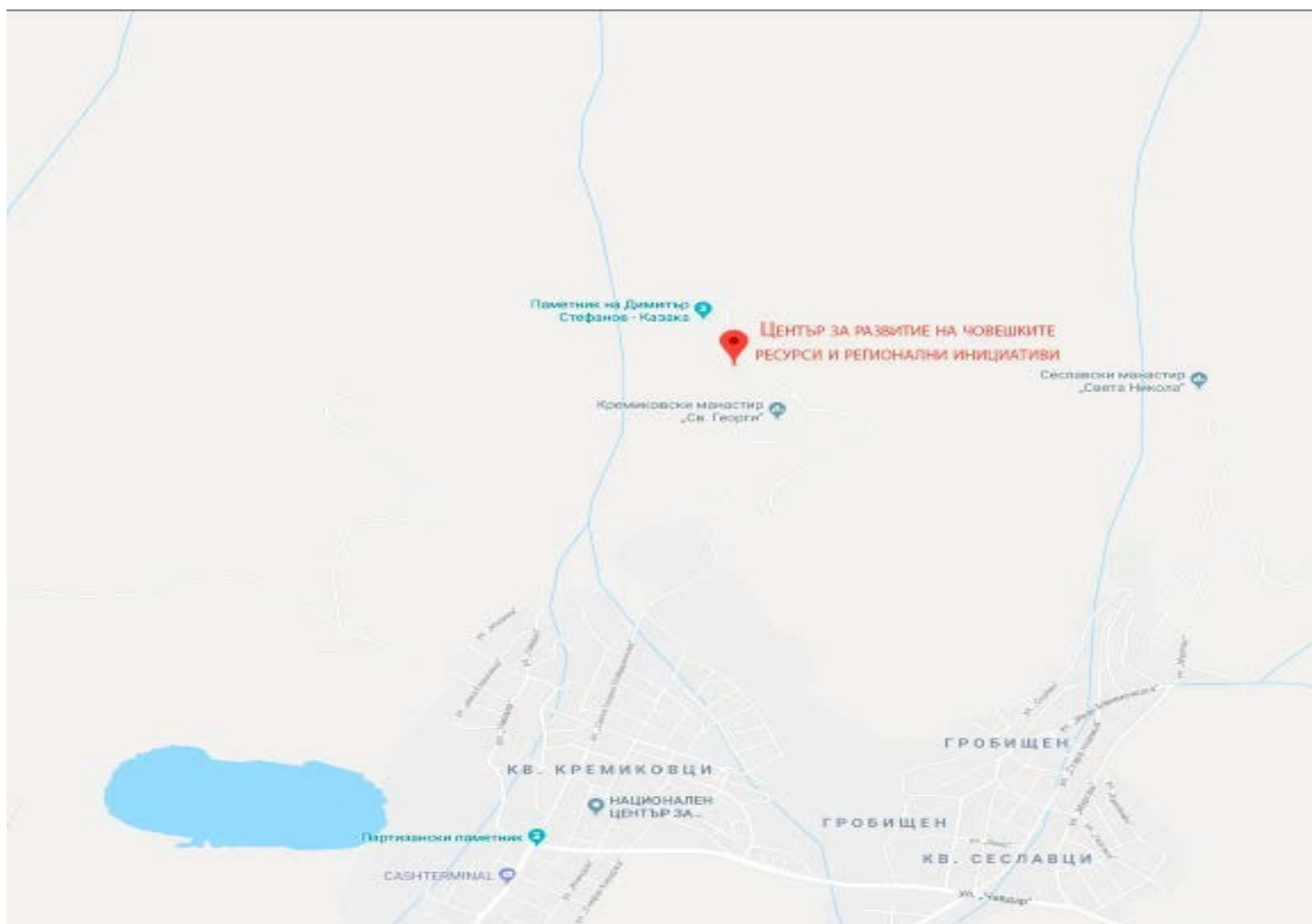
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