



MINISTRY OF LABOUR AND SOCIAL POLICY

INVESTING IN PEOPLE

CENTRE FOR HUMAN RESOURCE DEVELOPMENT AND REGIONAL INITIATIVES

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BULLETIN



IN FOCUS



MONITORING OF THE TRAINING SERVICES
PROVIDED AS A BASIS FOR IMPROVING
THE QUALITY OF VOCATIONAL COURSES



WHAT QUALITY TRAINING MEANS: OPINIONS
OF STUDENTS, LECTURERS AND EMPLOYEES
OF THE CENTER



WE OPEN THE FIRST DISCUSSION
IN THE LECTURER'S CLUB FOR 2023



TRAINING SCHEDULE FOR
FEBRUARY



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ПЛАТФОРМА ЗА
ДИСТАНЦИОННО
ОБУЧЕНИЕ



The new training year at CHRDMI starts in February with four courses for professional qualification for unemployed people and two seminars for representatives of the state administration.

The training calendar of the courses for this month includes the already successful trainings in the specialties "Word Processing", "Operational Accounting" and "Manicure, Pedicure and Nail Art". The specialized trainings for employees in managerial and expert positions from the state administration in the social sphere and labor market are carried out in accordance with the schedule prepared and approved by the Director of CHRDMI at the beginning of the year. Following the established as successful model of offering different types of seminars according to their specific purpose, the Center will offer again to the employees of MLSP and Second-level spending units to the Minister of Labour and Social Policy information seminars, workshops and methodological seminars. Two information seminars will be held this month, dealing respectively with topical issues of the legal framework in the protection of personal data and the work on the implementation of the Administrative Violations and Sanctions Act and the Administrative Procedure Code.

In parallel with the trainings, the Center carries out comprehensive methodological work in cooperation with the lecturers. Part of this work is to analyse the quality of the trainings offered and to prepare recommendations for its improvement and to hold discussions in the Lecturer's Club, in search of cooperation with the lecturers in proposing and developing new teaching methods and techniques. The 2022 Training Quality Report is published in this issue. Here we begin the first discussion in the Lecturer's Club for 2023.



MONITORING OF THE TRAINING SERVICES PROVIDED AS A BASIS FOR IMPROVING THE QUALITY OF THE VOCATIONAL COURSES

An essential element of the annual cycle of the organization for vocational training and retraining courses at CHRDMI is the analysis of the quality of trainings. In line with the current regulations and the rules for implementation of the Internal Quality Assurance System for Vocational Training, CHRDMI conducts a self-assessment of vocational training, summarizing the data in a report reviewing the achievements and the problem areas in which the efforts of the administrative staff of the Centre should be concentrated in the beginning of the year.

The results of the self-assessment, made on the basis of the criteria set by the National Agency for Vocational Education and Training, show the sustainability of the results achieved by the Center, taking into account a good level of quality of the courses conducted with a score of 66.83 points out of a maximum of 100 points.

Among the important achievements over the past year are the development of the dialogue with the business and the increasing of the opportunities for conducting practical classes in the production facilities of companies in the sector; implementation of trainings on key competences that support the realization of students on the labor market; the pre-selection of participants; the use of digital products and the constant quality monitoring to which all courses are subject.

In 2022, in response to the need to deepen the cooperation with the business, the Center expanded its partnership network with employers and social partners, which led to greater recognition of the Center as a provider of high-quality professional trainings and supported the easier realization of students in the labor market. An example of such successful cooperation is the partnership agreement between CHRDMI and Pastry Academy for the implementation of practical classes in the specialties "Production of culinary products and beverages" and "Production of confectionery", providing latest facility equipment and source materials for the production practice.

Taking into account the advantages of conducting practical classes in a real working environment, the Center makes efforts to provide excellent conditions for theoretical training in its own base. The training corpus of CHRDMI in Kremikovtzi has 9 classrooms and 5 computer rooms, 2 of which are newly equipped in 2022 with modern computer configurations. Internet access is provided throughout the building.

During the past school year, CHRDMI made substantial efforts to overcome the risks associated with the inhomogeneous nature of the training groups in the vocational training and retraining courses. Expanding the established successful practice for multi-level pre-selection of students, applied for several years in the trainings in the specialty "Software", the experts of the Center introduced this selection method for the course in the specialty "Production of confectionery". A particularly important role in terms of homogenization of the differences in the basic knowledge levels of the students has the implementation of training in key competences prior to the respective vocational qualification and retraining course. In 2022, the Center implemented one-week trainings on key competencies "Computer Skills", "Communication Skills", "Leadership Skills" and "Entrepreneurial Skills", which allowed the trainees to upgrade and systematise knowledge and skills that are important for their realization on the labor market in their chosen professional fields.

During the past school year, the Center continued the good practice to introduce digital products in the courses for unemployed people. Such was the participation of the students in forums and discussions in the Smartnet – the network that brings together the students of CHRDMI; their appearance in the monthly e-newsletter with interviews, the use of digital resources – learning materials and additional sources published in the digital training platform Moodle and the CHRDMI e-library.

In addition to the annual report on the quality of vocational trainings, the quality of each course is also subject to continuous internal monitoring using the Return on Investments in Trainings (ROIT) evaluation method. It is used to measure learning outcome in terms of their effect on the work process, taking into account the effectiveness of the training by evaluating participants' satisfaction with the learning process,

the degree of improvement of their knowledge and skills, the change in behavior in the workplace and the applicability of what they learn in everyday work. In 2022, 61.33% of all students who have completed professional trainings at the Center show a high degree of satisfaction. By conducting telephone interviews with graduates a year after the completion of the training, our team also keeps track over the long-term effect of the investment in vocational training in terms of whether they have managed to realize themselves on the labor market, to what extent they apply in practice the acquired knowledge and skills, etc.

A particularly valuable resource for the implementation of quality and practice-oriented vocational training is the attraction of experienced lecturers with high professionalism in the field and the establishment of successful models for providing methodological support. The preparation of each of the trainings includes a continuous dialogue between lecturers and methodologists for establishing the most successful approaches and techniques for good transfer of knowledge and for strict compliance of the material with the state educational requirements. In addition to the individual consultations with each lecturer, and by means of the discussions in the Lecturer's Club the Center is also engaged in the development of its own methodological resources to support the lecturers in their work.

The corrective measures outlined in the report outline areas where the efforts of the CHRDRI team should be focused in the upcoming year. These include strengthening the dialogue with the employment offices; seeking opportunities to train individuals in various training forms, including funding activities to support or upgrad the training services and expanding the partnership network with employers and social partners.

The Annual Quality Assessment Report on Vocational Training confirms the trend of sustainable development of CHRDRI as a provider of quality training services. This is an objective assessment, carried out through predefined criteria, for the work of the Centre as an institution with traditions in the field of vocational training and open to the innovations in this field.

WHAT QUALITY TRAINING MEANS: OPINIONS OF STUDENTS, LECTURERS AND EMPLOYEES OF THE CENTER

Yana Penkova, Expert in the Educational Activities Department of CHRDRI

What do we mean by quality training? There are several important criteria to define quality training. First and foremost is the development and accessibility of adequate and proper training plans that are specific for every training. Second, that is the extremely important symbiosis between the lecturer, providing the training, the students and the methodologist standing behind with his active work on the training plans. The methodologist may edit, if necessary, following the appropriate methodological steps, in order to improve the program, and meet the respective target group learners, and that is one of the important steps to achieve quality training!

Knowing the target group is of key importance for achieving quality training. The lecturer needs to fit in a newly set training with the relevant materials and the methodologist has to adapt the program and materials to be accessible precisely for the specific target group being aware of its characteristics and features.

Silvia Gavrailova, Lecturer in Management and Marketing

For me, quality training is what gives a sound theoretical foundation and connects it with practice. As a lecturer at the Center for Human Resource Development and Regional Initiatives, I strive to give just that. Theory is the foundation that helps us to stand firmly on what we are talking about. We explain it by means of examples from the Bulgarian and world-class experience. Often, I use my personal experience to explain how this theory helps me in working with clients. In the practical tasks we do, I put all of the above to create the new and unique. This is how we build on and understand the theory and we can say that the material has been mastered.

Ina Belcheva, expert in the Educational Activities Department of CHRDRI, started working at the Center after successfully completing a course for improving the professional qualification

I completed a course for professional qualification and retraining in CHRDRI. At first I did not expect anything, because it was a state funded course, but even within the short-term of the course, which was one month, I found out that there is an opportunity for a person to gain new knowledge and confidence to change his future. In my case, this happened, I was very pleased with the organization of the course, with the colleagues I met, with the lecturers who assisted us in every way to master the new skills and knowledge. We had the opportunity to evaluate our knowledge and the quality of teaching on the go, thus ensuring the quality of training that we received.

**The editorial team of the newsletter
would like to thank the participants in
the interview!**

HEREBY WE LAUNCH THE THE LECTURER'S CLUB FIRST DISCUSSION FOR THE YEAR

Dear lecturers and methodologists,

We are grateful for your work at the Center, for your dedication and activity, that are highly appreciated by both the students in the courses for professional qualification and retraining, and by the employees of MLSP and Second Level Spending Units to the Minister of Labour and Social Policy who took part in the methodological and information seminars and workshops during the past calendar year.

Please feel kindly invited you to take part in the first discussion at the Lector's Club for this calendar year, by sharing your opinion on the following:

What changes do you think can be made in the organization and implementation of the trainings of the Center to facilitate and improve your work?

We purposefully leave the discussion as open as possible to your proposals. As starting points, we would direct you to think:

Are there moments in the organization of trainings that you would improve and in what way?

How effective is your work with our methodologists and how would you optimize it?

How do you think the Centre's e-products can be more effective?

Do you have any other general recommendations regarding the Centre's activities?

Thank you for your participation in advance! We wish you a successful and prosperous training year!



TRAINING SCHEDULE FOR FEBRUARY

WORD PROCESSING

Period: 6 February – 3 April 2023

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

The course in word processing is designed for unemployed people who, during their training, will acquire knowledge for working with the basic computer programs necessary for the performance of standard office tasks. They will develop skills to search for information, to participate in the preparation and development of technical and technological information, to carry out operational activities related to document processing – typing, printing and exchange of text files, as well as working with spreadsheets. Upon completion of their training, the students will know the requirements of the normative documents regulating the relevant activities and will be able to handle the administrative procedures in the performance of standard office tasks.

All successful graduates will receive the first degree of professional qualification in the profession of "Computer Operator" and a certificate of acquired competencies.

For information and registration:

Milan Milanov, milan_milanov@chrdri.net

MARKETING RESEARCH

Period: 13 February – 19 June 2023

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

For a second year now, CHRDRİ will offer to the unemployed persons registered at the labor offices at the place of residence training in the trendy specialty "Marketing Research", with two courses planned to be held in the periods February – June and July – November respectively.

The duration of the course is 660 hours and includes classes in general and specific vocational training. The classes provided for general professional training include topics related to acquiring of knowledge in economics relating to enterprises, marketing and management. During the specific training in the profession, students will have the opportunity to get acquainted with methods for marketing research, advertising, social media marketing, digital marketing, etc.

The successful students at the state exams in theory and practice will receive a certificate for professional qualification in part of a profession, and the acquired skills will support their further realization on the labor market. Suitable jobs for these graduates would be marketing agencies or consulting companies that conduct custom market research, as well as marketing departments of companies operating in all sectors of the national economy.

For information and registration:

Nadia Georgieva, nadya_georgieva@chrdri.net

MANICURE, PEDICURE AND NAIL ART

Period: 20 February – 26 June 2023

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

The course may include persons registered as unemployed at the employment offices of their place of residence. The course of training has 660 hours, as per the Vocational Education and Training Act and the state educational requirements for the profession of "Manicurist - Pedicurist".

During the training, students will master the general and specific disciplines of the profession, will study special subjects including biological and anatomical knowledge of skin and nails, pathologies and diseases, hygiene and disinfection, techniques for providing manicure and pedicure, techniques for working with tools and accessories, etc.

To the successful graduates of the course will be issued a certificate for professional qualification second degree, as per Ordinance 2 / 22.06.2018 of the Ministry of Education and Science on the documents for vocational training of persons over 16 years of age.

For information and registration:

Ina Belcheva, ina_belcheeva@chrdri.net

PERSONAL DATA PROTECTION – CURRENT REGULATORY ISSUES

Information seminar, 23 February 2023

Form of training: In-person attendance

The seminar is intended for employees holding managerial or expert positions in the general and specialized administration of MLSP and Second-level spending units to the Minister of Labour and Social Policy

The information seminar, dedicated to the current issues of the legal framework for personal data protection, is intended for employees of managerial and expert positions from the general and specialized administration of MLSP and Second-level spending units to the Minister of Labour and Social Policy.

It will create an opportunity for participants to grow deeper knowledge of the legal framework for the personal data protection at European and national level and of the functions of the European Data Protection Board. In the form of a lecture and presentation of audio-visual materials, questions and answers, and solving practical tasks, the participants will receive a clear perception on the role and tasks of the personal data protection officers.

In the second session of the information seminar the practice for application of the rules for personal data protection and the personal data protection in an employment and business context will be discussed. The participants will have the opportunity to raise questions and cases from their daily practice during the planned structured discussion.

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

For information and registration:

Virginia Todorova, virginia_todorova@chrdri.net

OPERATIONAL ACCOUNTING

Period: 27 February – 23 August 2023

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

The vocational course in operational accounting is aimed at unemployed persons registered at the employment offices of their place of residence. During the course they will acquire knowledge and skills on the rules for maintaining safe operation of equipment and machines in the workplace; the rights and obligations of the worker in the labor process under the Labor Code and the contractual relationship between a worker and an employer; the main economic categories; the legal framework regulating the accounting activity; accounting operations and the technology of their implementation, etc. The training will finalise with state exams in theory and practice.

The participants to complete the course successfully will be issued a Certificate for acquiring part of a profession according to Ordinance No 4 / 16.04.2003 of the Ministry of Education and Science.

For information and registration:

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AMENDMENTS TO THE ADMINISTRATIVE PENALTIES AND VIOLATIONS ACT AND THE ADMINISTRATIVE PROCEDURE CODE

Information seminar, 28 February 2023

Form of training: In-person attendance

The seminar is intended for employees in managerial and expert positions from the general and specialized administration of MLSP and Second-level Spending Units to the Minister of Labor and Social Policy, engaged in the implementation of the Labor and Social Policy Act

This one-day seminar aims at providing basic guidelines on the amendment of the Administrative Offences and Penalties Act. In the form of a lecture the new aspects in the proceedings before the district court will be presented – proceedings for judicial review of the legality of the acts of the sanctioning authority – subject to challenge acts of the sanctioning authority – time limits for contestation; participants, entities and parties to the proceedings before the district court; legal representation of the parties; awarding costs of participation in the proceedings will be presented. The Settlement agreement before the sanctioning authority will also be reviewed. In the second part of the information seminar special attention will be paid to the new moments in the Administrative Procedure Code.

Particularly important is the opportunity for the exchange of experience and good practices in the form of practical discussions, which will contribute to the practical application of the knowledge and skills obtained. The participants will be issued a certificate of participation according to an approved standard of CHRDI.

For information and registration:

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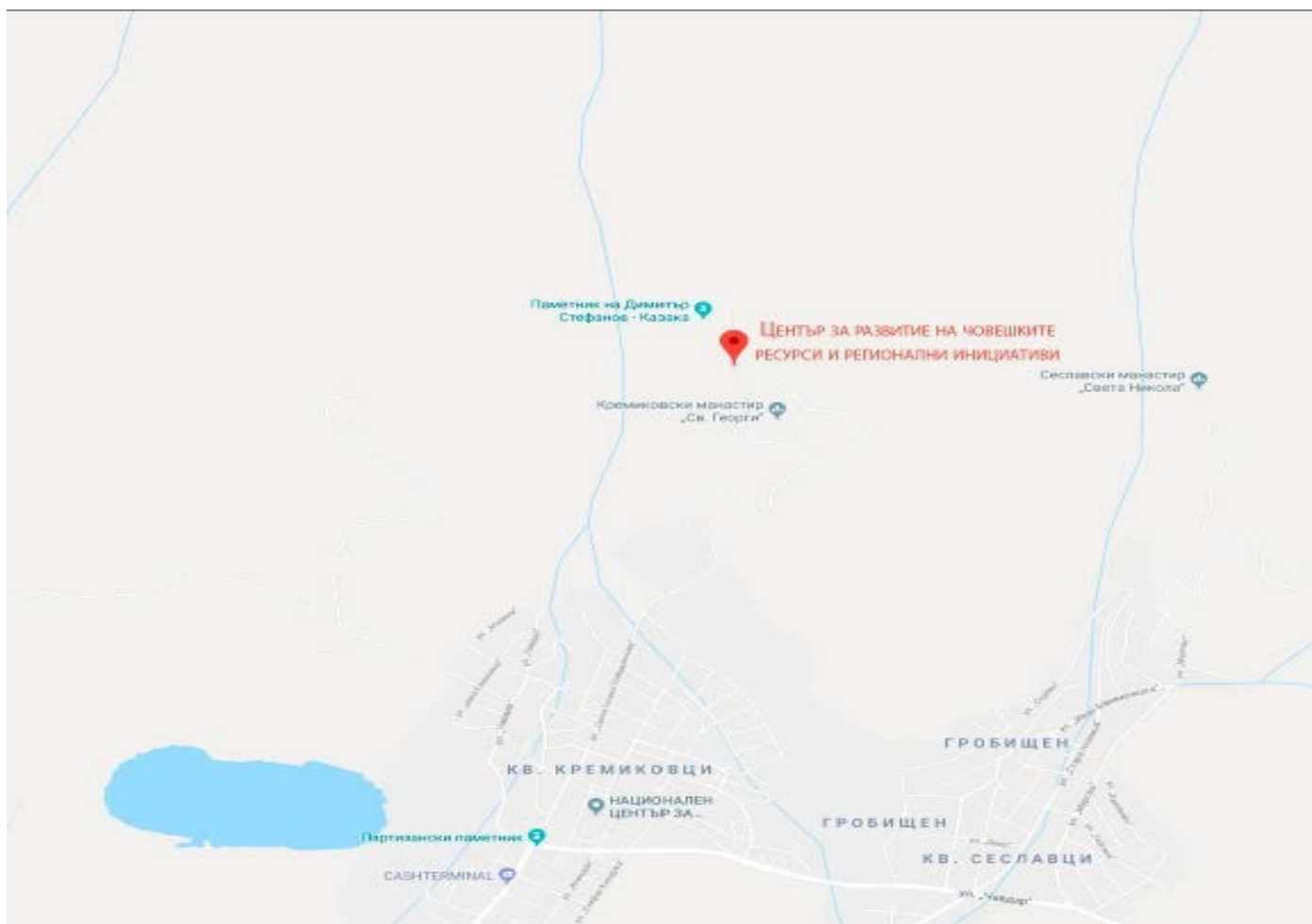
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