



INVESTING IN PEOPLE

CENTRE FOR HUMAN RESOURCES DEVELOPMENT
AND REGIONAL INITIATIVES



MARCH 2020

BULLETIN



ON FOCUS



QUALITY CONTROL AS
TOOL TO INCREASE
THE EFFICIENCY OF VOCATIONAL TRAINING



TRAININGS SCHEDULE FOR MARCH



Project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere

BG05M9OP001 – 3.015-0001-C01

www.eufunds.bg

ON FOCUS

In March, the courses for professional qualification start again financed by the National action plan for employment /NAPE/ 2020, as well as seminars for public administration, conducted under Project Integrated trainings for Administration in the Labour Market and Social Sphere.

The courses for professional qualification are: Administrative Service, Tourist Guide Service and Operational Accountant, the first two courses will be preceded by training in key competencies, through which students will build and improve basic skills that will support their realization in the chosen professional field. The key competences are dynamic set of knowledge, skills, attitudes and relations that are acquired in the whole learning process, as the competence is associated with the ability, understood as "being able" to do something, ie. it is a skill based on knowledge. Developing of key competencies help to achieve results in a specific activity or in a certain professional role.

Considering the trainings that the Center conducts under the NAPE, for the academic year 2020, trainings have been selected in the following key competencies:

- *Learning Skills (three Communication Skills courses will be held);
- *Digital Competences (we plan to conduct three courses in Computer Skills);
- *Initiative and Entrepreneurship (two Leadership Skills courses are planned).

In the academic year 2020, CHRDR I presents to all interested parties an Annual Catalog and information leaflets for each of the vocational training courses, which will be distributed to the unemployed through the employment offices and will be uploaded on the external website of the Center. In these materials will be provided comprehensive information about the time schedule of the courses, their duration and content, as well as the possibilities for realization after obtaining the relevant professional qualification.

The seminars on the project Integrated Trainings for the Administration of Labour Market and Social Sphere Project BG05M9OP001-3.015 funded under HRD OP 2014-2020 start with a variety of topics, including the protection of the rights of people with disabilities, the control activity of the administration for public health, family benefits for children and professional counseling and career development of users of services for active behavior on the labor market. Currently, the planned attendance seminars are postponed until the end of March and will be conducted in April.

Regarding the dynamic epidemiological situation, changes may occur in the schedule and / or form of training and initiatives under the project Integrated Trainings for the Administration of labor market and in the social sphere!

The center has the opportunity, if necessary and in accordance with the changing environment, to implement the planned courses in distance form of learning.

Up-to-date information will be published on the website of CHRDMI!

QUALITY CONTROL AS A TOOL FOR INCREASING THE EFFICIENCY OF VOCATIONAL TRAINING

Each calendar year, on the basis of Ordinance №2 of the Ministry of Education and Science and the Rules for implementation of the Internal system for quality assurance of vocational training, CHRDMI conducts a self-assessment of the quality of vocational training. Based on this self-assessment, an analysis identifies the strengths and weaknesses of vocational training courses in the past year, identifies good practices and potential risks. It is especially important to clearly define the areas and ways in which the quality of the educational process should be improved within the forthcoming training year.

The analysis of the conducted at the end of January this year self-assessment of the professional trainings carried out at the Center in 2019 shows very good results. The strengths in the implementation of trainings under the National Action Plan for Employment have been analyzed with a view to maintaining and developing good practices. According to the pre-set criteria for self-assessment, the Center covers 74% of the maximum number of points. Important advantages in the work of the Center for Vocational Training at CHRDMI are: strict adherence to state educational standards, constant analysis of the quality of training services and selection of lecturers by trained experts - methodologists, the development of electronic services to support the learning process and training in key competencies.

All curricula follow the requirements of state educational standards. They are updated in accordance with the dynamics of the labor market and the qualifications required by employers. In the conditions of constant dialogue and in accordance with the current moments from the formation and implementation of the policies in the social field the priorities of the vocational training for the respective year are defined and forms and methods of joint work with the business on training and realization of the staff are agreed.

The quality of all vocational training conducted in the CHRDMI is subject to constant internal evaluation in accordance with the Rules for implementation of the internal system for ensuring the quality of vocational training. The results of the courses are evaluated at different

levels by using the Methodology for Return on Investments in Trainings (ROIT). This methodology is used to measure learning outcomes in terms of their effect on the work process. ROIT allows to measure effectiveness by assessing students' satisfaction with the learning process, the degree of improvement of their knowledge and skills, the change in workplace behavior and the degree of applicability of the increased knowledge and skills in everyday work. The productivity of the trainings provides an answer to the question of which final results are available, giving the opportunity to take into account the long-term effect of the investment from the training. 62, 5% of all students who completed vocational training at the Center, show a high degree of satisfaction.

A particularly important resource in the implementation of quality professional training at the Center is the constantly updated teaching staff. CHRDMI has always given priority to lecturers-practitioners who know the actual work process. The selection of lecturers for the vocational trainings in the Center is carried out on the basis of Rules and criteria for selection of lecturers, which are part of the Internal rules and processes for organizing, conducting and evaluating the vocational trainings in CHRDMI. This guarantees a quality teaching staff that meets the expectations and requirements of the trainees.

The work of the lecturers is supported by the chief expert - methodologist and by the Methodical Council, which allows timely updating of the content of the curricula and the standardization of the educational process. The teachers organize their trainings on the basis of methodical instructions, summarized in resource materials and containing good practices from the application of different approaches and techniques of teaching and assessment of knowledge.

The Center maintains an electronic platform Lecturer's Club (<http://www.lecturerclub.com/>), in which teachers have the opportunity to share new approaches and good practices in adult education, which allows updating teaching methods to ensure effective teaching.

It is especially important to support and implement the good practices established in the Center in vocational training. Such is, for example, the introduction of proceed training for key competencies in the courses for acquiring qualification in part of a profession, as Tourist Guide Service, Operational Accountant and Small and Medium Business. This allows candidates to acquire additional knowledge and skills they need in a real work environment. Another successful practice that has proven its positive effect is the multi-level selection of candidates for training, which is currently being tested in the course Software and was implemented through the distance learning platform of CRDMI.

Especially important for the implementation of quality training is the development of electronic products of CHRDMI. In a single distribution portal (www.chrmdi.net) there is an external website, Lecturer's Club, e-newsletter, social network of graduates of vocational training - Smartnet, e-library and distance learning platform. In 2019, the Center provided a free wireless network for the entire training premises and two more computer rooms are equipped with completely new technique and licensed software.

As a result of the summary and analysis of the data, the report also identifies some corrective measures and activities that should be implemented in the framework of the 2020 training year, namely:

- expanding the portfolio of courses regarding the including new professions in demand on the labor market and creating opportunities for professional development within the same profession

- establishing contractual partnerships with employers and attracting social partners in carrying out analyzes of the labor market and in developing curricula.

- creation of a new platform for distance learning, adapted to the needs of the unemployed persons from the vulnerable groups, participating in vocational training courses, financed by the NAP and active inclusion of the distance learning in the vocational training courses.

The self-assessment of the quality of the vocational trainings is carried out on the basis of pre-set and maximally objective criteria, to which the trainings for unemployed persons in the Center meet to an extremely high degree. These measures are a natural part of the development of the educational process in CHRDRI and the continuation of the policy of providing training services, directly oriented to the needs of students and in line with current trends in adult education.

SCHEDULE OF TRAININGS IN MARCH

ADMINISTRATIVE SERVICE

Period of implementation: March 9, 2020 - July 8, 2020

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 included in the training will help the trainees in their effective participation in team work, will acquaint them with the labor - legal regulations of the profession Office Assistant 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 to effectively apply the rules of business protocol and ethical standards in teamwork.

Successful graduates will receive a second degree of professional qualification Office Assistant and the relevant document certifying their competencies - a certificate of professional qualification.

For more information:

Denica Porojnyak, denica_porojnyak@chrdri.net

COMMUNICATION SKILLS

Period of implementation: March 9-13, 2020

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

The Communication Skills training aims at building 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 horarium, 15 of which are provided for theory and the remaining 25 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 Tourist Guide Service. Successful graduates will be issued a certificate.

For more information:

Bojidara Vasileva, bojidara_vasileva@chrdri.net

PROTECTING THE RIGHTS OF PEOPLE WITH DISABILITIES IN THE CONTEXT OF GOOD INTERINSTITUTIONAL COORDINATION - NATIONAL AND INTERNATIONAL ASPECTS

Seminar, March 10-11, 2020

Form of education: present

The seminar is carried out within the project Integrated Trainings for the Administration of Labor Market and in the social sphere

The training is intended for employees in management and expert positions from MLSP and Second Spending Units to the Minister of Labor and Social Policy, from Regional Health Inspections to Ministry of Health, from Regional Education Services to the Ministry of Education and Science, and other central and territorial administrations, as well as for representatives of municipalities.

The purpose is to deepen and upgrade the knowledge of the participants about the international legal framework concerning the protection of the rights of people with disabilities and the national strategic and normative documents that regulate the rights of people with disabilities and their practical action. An important focus of the seminar is to enable the joint work of representatives of different institutions and thus contribute to improving practical skills for inter-institutional coordination in the implementation of the policy for people with disabilities.

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

For more information:

Virginia Todorova, virginia_todorova@chrdri.net

TOUR GUIDE SERVICE

Period of implementation: March 16 - April 9, 2020

Course for acquiring professional qualification in part of a profession for 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 Tour Guide, according to Ordinance № 4 / 16.04. 2003 of the Ministry of Education and Science.

For more information:

Bojidara Vasileva, bojidara_vasileva@chrdri.net

COMPUTER SKILLS

Period of implementation: March 16 - 20, 2020

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

In March, 15 unemployed people registered with the employment offices at their place of residence will have the opportunity to improve their computer skills. The five-day training will cover the Windows operating system, as well as major programs such as Word, Excel and Power Point. Special attention will be paid to the skills of using the Internet and various browsers.

The training is designed for students who will be included in the professional qualification course Operational Accountant. Successful graduates will be issued a certificate.

For information and registration:

Denica Porojnyak, denica_porojnyak@chrdri.net

PROFESSIONAL CONSULTING AND CAREER DEVELOPMENT OF USERS OF SERVICES FOR ACTIVE BEHAVIOR ON THE LABOR MARKET AND SEARCH FOR SUITABLE DEVELOPMENT OPPORTUNITIES

Seminar, March 16 - 27, 2020

Form of training: distance

The seminar is carried out within the project Integrated Training for the Administration of the Labor Market and in the Social Sphere

The training is intended for employees of management and expert positions from the Employment Agency, social partners and representatives of other institutions / organizations operating in the labor market and will take place on the remote platform of the Center.

The participants will have the opportunity to get acquainted with and discuss the nature, features and specifics of professional counseling and career development, the factors influencing career development, as well as various methods and approaches to motivate those seeking support for active labor market behavior.

The training forum of the distance platform will discuss current issues related to the development of the consultant's skills for building partnerships between institutions / organizations in the labor market.

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

For more information:

Galina Ivanova, galina_ivanova@chrdri.net

**AMENDMENTS AND ADDITIONS OF THE NORMATIVE ACTS REGULATING
THE GRANTING OF FAMILY BENEFITS FOR CHILDREN UNDER THE FAMILY
BENEFITS FOR CHILDREN ACT AND THE REGULATION FOR ITS
IMPLEMENTATION**

Seminar, April 29-30, 2020

Form of education: attendance

*The seminar is carried out within the project Integrated Training for the Administration of the
Labor Market and in the Social Sphere*

The training is intended for employees of managerial and expert positions from the MLSP from the Social Protection Departments to the Social Assistance Agency, social partners, municipalities, NGOs working in the field of child protection.

Participants will upgrade their knowledge about the latest changes in the current legislation in the field of family support under the Family Benefits for Children Act (FBCA) and the Regulations for its implementation and will build skills to apply good practices and models for dealing with implementation problems. of the current legislation in the field of family support.

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

For more information:

Maria Zlateva, maria_zlateva@chrdri.net

OPERATIONAL ACCOUNTANT

Period of implementation: March 23 - April 16, 2020

Course for acquiring professional qualification by unemployed persons under the National Action Plan for Employment 2020

Unemployed persons registered with the labor offices at the place of residence will take part in the training. They will be trained in part of the profession within a program of 150 training hours, according to the Vocational Education and Training Act, the state educational requirements for the profession Operational Accountant, approved in Ordinance № 27 of 09.01.2012 for the acquisition of qualifications by profession, and in accordance with the latest regulated requirements of the National Agency for Vocational Education and Training (NAVET).

During the course, participants will acquire knowledge and skills about the rules for maintaining safe work with equipment and machinery in the workplace; the rights and obligations of the employee in the labor process, according to the Labor Code and the contractual relations between the employee and the employer; the main economic categories; the legal framework regulating the accounting activity; the accounting operations and the technology of their implementation, etc.

The training will end with an exam in theory and practice. Successful graduates will receive a Certificate for acquiring part of the profession, according to Ordinance № 4 / 16.04. 2003 of the Ministry of Education and Science.

For more information:

Denica Porojnyak, denica_porojnyak@chrdri.net

GOOD PRACTICES IN THE CONTROL ACTIVITY OF THE ADMINISTRATION FOR PUBLIC HEALTH PROTECTION

Seminar, April 1-2, 2020

Form of education: attendance

The seminar is carried out within the project Integrated Training for the Administration of the Labor Market and in the Social Sphere

The training is intended for health inspectors from Regional Health Inspections, inspectors from Regional Education Units, Consumer Protection Commission at the Ministry of Economy.

During the training, the participants will expand and deepen their knowledge about the health risk factors caused by unhealthy diet, low physical activity, use of tobacco and tobacco products and alcohol abuse and their consequences, as well as the regulations concerning limiting the health risk factors and the activity of the administrations involved in the process of public health protection. During the training, attention will be paid to upgrading the skills for drafting and serving an act for an administrative violation in connection with the control work of the public health administration.

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

For more information:

Virginia Todorova, virginia_todorova@chrdri.net

More information about trainings you could find on:

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