



INVESTING IN PEOPLE

MINISTRY OF LABOR AND SOCIAL POLICY
CENTER FOR HUMAN RESOURCES DEVELOPMENT
AND REGIONAL INITIATIVES



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BULLETIN



IN FOCUS



**ANNUAL RESEARCH OF THEE
TRAINING DEMANDS AMONG STATE
ADMINISTRATION EEMPLOYEES**



**TRAINING PLANS FOR 2023: BUILDING ON
WHAT HAS BEEN ACHIEVED AND MEETING
NEW CHALLENGES IN THE WORK OF THE
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**SCHEDULE OF TRAININGS FOR
JANUARY**



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IN FOCUS

The end of the previous year and the beginning of the new one is a period for planning the annual activities in the two main directions in which CHRDMI works – trainings for the administration of the labor market administration and in the social sphere, and courses for qualification and retraining of unemployed people.

The planning of the trainings for the state administration is carried out on the basis of a nationwide survey of training demands, where questionnaires are filled in both by employees in managerial and expert positions from the MLSP and Second Level Spending Units to the Minister of Labor and Social Policy, as well as by the institutions themselves. You can read more about the trainings for the state administration and the results of the survey below in this bulletin.

The schedule of trainings for professional qualification and retraining for 2023 includes 23 new courses in first, second and third qualification degree and part of a profession, as well as 6 trainings in key competences. Nearly 530 unemployed people will be trained there, which will create opportunities for their better achievements on the labor market. The new courses will start in February and information about them will be published on the website of CHRDMI.

Along with the activities for planning trainings, the ongoing work on the vocational qualification and retraining courses that began in 2022 continues. Currently, students in the specialties "Software" (2 groups), "Production of culinary products and beverages", "Text-processing" and "Administrative Services" are being trained.

A seminar on "The future of work – changes in jobs and new requirements for the skills of the workforce and its education" on 17 and 18 January will be held, designed for employees in managerial and expert positions from MLSP, EA and Executive Agency "CLI", engaged in the development and implementation of labor market policies.

THE ANNUAL SURVEY OF TRAINING NEEDS AMONG STATE ADMINISTRATION – A TOOL FOR DETERMINING THE DIRECTIONS OF DEVELOPMENT OF THE TRAINING SERVICES OF THE CENTER

In an effort to provide high-quality specialized training for the administration of the labor market and in the social sphere, CHRDMI places in the heart of the planning of trainings carried out in the autumn of the previous year study on training needs. This is an opportunity for employees and institutions themselves to identify topics and problem areas in which they would like to increase their knowledge and skills in view of the dynamics of the professional field in which they work.

The study of training demands for 2023 was carried out in the period October–November 2022 by the CHRDMI team, assisted in this responsible work by external consultants – sociologists. The data are summarized in a report that is the starting point for the development of the Operational Training Plan for 2023.

The nationwide sociological survey on the training needs in the system of the Ministry of Labor and Social Policy and SLUs to the Minister of Labor and Social Policy, conducted in the autumn of 2022, pursues several substantive objectives. First, it provides data on the quality of the CHRDMI seminars. Secondly, the information obtained is the basis of the annual planning of trainings for the state administration. Third, it contributes to the future development of the training services of the Center by analyzing the efficiency of teaching methods and forms, and the functioning of digital products.

The survey provides, on the one hand, aggregated statistical information on problem areas where additional knowledge and skills should be acquired by employees and, on the other, outlines the challenges before CHRDMI as an institution that should meet these needs. This process covers both the level of selection of themes for the coming year and more comprehensive trends, such as expectations for methods, forms and duration of trainings.

Due to increased interest, the number of participants in the survey and the analysis respectively is based on more than 800 submitted questionnaires, including employees in managerial and expert positions from the system of the Ministry of Labor and Social Policy and SLUs to the Minister of Labor and Social Policy from all over the country. The survey covers, on one hand employees in managerial and expert positions, and on the other – detects the needs of employees to develop knowledge and skills with those of the relevant institutions, reflected in the institutional questionnaires submitted by them and structured differently.

The most recognizable form of training is the two-day methodological seminar, which, according to the survey results, is preferred by 47.4% of the participants. This is the most offered type of training by CHRDMI and traditionally established as particularly successful. Responding to this trend, the 2023 Administration Training Plan offers 8 methodological seminars, creating an opportunity for in-depth knowledge on a particular theme. Themes reported as particularly necessary, including social work with children at risk, regulations governing the granting of social benefits, monitoring the quality of social services, increasing the capacity of labor intermediaries to work with clients and employers, the provision of electronic intermediary services, etc. are carefully analyzed and included as separate trainings.

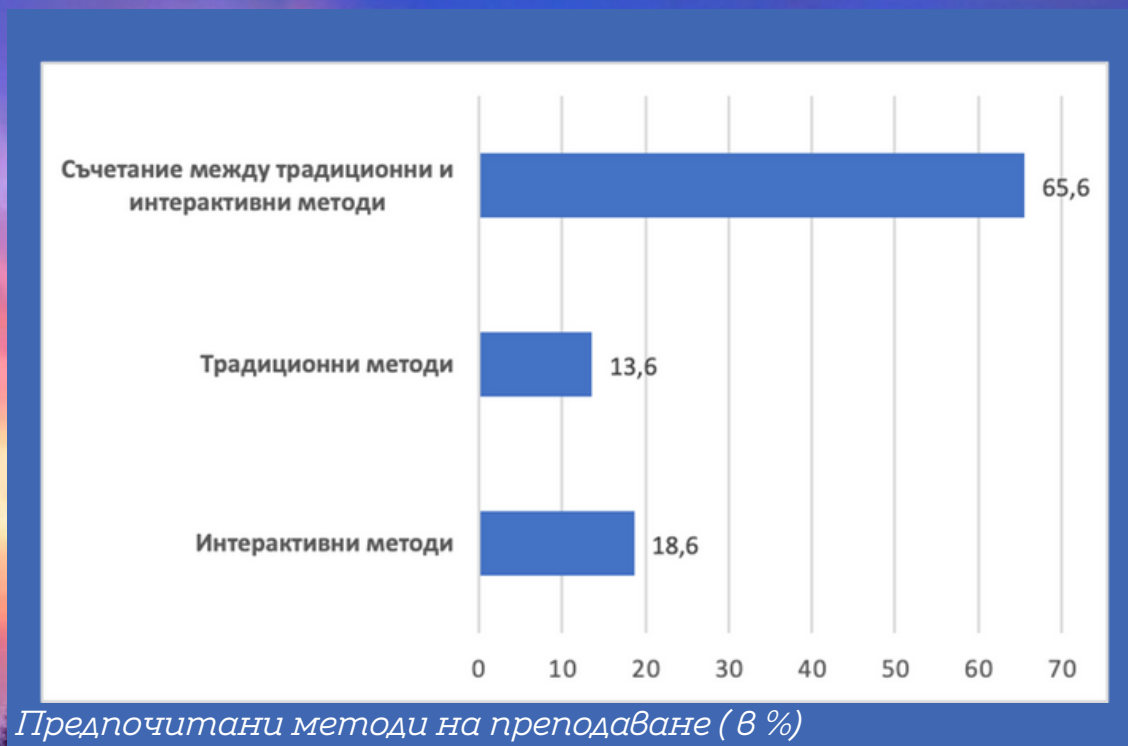
Employees from all levels of the administration report the need to upgrade specific skills for work. The workshops as a form of education introduced at the Centre since last year fully meet this need. This format is preferred by 39% of the participants, evident from the survey data. In response to these needs, the Operational Training Plan of the State Administration for 2023 includes 8 workshops, the topics covering the development of skills for the implementation of the Social Services Act and the mechanism of personal assistance, conducting an interview with persons with permanent disabilities necessary for the preparation of an individual needs assessment, practical skills in the preparation and implementation of the control and monitoring of the provision of social services, job interview and recruitment for the state administration in the digital environment, etc.

In addition to specific themes, the needs survey also provides information on preferred forms of teaching. It is noteworthy that despite the facilities offered remote and videoconferencing form of training, the majority of employees give their preference to in-person training, offering the opportunity for direct live communication between lecturers and participants. In response to this trend, which is likely to be influenced by the need to return to face-to-face communication after the pandemic, the majority of trainings in 2023 will be conducted in-person. At the same time, however, the team of the Center will continue to develop training in a digital environment in part of the trainings.



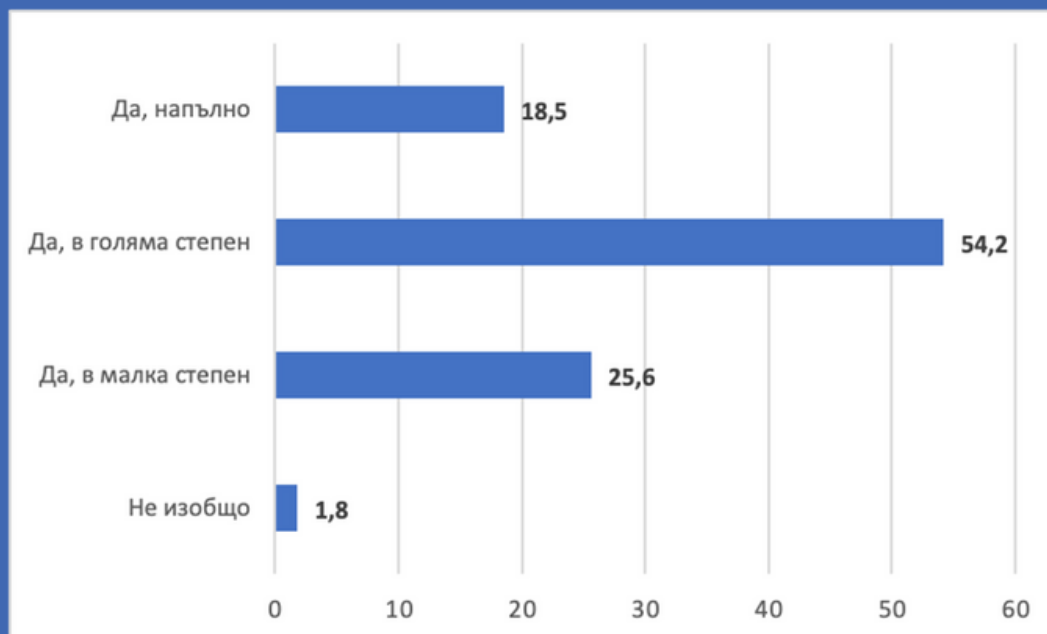
Among the teaching methods, almost two-thirds of the surveyed employees of MLSP and SLUs to the Minister of Labor and Social Policy prefer the combination of traditional and interactive methods, which is most common in the design of trainings for the state administration in CHRDMI. The methodological team of the Center, using the experience gained over the years, will continue to work in this direction, supporting the lecturers in planning and conducting this type of training. The lecturer's club, being a digital product with its main objective the implementation

of separate discussions between lecturers and methodologists, will have an essential role in formulating and forming guidelines for the approbation of new techniques and methods of training.



Among the digital products of CHRDR I intended for direct work with participants, highest rate have the distance learning platform Moodle and the external website, and the lowest rate has the social network Smartnet. The development and promotion of Smartnet both among the administration employees and unemployed persons attending courses at the Centre is a task that shall concentrate the efforts of our team in 2023. The work of this digital product will be conceptually reformulated by preparing a new strategy for its promotion.

The study confirms the overall high assessment of the quality of the trainings conducted at the Center. 54.2% of the participants in the survey are adamant that their involvement in CHRDR I training contributes to a better performance of their duties in the workplace, and over 98% are positive regarding the practical applicability of the acquired knowledge and skills to a greater or lesser extent.



Степен на приложимост на получените знания в работния процес (в %)

According to the participants in the study, the positive effect of inclusion in the trainings of CHRDR I is expressed in increasing knowledge (97%), skills (87.7%) and building new business contacts (82.7%) This high efficiency of the training process, reported by the participants, is a sign that the approach of providing training aimed at the needs of the group over the years is particularly successful and should be continued.

The information obtained from the survey serves as a basis for planning of the Centre's activities in 2023 as to respond to the direct needs of both trainees and institutions, which is highly appreciated by both parties. The data obtained has a leading role in the selection of the scope of themes, format and type of trainings planned during the year in view of their practical applicability and further improvement of the quality of the training services of the Center.

TRAINING PLANS FOR 2023: BUILDING ON THE ACHIEVED AND MEETING NEW CHALLENGES IN THE CENTER'S WORK

CHRDRI prepares two training plans in the beginning of the year corresponding to the two main directions of its activity – the Operational Plan for training of the state administration of MLSP and SLUs to the Minister of Labor and Social Policy and the Schedule of trainings under the National Action Plan for Employment for 2023. Main objective in either direction is to build on the experience and expertise of CHRDRI in planning and conducting these trainings and meet the new challenges. The work on the Schedule for courses for professional qualification and retraining of CHRDRI starts in the autumn of the previous year, taking into account the results from the trainings based on the methodology for return on investment, and conducting its' own survey on the tendency of employers to hire trained staff in certain specialties and the short- and long-term labor market developments contained in the Employment Agency's analyses. Especially important in shaping the training plan is the process of direct communication with colleagues from the Employment Agency, who share their observations from their daily work on advising clients of the Labor Office. The summarized information from these different sources serves as argument for their proposals to include new courses in the training plan for the next calendar year or to drop out others that have become outdated in view of the new trends.

Based on the needs identified in this way, in the upcoming academic year there is a clear tendency to increase the number of longer courses of the second and third qualification degree due to the better opportunities for receiving a job. In line with the increased demand on the labor market, the number of professional trainings in the field of digital technologies will be increased and training in a new specialty "Computer Networks" will be offered. Specialties such as "Administrative Services", "Production of Culinary Products and Beverages", "Operational Accounting" will remain in 2023, along with the newly offered courses for "Marketing Research" and "Manicure, Pedicure and Nail Plastics". A clear trend is conducting the practical classes with external companies in cooperation with the Center, which contributes significantly to the better realization of the students. More than 350 people are expected to undergo trainings, thus meeting the needs of a larger number of people to get the opportunity for professional qualification and retraining.

The operational plan for trainings intended for employees in managerial and expert positions from the MLSP and SLUs to the Minister of Labor and Social Policy is based on a study of the needs for training in the state administration, carried out in the autumn of the previous year. In response to the identified needs, the Center will offer a variety of themes suitable for employees of the general and specialized administration. As a result of the necessity identified through the research, more themes related to building skills common to the representatives of different administrations will be included – working with personal data, conflict of interest, as well as legal issues such as amendments and supplements to the Administrative Sanctions and Violations Act, the Public Procurement Act, etc. The need for better knowledge of the legal framework established among representatives of the specialized administration is reflected by the inclusion of themes dedicated to social services, social assistance, individual needs assessment, etc.

It is also a challenge to meet the different needs that representatives of different target groups have to upgrade knowledge and skills. It is for this purpose that the Center offers various forms of training – workshops, methodological and information seminars. Methodological seminars are trainings with an extended scope on themes such as policies, programs, strategies and regulations, studies, etc. Workshops include classes with a primarily practical focus and develop certain specific skills. Information seminars provide brief explanations or updates on a specific theme.

The plan for the upcoming academic year includes 24 methodological seminars, workshops and information seminars, as well as one international initiative, with more than 530 participants. In response to the challenge for providing trainings on new, specialized labor market administration and social issues, the 2023 plan covers 64% new themes. Face-to-face, videoconferencing and remote forms will be covered, depending on the respective training.

An international meeting for exchange of experience and good practices in providing social services for vulnerable groups of the population is planned too.

The first courses for 2023 will start in February with "Word Processing", "Operational Accounting", "Marketing Research" and "Manicure, Pedicure and Nail Plastics" together with workshops for employees of the state administration on the "Amendments and supplements to the APA and APC" and the "Personal Data Protection – Current Issues of Legislation".



SCHEDULE OF TRAININGS FOR JANUARY

БЪДЕЩЕТО НА ТРУДА – ПРОМЕНИ В РАБОТНИТЕ МЕСТА И НОВИ ИЗИСКВАНИЯ КЪМ THE FUTURE OF LABOR – CHANGES IN JOBS AND NEW DEMANDS ON THE SKILLS OF THE WORKFORCE AND ITS EDUCATION

Methodological Seminar, 17-18 January 2022

Form of training: In-person attendance

*The seminar is intended for employees in managerial and expert positions from MLSP, EA and EA
CLI*

The training will begin by defining the new forms of labor, discussing their advantages and disadvantages. In the course of the training, topics related to the quality of the workforce as a factor for economic development and social growth, the coordination and interaction of institutions in the formation of labor market policies, as well as the current aspects of policies for the development of the workforce in the field of vocational education and training, programs and measures on the labor market will be addressed. Examples of new forms of work from different EU countries will also be examined.

The seminar aims to raise the awareness of the participants about the professions of the future and the requirements for the skills of the workforce and its education, while also forming knowledge of approach in the development of policies to meet the contemporary challenges of the labor market and employment. In addition to a lecture presentation, the seminar also provides for work in small groups and case studies.

Participants will receive a certificate of participation according to an approved standard of CHRDR.

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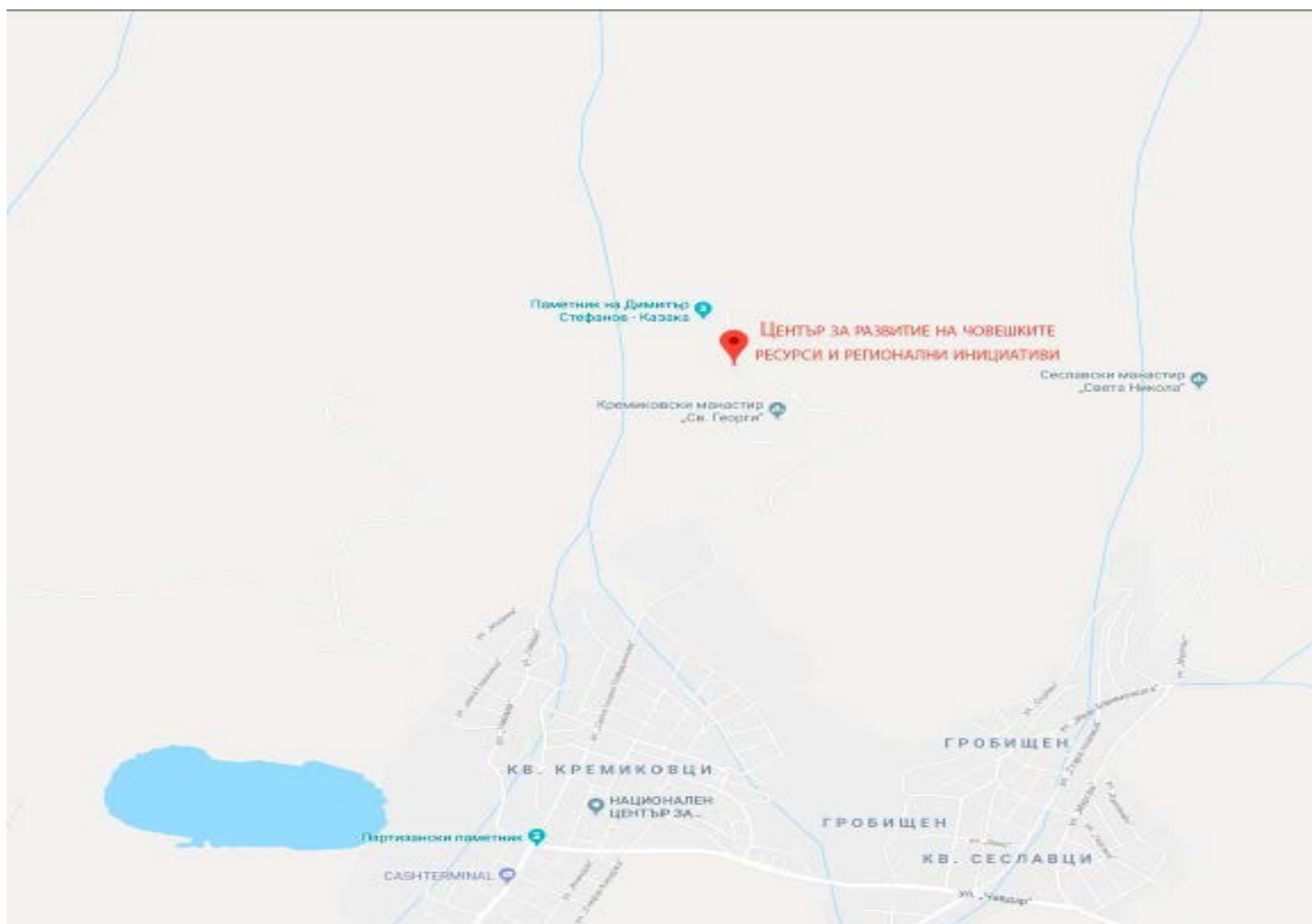
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