



INVESTING IN PEOPLE



MINISTRY OF LABOR AND SOCIAL POLICY
**CENTRE FOR HUMAN RESOURCE DEVELOPMENT
AND REGIONAL INITIATIVES**

FEBRUARY 2017

BULLETIN



IN FOCUS



GOOD RESULTS FROM SELF-ASSESSMENT OF
VOCATIONAL TRAININGS QUALITY IN 2016



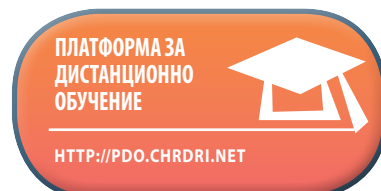
FEBRUARY'S SCHEDULE OF TRAININGS



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FOCUS

IN FOCUS

In February 2017 at the Centre will be organized three seminars for MLSP and SLUs to the Minister of labour and social policy employees on issues related to mastering communication skills, coping with stress in the workplace, as well as a specialized seminar on recognition of signals for risk of parental alienation and how to react in such situations. At the same time, the Center will continue also vocational trainings for unemployed people in "Maintenance of programs" and "Service of restaurants".

Our expert team began intensive work on updating the content of training programs and methods. This will lead to engagement of a wide range of lecturers and experts in 2017. The methods developed in recent years will be further improved and integrated into trainings; the focus is placed entirely on the role of a trainee and its active position in the training process. We intend to discuss and create new methods and approaches for effective

adult education in cooperation with lecturers from the Lecturer Club.

This year, we will offer expanded portfolio of vocational training courses for unemployed persons. Processes of licensing of new specialties which the labour market demands, namely "Mechanic of transport equipment", "Car body sprayer", "Car tinsmith", "E-commerce", "Knitter's manual art knitting", and "Classic massage and spa therapies" are on the way. Besides these, we will conduct trainings on key competences such as "Working with MS Excel", "Effective time and stress management", "Motivation for Success", and "Entrepreneurship".

We are now ready with our new catalogue of national training initiatives for this year, which was funded under Agreement between ITC - ILO and CHRDRİ. It can be viewed electronically on our website: <http://www.chrdri.net/bg/publikacii/katalog-obucheniya-2017-g>



Topics covered in it are entirely consistent with the results of the study of training needs held among employees of the structures of MLSP and SLUs to the Minister of Labour and Social Policy at the end of 2016. The new titles are thematically related to current trends in activities of MLSP and SLUs to the Minister of Labour and social policy, such as access to the labour market of third countries citizens in accordance with the Law on labour migration and labour mobility (in force since 2016) assessing the impact of legislation, development of social

economy and social entrepreneurship, and others. Strongly represented are topics within the scope of policies for social protection and social inclusion. For a third consecutive year, the focus is placed on protection of vulnerable children and getting them out of institutional care. Of course, we have not missed themes from previous years, which are subject of constant interest.



GOOD RESULTS FROM SELF-ASSESSMENT OF VOCATIONAL TRAININGS QUALITY IN 2016

On the basis Decree № 2 of the Ministry of Education and Science (MES) to ensure the quality of vocational education and training (VET), the Centre for Human Resources Development and Regional Initiatives (CHRDRI) has developed and put into action an Inner system to ensure the quality of vocational training (ISEQVT) since the beginning of 2016.

Periodic self-assessment of the effectiveness of the system as a whole and its structural elements are basic requirement of current legislation, which requires an assessment and analysis of the conducted vocational trainings for one year prior period. On this basis, best practices appear, and the risks to the quality of vocational training for the next period become also clear. Summary information allows outlining potential areas for improvement in the next observed period, and planning measures to promote more active actions of all participants in the process of training to achieve higher quality.

The analysis of the self-assessment conducted in 2016 shows that the vocational trainings held in the Center have very good quality. More than 70% or 22 criteria (according to Appendix № 2 to art. 15 par. 2 of the above-mentioned Decree № 2 of MES) have met the maximum number of points in the methodology. The trainings have been prioritized in the labour market.

All vocational trainings, which were held at the Centre, have been developed according to State educational requirements (SER). Very important in this

respect is the annual updating of the programmes, which is operated jointly with representatives of the partner institutions, who have ordered the trainings. A high proportion of trainees of the total number trained carried out practical job training in a real working environment, and successfully passed exam on theory and practice of the profession. For quality vocational training, there are needed proven professionals in the field of training and applying innovative and interactive approaches of training. The selection of lecturers for vocational trainings held in the Center is based on rules and criteria for selection of lecturers who are part of the internal rules and processes to organize, conduct and evaluate vocational trainings in CHRDRI. This ensures quality of lecturing staff that can meet the expectations and requirements of trainees.

The commitment of the lecturers to the Centre is not limited solely to participation in a specific training. Each one of them has an opportunity to participate in the Lecturer Club sharing views on topics set for the month, generate new ideas and approaches to integrate in the learning process, or share useful experience, which could be further developed as a methodological resource.

In order to provide quality educational services, the Center conducts continuous internal monitoring and control of vocational trainings, as well as control of the overall performance of CHRDRI by longstanding evaluating of each training conducted at the Center (incl. vocational ones) under ROIT methodology and



subsequent analysis which reflects the level of quality of educational services and accompanying logistics activities and additional services.

Based on this analysis, we can say that CHRDMI has a very good performance according to the self-assessment conducted for 2016 due to the long-term strengthening of the Center on the market of training services as authoritative organization, training government officials on topics in social field and unemployed persons in the most popular professions on the labour market.

The Centre's team works continuously for resource provision and gaining opportunities for expansion of vocational trainings by developing additional partnerships with public institutions, social partners, NGOs, and academia.

The good results achieved in 2016 motivate experts of the Center for even greater performance and enhancing the quality of vocational trainings in 2017.

FEBRUARY'S SCHEDULE OF TRAININGS

WORKING ON CASES OF PARENTAL ALIENATION - METHODOICAL NOTE TO WORK ON CASES OF CHILDREN AT RISK OF PARENTAL ALIENATION, SOCIAL REPORTS IN CASES OF PAS, INTERACTION OF "CHILD PROTECTION" DEPARTMENT WITH INSTITUTIONS AND ORGANIZATIONS, CONCERNED WITH THESE ISSUES

SEMINAR, 23 – 24 FEBRUARY 2017

FORM OF TRAINING: FACE TO FACE

THE SEMINAR IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC - ILO AND CHRDMI

The seminar is designed for social workers from Regional Social Assistance Directorates and Social Assistance Directorate of the Social Assistance Agency, expert staff from the State Agency for Child Protection, representatives of NGOs dealing with these issues that have a need to systematize their knowledge to work on such cases.

The objective is to be acquired knowledge and skills to recognize early signs of risk of parental alienation and how to react in such a situation, mastering techniques to identify specific needs of children at risk of parental alienation, and building skills for selection of appropriate methods of work and interaction with children in various stages of parental alienation.

After participating in the seminar, participants will have gained skills for timely identification of presence of main features of alienation in children at risk;

they will be able to assess the risk of alienation and to recognize various stages according to approaches for prevention, care and intervention, and will also implement measures to prevent alienation of children according to the specifics of each case.

Successful graduates will receive certificates.



COMMUNICATION AND PRESENTATION SKILLS. SUCCESSFUL CONDUCT BEFORE AN AUDIENCE

SEMINAR, 27 – 28 FEBRUARY 2017

FORM OF TRAINING: FACE TO FACE

THE SEMINAR IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC - ILO AND CHRDRI

The seminar is designed for senior management and expert staff of MLSP and SLUs to the Minister of Labour and Social Policy, and other central and local administrations.

The focus of the seminar will be placed on communication techniques to manage conflicts in the workplace (different dialogic and monologue forms of communication) and on creating practical skills for making presentations. Special attention will be paid to convincing communication and argumentation. Participants will be introduced to various manipulative techniques and methods to counteract manipulation.

Through interactive approaches, participants will gain theoretical knowledge and practical skills to overcome communication problems of different types. The seminar will contribute to proper interpretation of nonverbal behavior - clothing and accessories, facial expression, gesticulation.

The training contains a module during which will be discussed ways to define appropriate Power Point presentation as required by the environment, as well as its successful presentation to audience.

Successful graduates will receive certificates.



PRACTICAL SKILLS FOR DEALING WITH STRESS WHEN WORKING WITH CLIENTS

SEMINAR, 27 – 28 FEBRUARY 2017

FORM OF TRAINING: FACE TO FACE

THE SEMINAR IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC - ILO AND CHRDRI

The seminar is designed for senior management and expert staff of MLSP and SLUs to the Minister of Labour and Social Policy.

The curriculum sets educational approaches that focus on nature, causes and manifestations of stress in the workplace. There will be presented symptoms of stress and their consequences of individual and organizational performance of work in administration. During the discussions will be held an analysis of factors causing stress in the workplace. Participants will learn about different types of stress, the syndrome of emotional or mental exhaustion at work, known to experts as “burnout”, and signs to recognize them.

There will be held a special session on particular issues of stress management when working with clients.

The seminar has theoretical and practical parts. After completing the training, participants will have mastered and will be able to apply different methods and techniques for dealing with stress in the workplace, and will be able to counteract stress through effective planning of working hours.

Successful graduates will receive certificates.

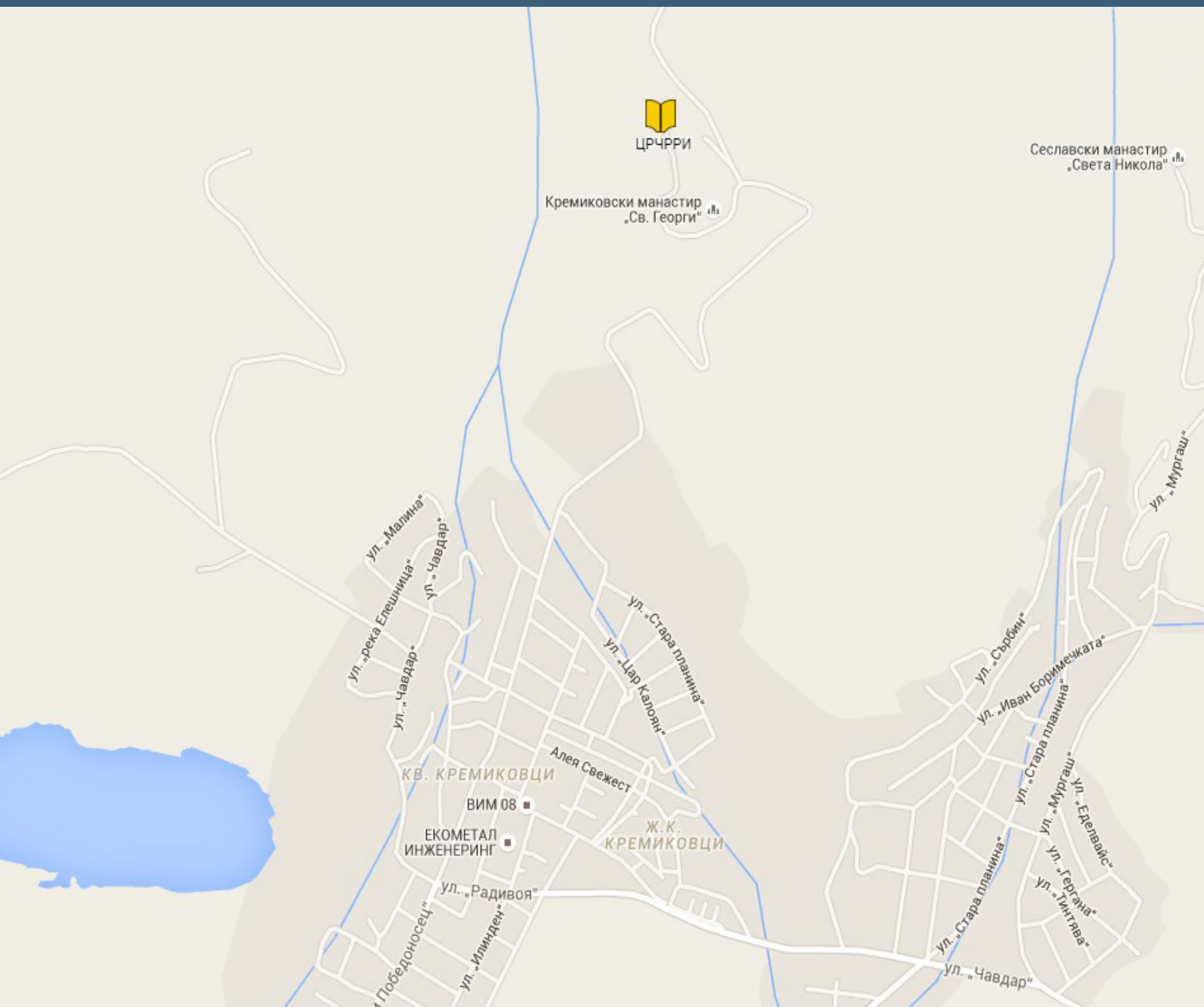


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HOW TO GET THERE

BUS 117 weekdays

Kremikovci-Iztok Autostation

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5:44	6:04 6:24 6:43	7:01 7:19 7:37 7:56	8:16 8:36 8:56	9:16 9:41
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Iztok Autostation-Buhovo

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BUS 117 weekends

Kremikovci-Iztok Autostation

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Iztok Autostation-Buhovo

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