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MINISTRY OF LABOR AND SOCIAL POLICY

**CENTRE FOR HUMAN RESOURCE
DEVELOPMENT AND REGIONAL INITIATIVES**



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BULLETIN

April 2023



IN FOCUS



**DIGITAL COMPETENCES FOR BETTER
REALISATION IN THE LABOUR MARKET**



**LAUNCH OF DIGITAL COMPETENCE
TRAININGS UNDER THE RECOVERY AND
SUSTAINABILITY PLAN – TESTING IN A REAL
LEARNING ENVIRONMENT**



TRAINING SCHEDULE FOR APRIL



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IN FOCUS

In April, CHRDMI will offer a variety of courses for professional qualification and upskilling, as well as trainings for the specialized administration of the Ministry of Labour and Social Policy and SLUs to the Minister of Labour and Social Policy.

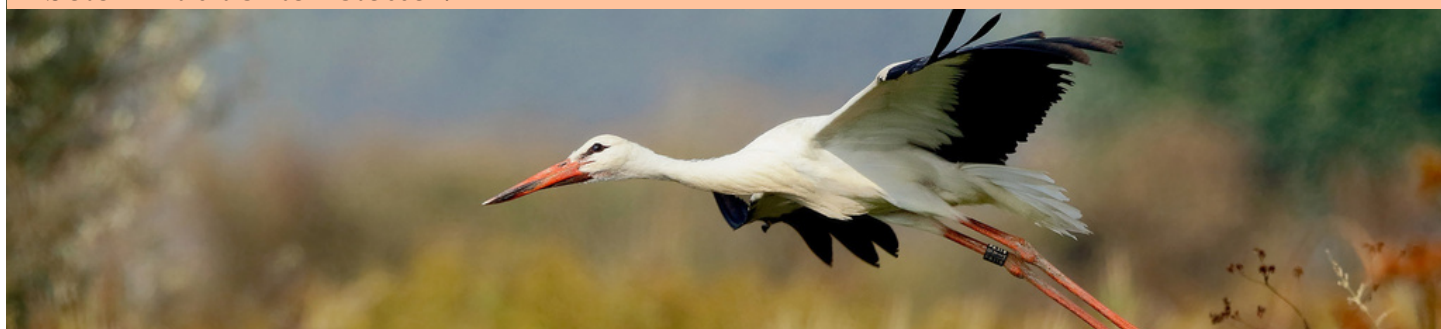
The courses for unemployed people, financed by the National Action Plan for Employment, include the second for the year training in "Software" specialty demanded by the unemployed, preceded by training in key competence "Entrepreneurial skills". Those wishing to acquire professional qualification will also be able to participate in trainings in the specialties "Social work with children and adults with disabilities and chronic diseases" and "Production of culinary products and beverages". In the implementation of practical classes in the specialty "Production of culinary products and beverages" the participants will again be able to take advantage of the rich facilities and the long professional experience of the lecturers from Pastry Academy, with which CHRDMI continues its successful cooperation.

The trainings for the state administration this month include two methodological and one information seminar. The methodological seminars are dedicated respectively to social services for vulnerable groups and successful practices for labor mediation in working with employers, and the information seminar will provide guidance and new points on the particularly important topic of preventing conflict of interest in the state administration.

In April, along with the trainings as scheduled in the annual plan, CHRDMI will hold a one-week course for labor mediators, which will support the Employment Agency for effective work and inclusion of vulnerable groups in the labor market.

In support of the implementation of the policies of the Ministry of Labour and Social Policy for better realization on the labor market, the Center also starts work on a new project to increase and validate the digital competences of employed and unemployed people.

You can learn more about the upcoming activities from Mr. Ivan Bakalov, Head of the Educational Activities Department of CHRDMI in an interview published below in this newsletter.



DIGITAL COMPETENCES FOR BETTER REALISATION IN THE LABOUR MARKET

Interview with Mr. Ivan Bakalov, Head of the Educational Activities Department of CHRDMI

Galina Ivanova: The Center starts work on a new project that will be funded under the Recovery and Sustainability Plan. It will support activities for building and validating digital skills of unemployed and employed persons. Could you tell us more about this initiative and the process of organizing the activities that have already begun?

Ivan Bakalov: For several months now, the Center has been focusing on the implementation of a new project, which is part of the National Recovery and Sustainability Plan. In the context of this initiative, on April 4th this year, CHRDMI was announced as a Single Certification Center that will carry out certification of digital knowledge and skills. We will start with a basic and intermediate level of the European DigComp Framework of Reference. The activities of the Centre will be carried out through a certification module in the Moodle environment. This module is developed especially for the needs of the Centre, and through an absolutely automatic process employed and unemployed people from 16 to 65 years will have the opportunity after they have received training or through self-certification to test their knowledge and skills at different levels - for the time being basic and secondary - and to obtain a certificate for this.

Galina Ivanova: In what way will be the program opened to people: when are the trainings expected to start and what is the way to get in this program?

Ivan Bakalov: The program is implemented by the Ministry of Labour and Social Policy (MLSP) and the Labour Market Directorate has a leading role in partnership with CHRDMI and the Employment Agency. In order for each person to be certified or to undergo the training, they must receive a voucher. The vouchers will be issued by the Labour Office Directorates and individuals can choose a training service provider where they can obtain the relevant knowledge and skills. Upon completion of the training, the person, with the help of our collaborators, will register in the test module, where his knowledge of digital competences will be validated.

Upon successful passing of the test, the person may receive a voucher for inclusion at a next, higher level. People who wish to self-certify can do so by submitting an application to CHRDRİ. The process is entirely digital, with the certification itself lasting 90-120 minutes and will be in the form of an exam in a digital environment.

Galina Ivanova: What will be the significance of the certificates obtained, what is their validity at national and European level, so that people who pass this exam can show employers a certificate that will help them achieve better realization on the labor market, which we all aim?

Ivan Bakalov: This is an important question, because this is exactly the idea of these programs. The certificate will be valid at national and European level, and I must mention that it will be issued in Bulgarian. By 2026, it is envisaged that about 600,000 people will be certified, with 500,000 people being included in trainings and then certified with us, and 100,000 people will be able to go through a self-certification process. At the end of 2024, the national certification platform should be operational and citizens will be able to certify their skills absolutely automatically. The platform will be national, with access from anywhere in Bulgaria and abroad through a name and password that users will receive after registration.

Galina Ivanova: The work on certification of digital skills will involve cooperation of many institutions and organizations. How will this project complement the mission and vision of CHRDRİ as a center that implements the policies of the MLSP?

Ivan Bakalov: This will happen in different directions. CHRDRİ has extensive experience in preparing, organizing and conducting trainings for professional qualification and retraining, including trainings in key competences. In the week 18-26 April this year in a controlled environment will be held the first test training for digital competences in a real environment. It will be conducted in the form of training in key competence "Digital Skills" within 56 hours and 7 school days. In this way, the Center will test the tools developed by Sofia University for the purposes of digital training, and the development of working methods, auxiliary materials, teaching, certification, registration in the assessment module and, of course, the actual issuance of certificates and their receipt by individuals electronically will be tested.

In this way, it will be possible to make a precise assessment of this process, to make the necessary additions and adjustments before it starts in a real environment with the training providers, which should happen within May.

Since we are a training center to the MLSP, this is a logical continuation of the work of the Center. Through the certification process, we will continue to contribute to the implementation of employment policies and to increasing digital competence. Here I want to mention that this process affects both young and middle-aged people, and why not people who are at the end of their professional path, as digital competence is one of the main ones that are needed to live in this demanding digital preparation modern world.

Galina Ivanova: Undoubtedly this is the beginning of a very exciting and ambitious project for both the people and the Center as an institution. Thank you very much for the information you share with our readers. The editorial team wishes this project tremendous success and we are confident of that.

Ivan Bakalov: This project cannot be implemented without our close cooperation with our colleagues from the Employment Agency and the MLSP, so I would like to take this opportunity to thank them for their fruitful joint work and I hope that this process will be useful for all citizens of Bulgaria.



The editorial team of the newsletter is grateful to Mr. Bakalov for the interview and wished success in implementing the activities under the National Recovery and Sustainability Plan!

LAUNCH OF DIGITAL COMPETENCE TRAININGS UNDER THE RECOVERY AND SUSTAINABILITY PLAN – TESTING IN A REAL LEARNING ENVIRONMENT

In support of the successful start of the trainings for acquiring digital competences, funded under the National Recovery and Sustainability Plan, in April CHRDMI will test the schedule and the effectiveness of the training process.

CHRDMI has many years of experience in conducting various types of specialized trainings for employed and unemployed people. A leading part of the expertise of the Center is also the development/adaptation, application and evaluation of the effectiveness of various methods and techniques in adult education. The team of the Center has qualifications and experience to work in a digital environment, and over the years there have been developed and effectively applied specialized digital products supporting the training activities of CHRDMI.

No less important is the experience gained over the years for effective evaluation, to which all trainings conducted at the Center are subject. The data obtained through surveys are analyzed and summarized in reports that are the basis of a continuous process of quality improvement.

The pilot training for acquiring digital competences under the European Framework of Reference DigComp, scheduled for the end of April, will test the effectiveness of the processes at both methodological and technical level. Using the expertise accumulated over the years, CHRDMI will test the curriculum and materials developed by lecturers from Sofia University "St. Kliment Ohridski". The training will be conducted in face-to-face form and its course will be carefully monitored, evaluated and analyzed by the methodological team of CHRDMI. The testing of the unified curriculum and training materials that will be provided to all providers of training services approved for work on the project, as well as the system for assessing the knowledge and skills acquired by the participants is a key point ensuring further successful work on the project.

Participants in the training will also have the opportunity to test the performance and effectiveness of the electronic resources that will be included in the project by taking the appropriate test on the specially developed platform for the purposes of the project. The results of the reference group will support the refinement of the system for assessing the acquired knowledge and skills.

As a result of the testing and the study on the success of the process of knowledge and skills transfer, as well as the effectiveness of the developed platform, a report with guidelines and recommendations will be prepared, which will be provided to the institutions involved in the implementation of the project. Using the methodological capacity accumulated over the years, CHRDRI will also summarize the overall process of training and certification of the participants, each of the stages being analyzed for existing and possible problems that would hinder the providers of training services and would eventually reduce the effectiveness of the project implementation.



TRAINING SCHEDULE FOR APRIL

SOCIAL SERVICES IN BULGARIA AS A FACTOR FOR PREVENTING AND OVERCOMING THE SOCIAL EXCLUSION OF VULNERABLE GROUPS. REGULATORY FRAMEWORK AND PECULIARITIES IN THE PROVISION OF TYPES OF SERVICES

Methodological Seminar, 5 – 7 April 2023

Form of training: in-person

Employees in managerial and expert positions from the specialized administration of MLSP

The training is intended for employees in managerial and expert positions from the specialized administration of the MLSP, with representatives of the Directorate General "European Funds, International Programs and Projects" as a priority.

The program starts with an overview of the modern national legislation regulating the provision of social services, with special attention to the specifics of directing users to use social services. Participants will have the opportunity to get acquainted with the specifics of the needs assessment of people with disabilities and will receive guidance to prevent duplication of funding. During the second day, the focus of the program will be on the planning and financing of social services, and the standards for financing services receiving funds from the state budget and the fees for their use will be explained. Attention will be paid to the quality and effectiveness according to the Ordinance on the Quality of Social Services, as well as to the control and monitoring to which they are subject under the Social Services Act.

On the last day of the program, the participants will get acquainted with the implementation of project activities of the Center for Social Services for Children on the territory of the town of Plovdiv. Sofia, during which they will have the opportunity to discuss cases from their practical work.

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

For information and registration:

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SOCIAL WORK WITH CHILDREN AND ADULTS WITH DISABILITIES AND CHRONIC DISEASES

Period: 3 April – 2 October 2023

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

This course for acquiring qualification in part of a profession will include 15 unemployed persons registered at the employment offices of the place of residence. The training covers disciplines that will support students in their professional realization in the field of social services. They will gain knowledge of laws and regulations in the field of social assistance, including the legal framework relating to the provision of social benefits and services, child protection, the provision of family allowances for children and the integration of people with disabilities. During the course the trainees will build skills to apply the relevant regulations in their direct work with children and adults with disabilities and chronic diseases. They will also be prepared to carry out the necessary administrative work.

Successful graduates will receive a certificate of professional qualification in part of a profession in the form of the Ministry of Education and Science.

For information and registration:

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ENTREPRENEURIAL SKILLS

Period: 10 April – 18 April 2023

Key competence training under the National Action Plan for Employment

This short one-week course will enable unemployed people who have declared their desire through the employment offices of their place of residence to refresh and systematize their knowledge in the field of entrepreneurship.

The course, which will be held in person within 40 academic hours, will increase the knowledge and skills of participants in the field of economics, entrepreneurship and project management. Within the framework of the training, the main features of micro- and macro-economic processes will be examined, as well as the essence of the entrepreneur and entrepreneurial activity. The course will also provide valuable practical tools project planning and management skills that participants will be able to use to more effectively organise their future ventures.

For information and registration:

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TRAINING FOR BASIC LEVEL OF GENERIC DIGITAL SKILLS IN LINE WITH THE EUROPEAN FRAMEWORK FOR DIGITAL COMPETENCES

Period: 18 April – 26 April 2023

Test training on the National Recovery and Resilience Plan

Within 55 school hours, held in seven school days, CHRDRRI will enable unemployed and working people to participate in the first training on the acquisition of common digital skills, implemented within the National Recovery and Resilience Plan.

The training program aims to support the acquisition of basic knowledge, skills and attitudes for the use of digital technologies and the development of basic digital competences and their application in various subject areas, and the topics to be addressed correspond to the set goals for levels 1-2 of the European Digital Competence Framework (DigComp). The training content of the modules that will be conducted includes the topics: literacy, information and data; communication and cooperation; creation of digital content; safety and problem solving.

Upon successful completion of the course, participants will receive a Basic Level Certificate of General Digital Skills in accordance with the European Digital Competence Framework.

For information and registration:

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SOFTWARE

Period: 19 April – 18 August 2023

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

In April, the second of the planned for 2023 three courses in the specialty "Software" will begin.

The training is intended for unemployed persons registered at the employment offices of the place of residence who are fluent in English at a good level, as their knowledge of the language, the possibility of expression and their motivation are checked when applying for enrollment in the course. It is also a way to select the most suitable students from among the many unemployed people who wish to sign up for participation. Learners 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 of "Programmer", specialty "Software".

For information and registration:

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PRODUCTION OF CULINARY PRODUCTS AND BEVERAGES

Period: 24 April – 23 August 2023

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

Vocational training in the specialty "Production of culinary products and beverages" is intended for unemployed persons registered with the Labour Office Directorates at their place of residence.

During the course, participants will get acquainted with all the compulsory modules required for the practice of the profession of Chef. In addition to the specific professional training, the training program also includes classes concerning food safety regulations, legal regulation of the labor process and teamwork. There are also English language classes. Based on the successfully completed theoretical training at the end of their training, each student will have the opportunity to improve the skills acquired during practice at Pastry Academy, with which CHRDMI continues its successful cooperation, providing excellent conditions for the application of the acquired knowledge and skills in a real working environment.

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:

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TRAINING FOR BUILDING COMPETENCES TO ACTIVATE THE INACTIVE PERSONS IN THE LABOUR MARKET

Period: 24 April – 28 August 2023

Training at the request of the Employment Agency

The training is intended for 12 newly recruited employees of the Employment Agency and will support the capacity building of Activation Centers outside the territorial structures of the Employment Agency.

Participants will acquire a complex of knowledge, competences and skills to identify and motivate inactive people on the labor market and will learn about techniques and methods tailored to the specific needs of customers. The topics of the one-week training will also include getting acquainted with the current labor market at national level and the specifics of working with inactive people, active policies and challenges related to employment in Bulgaria. Participants will also learn important skills that will be useful to them in supporting inactive people on the labor market, such as exploring their own abilities, knowledge, experience, personality traits, limitations, skills to self-assess job prospects and career development and to search for information about jobs and analyze it, prepare application documents – a cover letter, CV and building basic communication and presentation skills to an employer, etc.

Successful graduates will receive a certificate of acquired knowledge and skills.

For information and registration:

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HOW TO BE SUCCESSFUL LABOR MEDIATORS WHEN WORKING WITH EMPLOYERS

Methodological seminar, 24 – 26 April 2023

Form of training: attendance

The seminar is intended for employees of expert positions and specialists providing services in the AZ. The seminar is intended for employees in managerial and expert positions from the Labour Office Directorates providing services to employers. The increased expectations of the clients and partners of the Employment Agency for obtaining effective intermediary services require the continuous development of the competences of the labor mediators. The methodological seminar applies and builds on established principles of work in the Labor Office Directorates, which are related to the application of a proactive approach in managing relationships with employers as a key element for the provision of quality employment services. The seminar will contribute to the formation of a positive attitude in the participants and practical skills for effective interactions with employers. Participants will have the opportunity to expand their knowledge and skills regarding analysing major problems and bottlenecks in dealing with employers, while improving their ability to deal with objections. This, in turn, will also contribute to the development of more efficient bargaining techniques. Successful graduates will be issued a certificate of participation according to an approved standard of CHRDRİ.

For information and registration:

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PREVENTION OF CONFLICTS OF INTEREST IN THE PUBLIC ADMINISTRATION

Information seminar, 25 April 2023

Form of training: videoconferencing

The seminar is intended for employees in managerial and expert positions from the general and specialized administration of MLSP and SLUs to the Minister of Labour and Social Policy

This specialized information seminar is dedicated to the clarification of basic provisions in the legal framework in order to carry out effective prevention and prevention of conflict of interest in the state administration. During the seminar, points of principle of the Conflict of Interest Prevention and Ascertainment Act will be clarified, and special attention will be paid to the legal definition of conflict of interest, the procedure for identification and sanctioning, etc. During the discussion sessions, participants will have the opportunity to ask their questions and ask case studies related to the exercise of their daily duties.

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

For information and registration:

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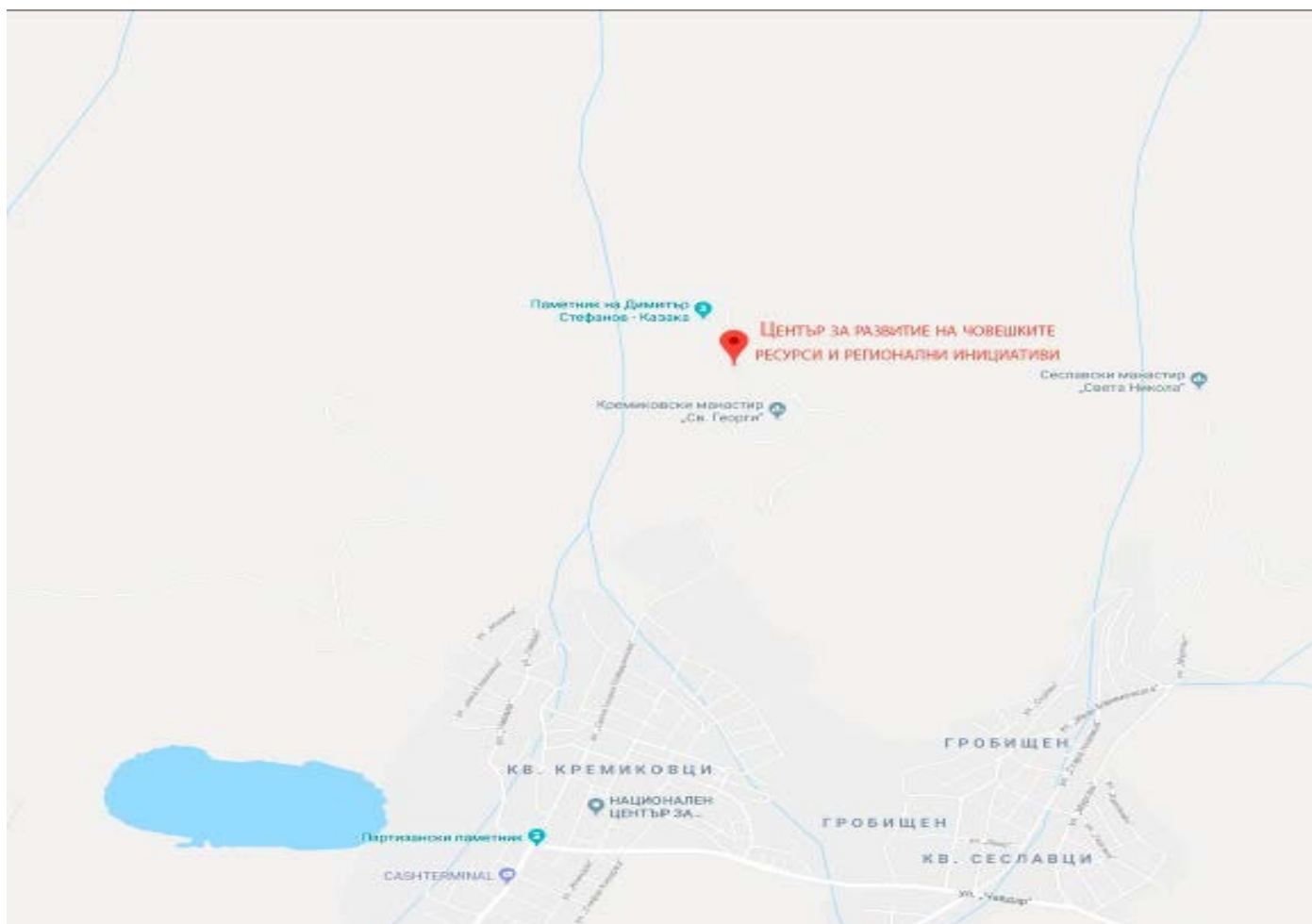
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