



INVESTING IN PEOPLE



MINISTRY OF LABOR AND SOCIAL POLICY

CENTRE FOR HUMAN RESOURCE DEVELOPMENT AND REGIONAL INITIATIVES

OCTOBER 2018

BULLETIN



ON FOCUS



TRAININGS IN KEY COMPETENCES –
INNOVATION IN THE WORK
OF THE CENTRE



OUR TRAINEES SAY



OCTOBER'S SCHEDULE OF
TRAININGS



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ON FOCUS

In October this year, four seminars for state administration employees are planned to be held in different thematic areas. Two vocational training courses under the National Action Plan for Employment (NAPE) - "Programming" and "Guiding Services" are also to be launched. The second one is preceded by a training in key competence „Learning Skills“.

The trainings of the Distance learning platform for employees from the administration of the Social Assistance Agency and the Employment Agency are also ongoing. Currently is being implemented a vocational program for social workers on Social Support for Individuals and Families, and in October

vocational program on Social Work for Children and Families at Risk

The second group of newly recruited social workers from the Social Assistance Directorates of the Social Assistance Agency will be trained entirely on the distance learning platform in the "Quick Start" program.

This month at the Lecturer's Club there is an exchange of views on the hot for the lecturers topic "Methods for formation of team attitude, motivation and tolerance in the training process".



TRAININGS IN KEY COMPETENCES – INNOVATION IN THE WORK OF THE CENTRE

For more than ten years in the CHRDRİ, unemployed persons have been trained in vocational courses for different degrees of professional qualification, the specialties being among the most sought after by the employers. A very large part of the trainees are successfully implemented on the labor market and job offers often come during the students' production practices. The very good training and

In 2018, the number of unemployed trained by the Centre has increased by more than 10% compared to the previous 2017.



skills they demonstrate to the companies and institutions they are assigned to practice in make them competitive and sought after immediately after completing the training.



A new feature of the courses for unemployed persons this year are the trainings in key competency. They, as well as all courses for people outside the labor market, are funded by the National Action Plan for Employment. According to the European Key Competence Framework, each person is required to have a set of knowledge, skills and attitudes necessary for personal satisfaction and development, employability, social inclusion and active citizenship to compete on the labor market.

In 2018, the Centre's curriculum set out four trainings on two key competences (KC), namely on the KC of

Learning Skills, on “Conflict and Crisis Management”, and on the KC of Initiative and Entrepreneurship on topic “Leadership skills”.

The trainings are within 40 lessons and 15 participants per group.

This year, vocational training programs were adapted to the latest regulations and requirements of NAVET. Particular attention was paid to “Word Processing” and “Administrative Service” trainings, where more practical hours were spent, given that these trainings include predominantly middle-aged or pre-retired people who lack editorial and digital knowledge, they are needed to get into the labor market.

There is also a lot of people willing to take part in the specialized course on “Software Provision”. The selection of the participants was done in two phases - by documents in the Labor Offices and then by a test for verifying the level of proficiency in English. Thus, a group of highly motivated individuals has been formed, who have the ambition to develop into one of the most modern contemporary professions. The test was conducted on the Centre’s Distance learning platform (<http://pdo.chrdri.net>), which greatly facilitated candidates in terms of convenience and concentration in home environment.

The Centre has established a teaching capacity that has been complemented by new experts in specialized thematic areas over the years. Some are university lecturers, others from partner institutions and organizations, and others are well-established practitioners.

The development of methodological capacity is a very important detail of the work of the Centre and is the basis for the formation of a significant own resource for the development and implementation of new training programs and innovative teaching methods. This year, the team of experts developed and approached a new rotation training method, which was put forward as a concept project at the Lecturer’s Club (<http://www.lecturerclub.com>). It was appraised in three different on topic, target group and form of training courses and the results were encouraging.



OUR TRAINEES SAY

Every year in the “Word Processing” vocational courses are trained unemployed persons, registered at the labor offices. We present you the attitudes and moods of some of the students in training that began in September and will end at the end of October this year.



Tanya Vasileva

24 years-old

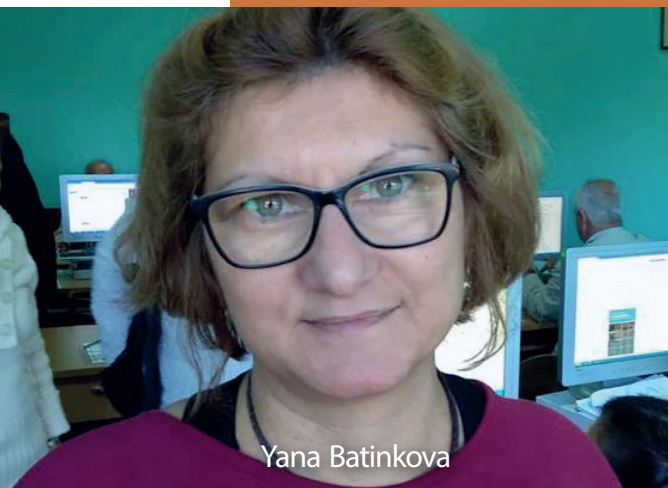
I've enrolled in this course because I expect to get knowledge that will open up more opportunities for me to work. Besides, at the end of the training I will have a legitimate certificate.

After 20 years of work as a health care professional, I enrolled in this course with the idea of gaining qualification and self-improvement to find a better realization on the labour market.



Vanya Marinova

58 years-old



Yana Batinkova

52 years-old

I decided to acquire the skills that I miss and for this I enroll in the "Word Processing" course. This way I will be more confident in working with a computer.

I have undergone surgery and this has reduced my ability to work with physical exercise. That's why I focused on the "Word Processing" course, which is very useful and functional in view of the fact that computers are already used everywhere.



Emiliya Lukanova

49 years-old

OCTOBER'S SCHEDULE OF TRAININGS

CURRENT ASPECTS OF THE LEGAL FRAMEWORK AND THE POLICY ON EQUALITY BETWEEN WOMEN AND MEN

SEMINAR, OCTOBER 1 – 2, 2018

FORM OF TRAINING: FACE-TO-FACE

THE TRAINING IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC-ILO AND CHRDRİ

Gender equality is a fundamental principle of the policies and practices of the European Union. It is the basis for achieving social justice and cohesion in the Community to establish sustainable, intelligent and inclusive economic growth.

The Seminar is intended for gender equality coordinators from central and regional administrations (according to the 2016 Equal Opportunities Act of Women and Men).

The training will combine theoretical and practical sessions. The program covers topics of current trends in the development of European and national gender equality policies, with an emphasis on the European Social Rights Pillar, the Reconciliation of Work and Life Directives and the requirements of the Gender Equality Act of 2016. One of the questions for discussion is about the impact of gender stereotypes on policy-making, especially at local and regional level, as well as ways to overcome them. The planned discussion and interactive work on the participants' good

practices in addressing gender stereotypes will contribute to deepening the topic

As a result of the seminar, the participants will be familiar with the legal framework and will be able to effectively implement the relevant regulatory and strategic documents by building on their skills for planning and implementing programs, projects and initiatives in the context of national and local plans to achieve equality for women and men.

Successful graduates of the seminar will be issued a certificate of participation according an established standard of CHRDRİ.

BUSINESS SKILLS FOR MEETINGS AND NEGOTIATIONS. IMAGE AND SUCCESS

SEMINAR, OCTOBER 4 – 5, 2018

FORM OF TRAINING: FACE-TO-FACE

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



The seminar is intended for employees of management and expert positions of the Ministry of Labour and Social Policy and Secondary Level Units to the Minister of Labour and Social Policy, as well as other central and regional administrations, whose daily routine involves holding or participating in business meetings and negotiations.

The participants in the seminar will be familiarized with the meaning, nature, structure and functions of interpersonal communication. On this basis, the peculiarities and variations of business communication will be presented.

During the training, the relationship between the business communication and the administrative culture of the employees will be elucidated. Techniques and

practices for building a professional image through different ways of communication will be presented.

As a result of the seminar, the participants will acquire specific skills for conducting business meetings, negotiating and presenting using different techniques and good practices.

Successful graduates of the seminar will be issued a certificate of participation according an established standard of CHRDRI.

SPECIALIZED TRAINING FOR SOCIAL WORKERS FOR GENERAL INTRODUCTION IN THE PROFESSION „QUICK START“

PERIOD OF IMPLEMENTATION: OCTOBER 8 – NOVEMBER 8, 2018

FORM OF TRAINING: DISTANCE LEARNING

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

The program is designed for newly recruited social workers from the Social Assistance Directorates of the Social Assistance Agency.

The training will take place at the Distance learning platform of the CHRDMI and within 80 hours will provide the necessary knowledge and skills for the participants for successful start on the new workplace.

The program aims to provide knowledge about the contemporary values and objectives of the social assistance system, the social inclusion policies, the social protection and the integration of people with disabilities in the Republic of Bulgaria. The main



normative documents in these areas in the EU and the Republic of Bulgaria will also be affected. The training will provide knowledge about approaches and methods in social work.

Participants will also be familiar with the activities for performing the administrative services, knowing and observing ethical rules for working with clients.

Successful graduates of the seminar will be issued a certificate of participation according an established standard of CHRDMI.

VOCATIONAL PROGRAM FOR QUALIFICATION “SOCIAL WORK WITH CHILDREN AND FAMILIES IN RISK”

PERIOD OF THE FACE-TO-FACE FORM OF TRAINING: 8 - 12 OCTOBER 2018

PERIOD OF THE DISTANCE LEARNING FORM OF TRAINING: 13 OCTOBER - 13 NOVEMBER 2018

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

The training will be conducted in blended form (face-to-face and distance learning) and is intended for social workers, with Bachelor degree in the profession and / or experience up to five years on the position.

The aim of the program after completion of the training cycle is the participants to have learned the mechanisms of interaction with the institutions and civic organizations and to be able to co-ordinate their work on the occasion. They will have acquired knowledge and skills on the specifics of social work with children and young people with problematic behaviour and will be able to monitor these cases in accordance with the existing legal framework. In addition, each of them will be able to identify and work on cases of Parental Alienation Syndrome as well as cases of child abuse and trafficking while also taking measures to prevent them.

The training program is based on practical work on social services for children as well as the implementation of adequate approaches and methods in social work for children and families at risk.

In the methodology of the training are presented the theory in presentations, practically tasks, discussions.

After successful completion of the training in face-to-face and distance learning forms, trainees will receive a certificate of professional qualification for part of a profession from the Ministry of Education and Science.



TRAINING ON KEY COMPETENCE “LEARNING SKILLS” ON TOPIC “CONFLICT AND CRISIS MANAGEMENT”

PERIOD OF IMPLEMENTATION: 8 – 12 OCTOBER, 2018

*TRAINING COURSE FOR ACQUIRING VOCATIONAL QUALIFICATION FOR UNEMPLOYED PERSONS UNDER THE NATIONAL ACTION
PLAN FOR EMPLOYMENT 2018*

The course will be attended by 15 unemployed persons registered in the Labour Offices of place of residence.

Within 40 study hours they will acquire knowledge and skills to manage emotions, as well as to apply the right communication techniques to suit their situation in order to be successful in their realization on the labor market.

The training focuses on the practical application of conflict management and avoiding crises in the team.

Successful graduates of the seminar will be issued a certificate of participation according an established standard of CHRDR.



SOFTWARE PROVISION

PERIOD OF IMPLEMENTATION: 8 OCTOBER, 2018 – 11 FEBRUARY, 2019

*TRAINING COURSE FOR ACQUIRING VOCATIONAL QUALIFICATION ON PART OF THE PROFESSION FOR UNEMPLOYED PERSONS
UNDER THE NATIONAL ACTION PLAN FOR EMPLOYMENT 2018*

Information technologies are evolving rapidly and they are entering into all areas and sectors of economy in the country. Computer systems and computer networks are increasing, as well as the number of active Internet users. This makes information technology sector one of the most dynamically developing ones. It also offers most opportunities for realization of specialists in this field.

The training is intended for unemployed persons registered in labour offices of residence. They will acquire knowledge and

skills to work with operating systems, computer architectures, database management systems, and programming technology.

Upon completion of the course, participants will receive Certificates for acquiring second degree of professional qualification in the “Programmer” profession, “Software” specialty.

GUIDING SERVICES

PERIOD OF IMPLEMENTATION: 15 OCTOBER – 9 NOVEMBER, 2018

*TRAINING COURSE FOR ACQUIRING VOCATIONAL QUALIFICATION ON PART OF THE PROFESSION FOR UNEMPLOYED PERSONS
UNDER THE NATIONAL ACTION PLAN FOR EMPLOYMENT 2018*

The training is intended for unemployed persons registered in labour offices of residence.

Tourism is a priority sector in the Bulgarian economy and the need for qualified employees is constantly increasing. The main purpose of the training is participants to acquire professional competencies for guiding services, which include: acquiring professional speech label in communication with guests and tourists, according to established standard procedure; acquiring high general culture with regard to tourist sites and routes in the country and mastering technology of the tour guide activity.

Successfully completed participants will receive certificates for acquiring part of the profession "Guide", according to Ordinance № 4/16.04.2003 of the Ministry of Education and Science.



HOW TO BE SUCCESSFUL LABOUR MEDIATORS WHEN WORKING WITH EMPLOYERS

PERIOD OF IMPLEMENTATION: OCTOBER 25 – 26, 2018

FORM OF TRAINING: DISTANCE LEARNING

THE TRAINING IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC-ILO AND CHRDR

Increased expectations of clients and partners of the Employment Agency for obtaining effective intermediary services require continuous competence development of labour mediators.

information about the employers in the region serviced by a certain Labor Office Directorate.

As a result of the seminar, the participants will acquire knowledge to analyze major problems and difficulties in working with employers, as well as improve their practical skills for dealing with objections and will apply negotiation techniques.

Successful graduates of the seminar will be issued a certificate of participation according an established standard of CHRDR.



The seminar is designed for senior management and expert staff of “Labour office” directorates providing services to employers.

The participants in the seminar will learn about the importance of contacts with employers in order to achieve the goals of the Employment Agency. There will be presented ways of researching and collecting



SINGLE CONTACT POINTS SERVICE OF VULNERABLE GROUPS ON THE LABOUR MARKET BY APPLYING INDIVIDUAL APPROACH TO ENSURING EMPLOYMENT

SEMINAR, OCTOBER 29 – 30, 2018

FORM OF TRAINING: FACE-TO-FACE

THE TRAINING IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC-ILO AND CHRDR

The seminar is intended for employees of management and expert positions, and specialists from “Labour Office” directorates of the Employment Agency, whose activity is related to labour mediation and provision of services to clients.

The programme of the seminar is fully developed with a view to practical applicability of knowledge. The participants will be acquainted with the process of consulting clients from disadvantaged groups on the labour market.

Participants will be presented with various alternatives to support jobseekers from vulnerable

groups. Different approaches tailored to the individual needs and needs of the job seeker will be presented.

As a result of the seminar, participants will be able to apply an individual approach to successful job interviews with job seekers from vulnerable groups on the labor market and will have a positive attitude and practical skills for effective interaction with clients from vulnerable groups on the labor market.

Successful graduates of the seminar will be issued a certificate of participation according an established standard of CHRDR.



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CENTRE FOR HUMAN RESOURCES DEVELOPMENT
AND REGIONAL INITIATIVES



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