



Data analysis - Research among the VET centers in Bulgaria

National Agency for Vocational Education and Training

RESEARCH

According to data from the Information system of NAVET

- ▶ 40 VET centers conduct training in the profession "Mediator of the labor market";
- ▶ 106 VET centers conduct training in the profession "Social assistant" and
- ▶ 177 VET centers conduct training in the profession "Social work assistant"

or a total of 249 VET centers from across the country - 33% of all licensed centers have attitude towards the research topic.



RESEARCH

- ▶ The survey was approbated in 14 VET centers throughout the country
- ▶ The survey was disseminated on paper and in electronic form - by email

Profile of the respondent VET centers:

- ✓ Experience in conducting vocational training of persons with disabilities;
- ✓ Conducted professional training for acquiring professional qualification in professions as follows:
 - „Mediator of the labor market “;
 - „Social work assistant “;
 - „Social assistant “
- Type of used research scale: 4- fully applicable, 3- partially applicable, 2- applicable to a small degree, 1- not applicable

USER ENGAGEMENT

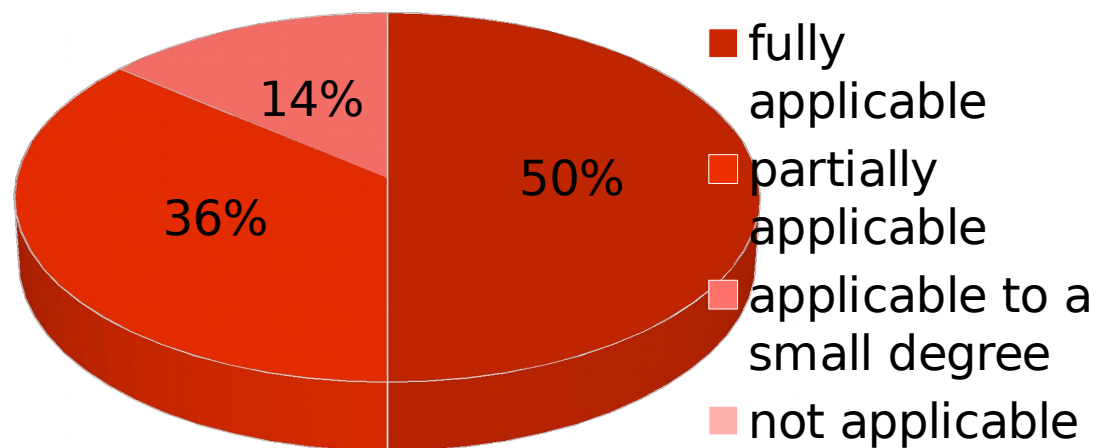
1st question: Basic skills of personal autonomy that facilitate the social and labor integration of people with disabilities:

- ❑ ***Connecting of daily activities with skills for independence which the people with disabilities (PwD) should develop***

VET surveyed:

- ✓ 50% (7 VET centers) give a degree of applicability 4, i.e. consider to be fully applicable;
- ✓ 36% (5) give a degree of applicability 3;
- ✓ 14% (2) give a degree of applicability 2;

USER ENGAGEMENT

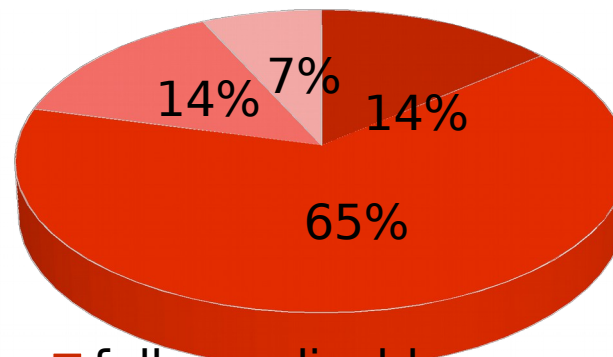


USER ENGAGEMENT

1st question: Basic skills of personal autonomy that facilitate the social and labor integration of people with disabilities:

❑ ***Information about public services and resources available to promote consumer access***

- ✓ 14% (2) of respondents indicate grade 4;
- ✓ 65% (9) indicate grade 3;
- ✓ 14% (2) indicate grade 2, and
- ✓ 7% (1) indicate grade 1- it is not applicable



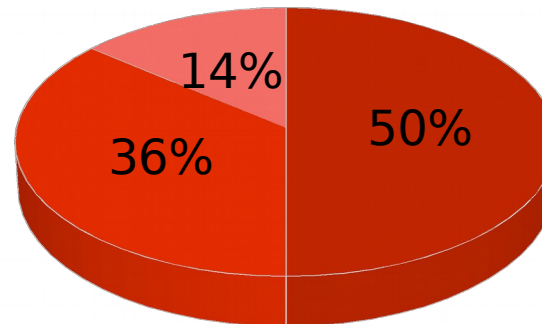
- fully applicable
- partially applicable
- applicable to a small degree
- not applicable

USER ENGAGEMENT

1st question: Basic skills of personal autonomy that facilitate the social and labor integration of people with disabilities:

□ ***Using techniques to promote self-determination and decision-making by PwD***

- ✓ 50% (7) of respondents indicate grade 4
- ✓ 36% (5) indicate grade 3,
- ✓ 14% (2) indicate grade 2



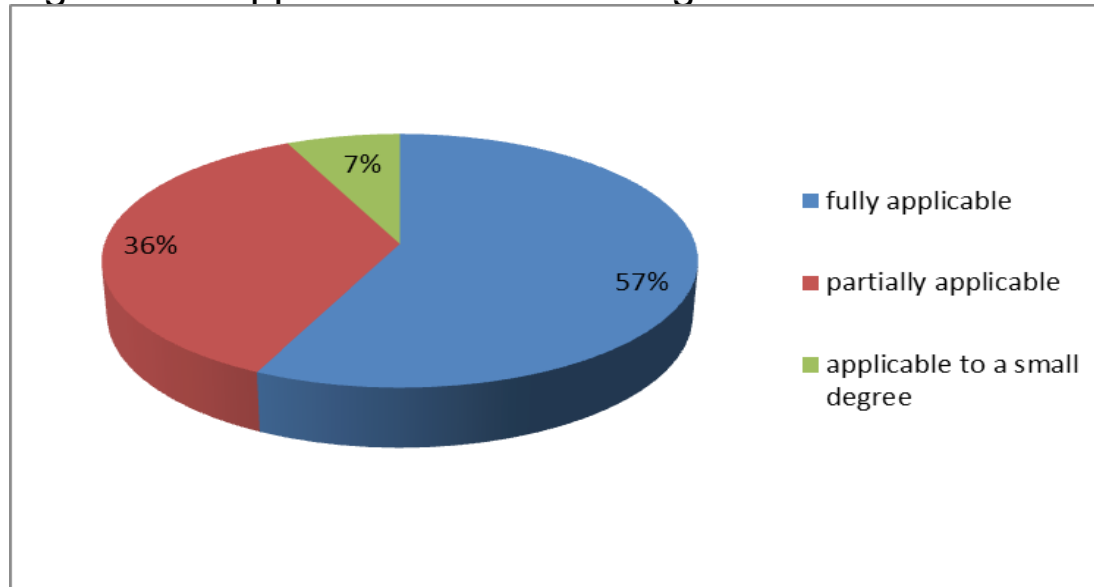
- fully applicable
- partially applicable
- applicable to a small degree
- not applicable

USER ENGAGEMENT

2nd question: Which of the following interventions will improve the social skills of PwD in the social and labor environment:

❑ ***Factors that promote the communication based on the needs of PwD***

- ✓ **57%** (8) of respondents indicate grade 4
- ✓ **36%** (5) indicate grade 3,
- ✓ **7%** (1) indicate grade 2- applicable to a small degree



USER ENGAGEMENT

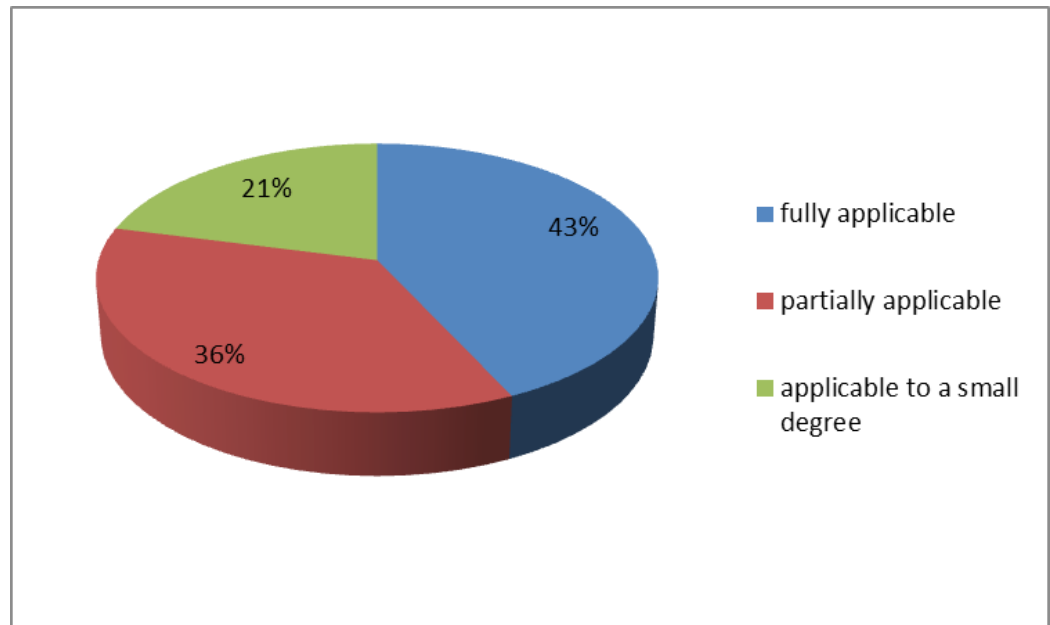
2nd question: Which of the following interventions will improve the social skills of PwD in the social and labor environment:

□ ***Strategy of improving social skills of users in the social and labor environment:***

43% (6) of respondents indicate grade 4

36% (5) indicate grade 3

21% (3) indicate grade 2



USER ENGAGEMENT

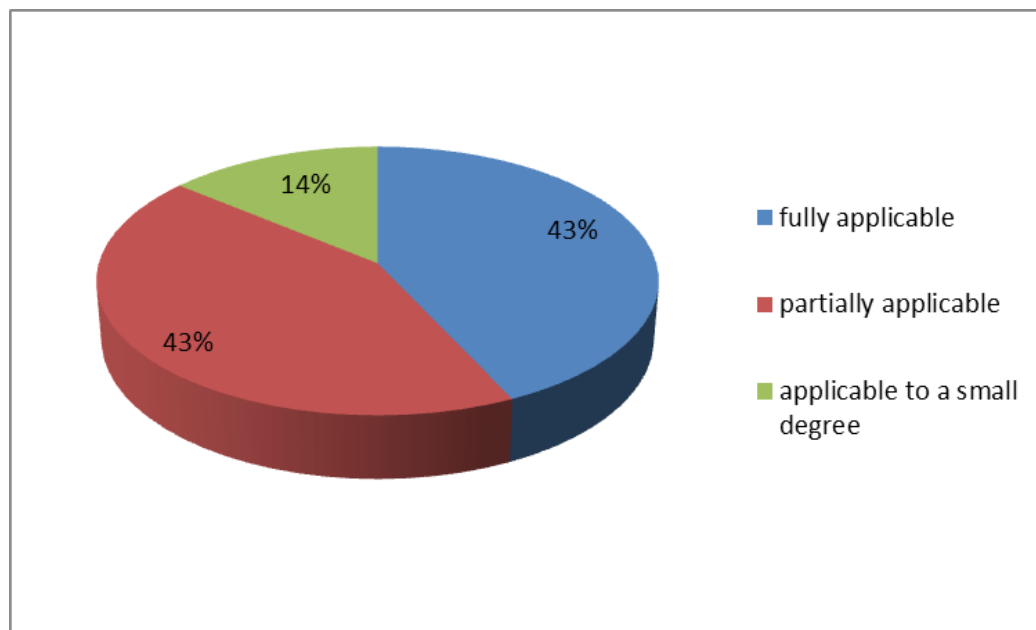
2nd question: Which of the following interventions will improve the social skills of PwD in the social and labor environment:

□ *Plan of improving the social skills:*

43% (6) of respondents indicate grade 4

43% (6) indicate grade 3

14% (2) indicate grade 2



USER ENGAGEMENT

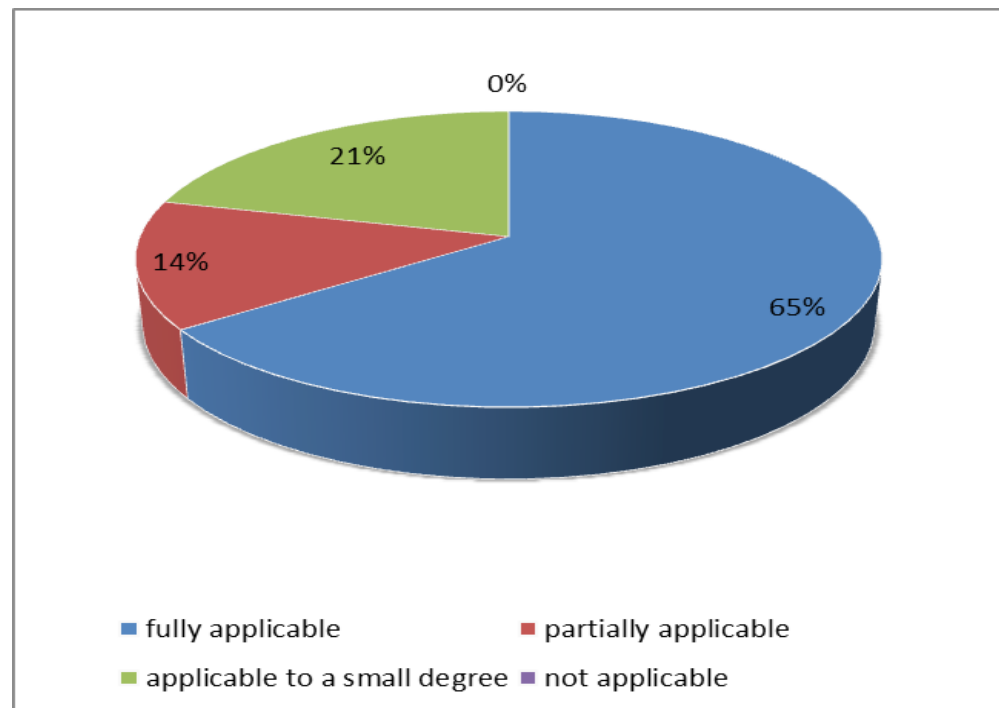
3rd question: Use of alternative communication systems

- **Communication skills of PwD and the use of alternative communication systems (e.g. assistive technology, sign language and other methods of communication):**

65% (9) indicate grade 4

14% (2) indicate grade 3

21% (3) indicate grade 2



USER ENGAGEMENT

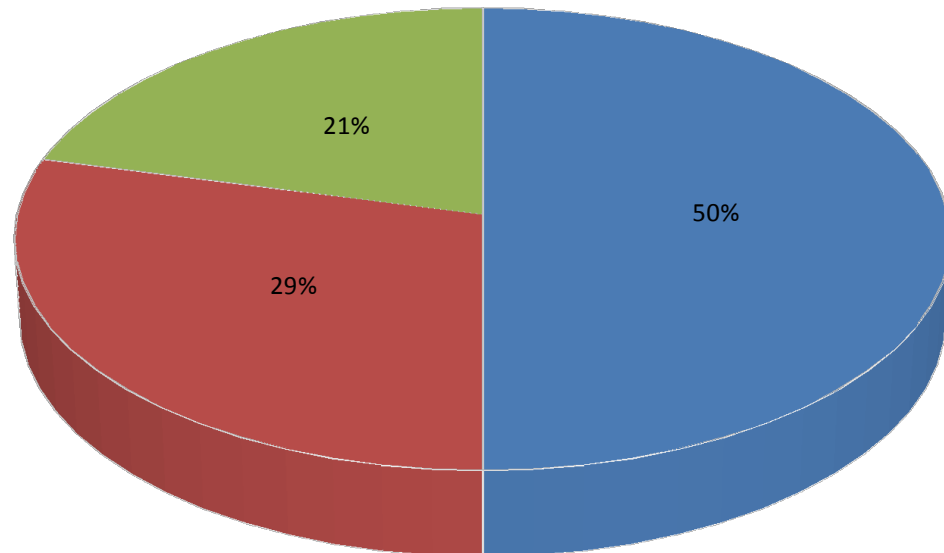
3rd question: Use of alternative communication systems

- ***Enabling factors and communication barriers that users may encounter at the workplace:***

50% (7) indicate grade 4

29% (4) indicate grade 3

21% (3) indicate grade 2



■ fully applicable ■ partially applicable
■ applicable to a small degree ■ not applicable

USER ENGAGEMENT

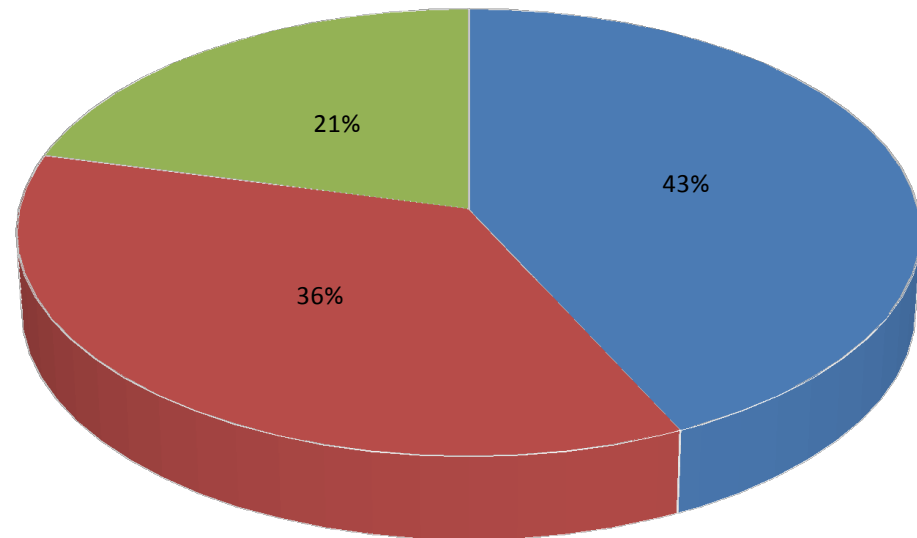
4th question: Select and use techniques and intervention strategies in situations of problem solving at the workplace

□ *Strategies and resources to overcome possible conflicts or tensions:*

43% (6) indicate grade 4

36% (5) indicate grade 3

21% (3) indicate grade 2



■ fully applicable ■ partially applicable
■ applicable to a small degree ■ not applicable

USER ENGAGEMENT

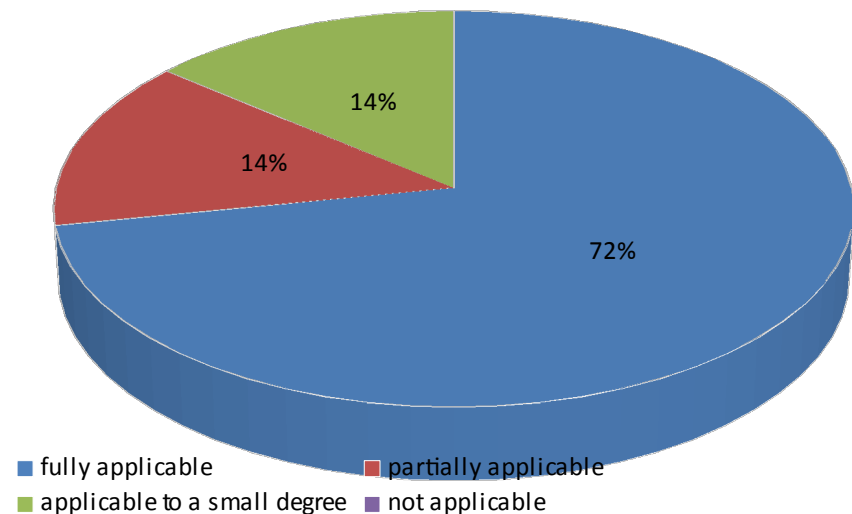
4th question: Select and use techniques and intervention strategies in situations of problem solving at the workplace

- *Share positive examples towards coping prejudice of the society (including at the workplace):*

72% (10) indicate grade 4

14% (2) indicate grade 3

14% (2) indicate grade 2



SUPPORT IN THE LABOR INCLUSION PROCESS

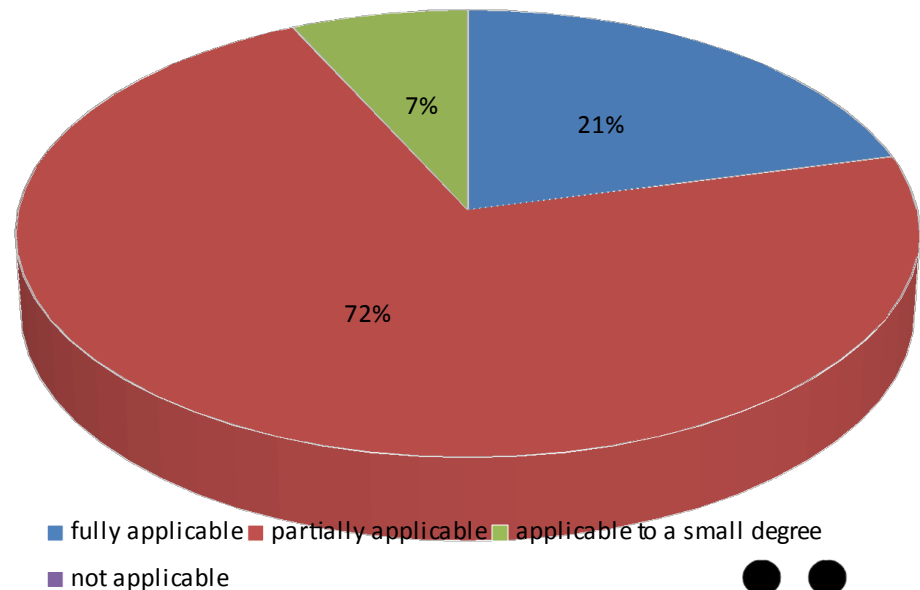
5th question: Interventions aimed at facilitating labor integration and adaptation of the workplace by PWD in order to promote the transition to monitoring phase or job maintenance:

- ***Determine procedures (company presentation and initial support user) to ensure the access to the workplace successfully:***

21% (3) indicate grade 4

72% (10) indicate grade 3

7% (1) indicate grade 2



SUPPORT IN THE LABOR INCLUSION PROCESS

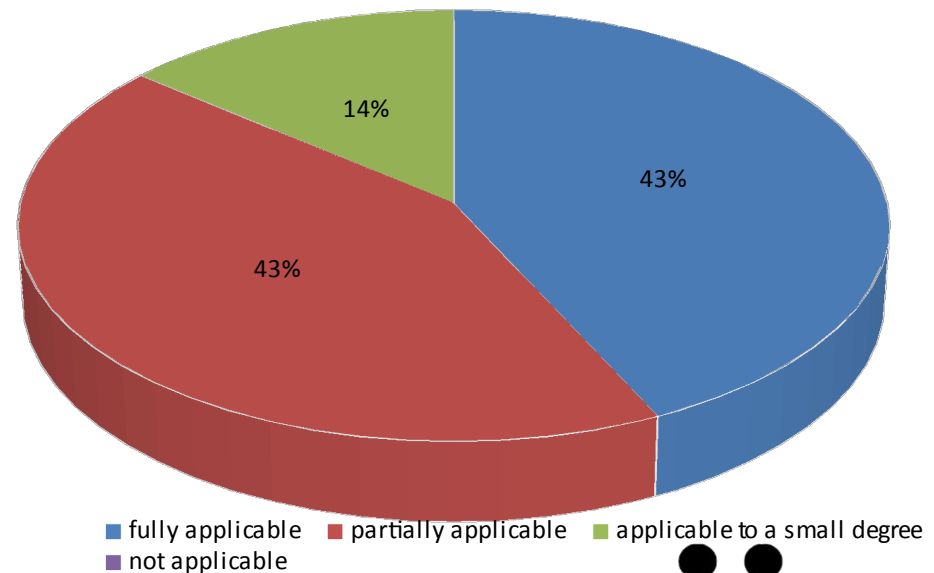
5th question: Interventions aimed at facilitating labor integration and adaptation of the workplace by PWD in order to promote the transition to monitoring phase or job maintenance:

- ***The strategy and communicative methodology suitable for the transmission of information about the job to the user correctly (organization of work, distribution of working hours, handling of instruments and tools, etc.)***

43% (6) indicate grade 4

43% (6) indicate grade 3

14% (2) indicate grade 2



SUPPORT IN THE LABOR INCLUSION PROCESS

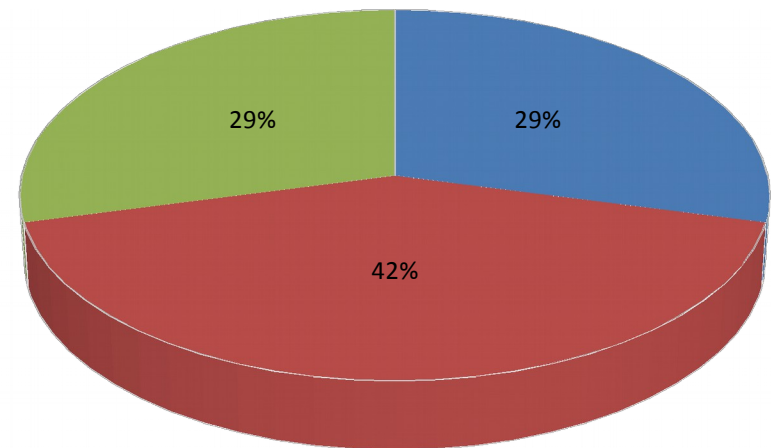
5th question: Interventions aimed at facilitating labor integration and adaptation of the workplace by PWD in order to promote the transition to monitoring phase or job maintenance:

- *The milestones of communication with the company to provide the necessary advice for each case referring to the adaptation of the user's workplace:*

29% (4) indicate grade 4

42% (6) indicate grade 3,

29% (4) indicate grade 2



■ fully applicable ■ partially applicable ■ applicable to a small degree ■ not applicable

SUPPORT IN THE LABOR INCLUSION PROCESS

5th question: Interventions aimed at facilitating labor integration and adaptation of the workplace by PWD in order to promote the transition to monitoring phase or job maintenance:

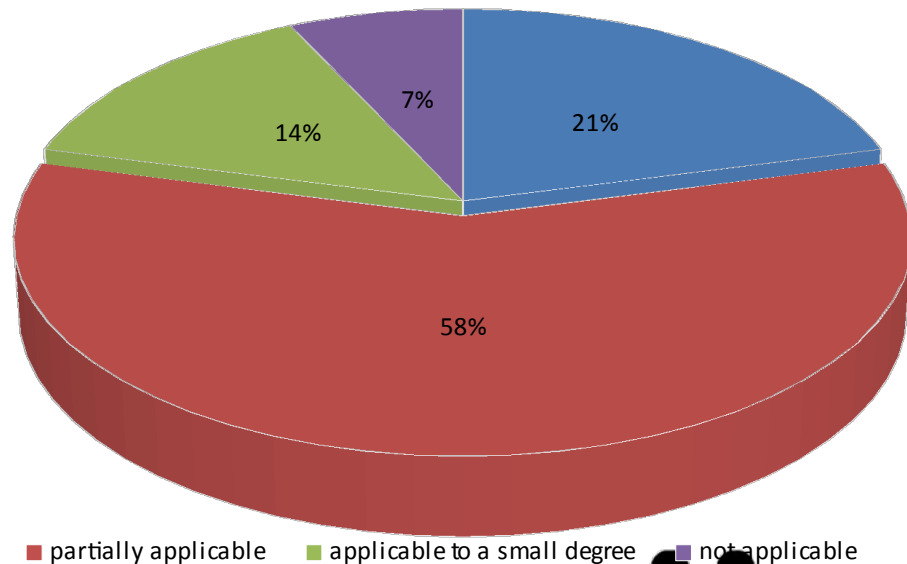
- ***Know to analyze the functions and characteristics of natural supports in order to promote the participation and involvement of these in the adaptation of the user at the workplace:***

21% (3) indicate grade 4

58% (8) indicate grade 3

14% (2) indicate grade 2

7% (1) indicate grade 1



■ fully applicable ■ partially applicable ■ applicable to a small degree ■ not applicable



SUPPORT IN THE LABOR INCLUSION PROCESS

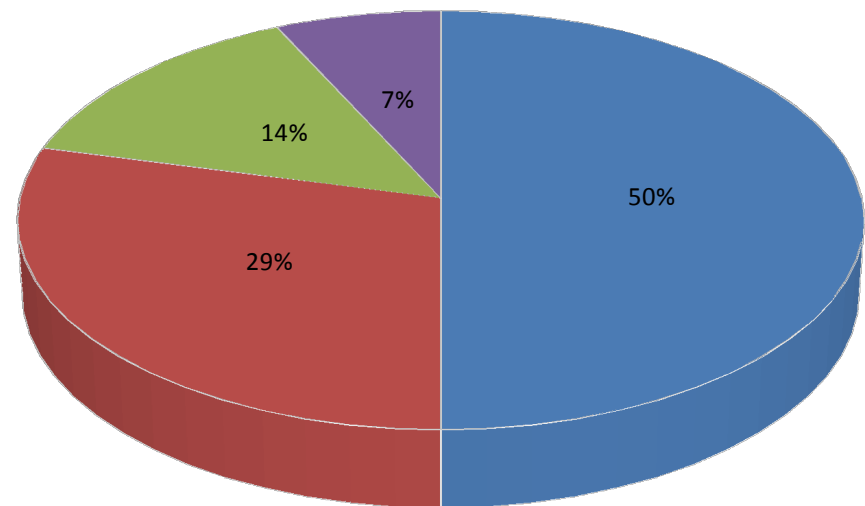
- *Provide advice to natural support for resolve doubts that may arise regarding the adaptation of the user to the company:*

50% (7) indicate grade 4

29% (4) indicate grade 3

14% (2) indicate grade 2

7% (1) indicate grade 1



■ fully applicable ■ partially applicable ■ applicable to a small degree ■ not applicable



SUPPORT IN THE LABOR INCLUSION PROCESS

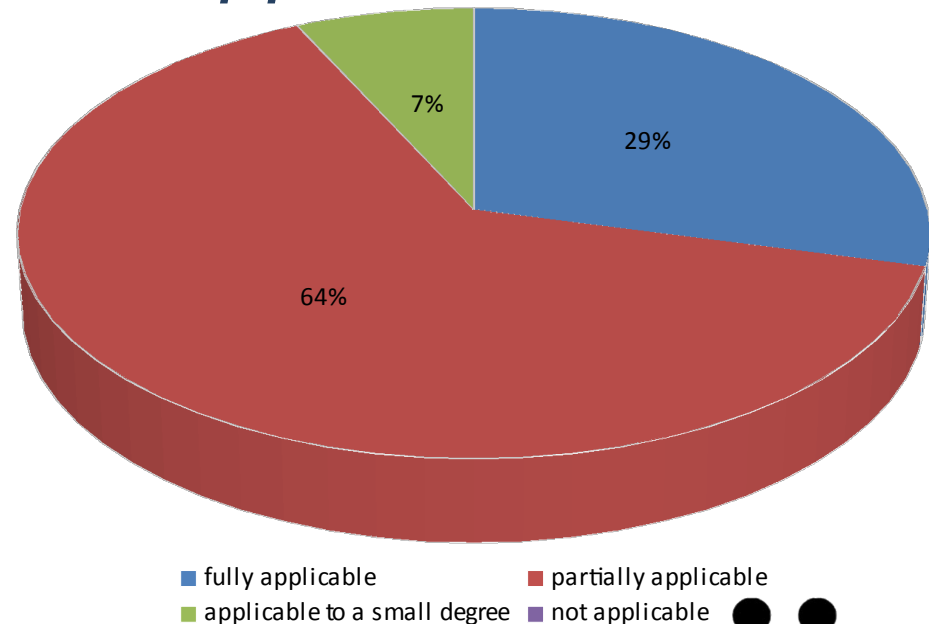
6th question: Advise on the transition monitoring phase and / or PWD job retention

- ***Assess the appropriateness to continue the maintenance of supports or change to the follow-up phase and/ or maintenance:***

29% (4) indicate grade 4

64% (9) indicate grade 3

7% (1) indicate grade 2



MONITORING THE SOCIAL INTEGRATION WITHIN THE COMPANY AND PWD PERSONAL ENVIRONMENT

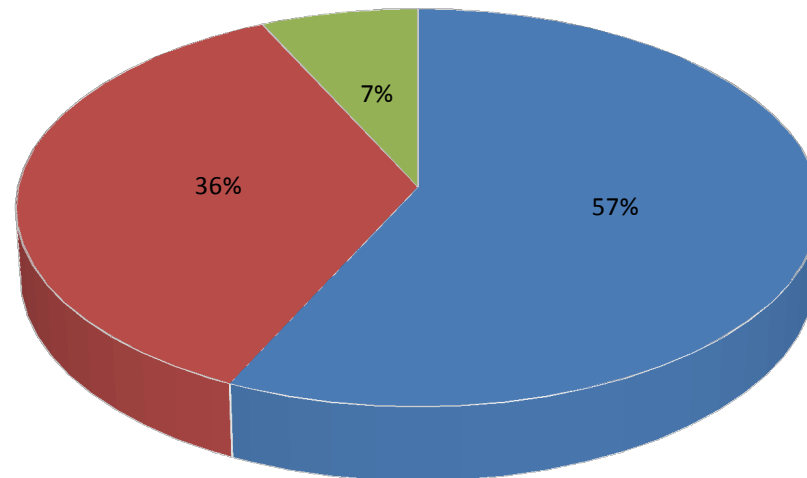
7th question: Identify strategies that promote linkages with the personal environment of users:

- *Make tools for collecting information on the different agents involved in the process of labor inclusion (tutors, educators, family environment, etc.)*

57% (8) indicate grade 4

36% (5) indicate grade 3

7% (1) indicate grade 2



■ fully applicable ■ partially applicable
■ applicable to a small degree ■ not applicable

MONITORING THE SOCIAL INTEGRATION WITHIN THE COMPANY AND PWD PERSONAL ENVIRONMENT

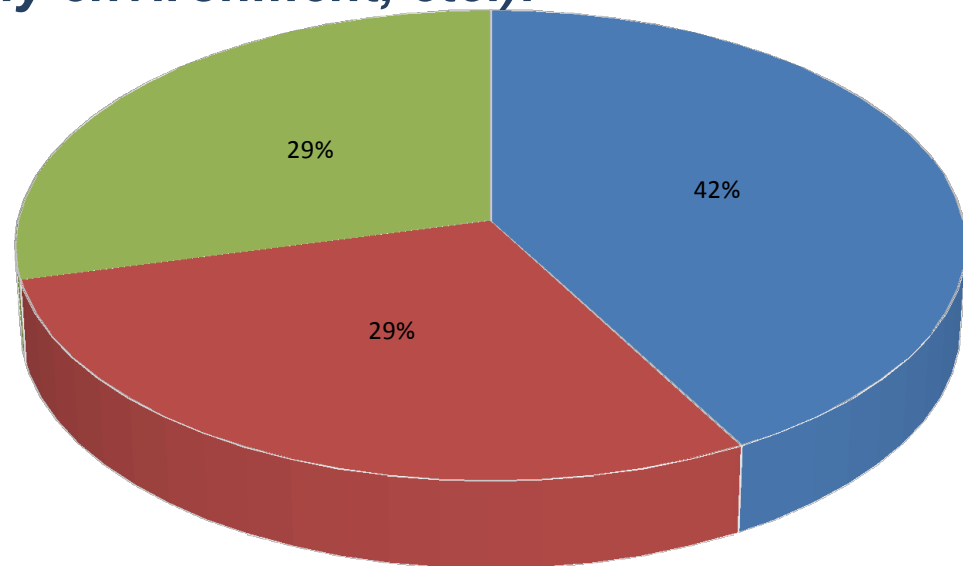
7th question: Identify strategies that promote linkages with the personal environment of users:

- **Select the methods of information transmission to the different actors involved in the process of social and labor insertion (tutors, educators, family environment, etc.):**

42% (6) indicate grade 4

29% (4) indicate grade 3

29% (4) indicate grade 2



■ fully applicable ■ partially applicable
■ applicable to a small degree ■ not applicable

MONITORING THE SOCIAL INTEGRATION WITHIN THE COMPANY AND PWD PERSONAL ENVIRONMENT

7th question: Identify strategies that promote linkages with the personal environment of users:

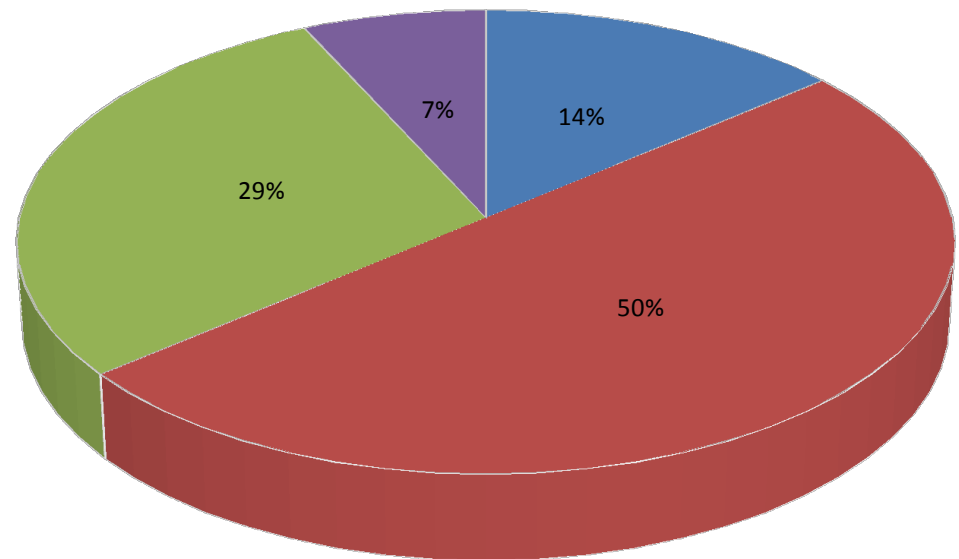
- *Analyze the procedures for communication of information to the personal environment of users (ensuring that they carried out individually):*

14% (2) indicate grade 4

50% (7) indicate grade 3

29% (4) indicate grade 2

7% (1) indicate grade 1



■ fully applicable ■ partially applicable
■ applicable to a small degree ■ not applicable

INFORMATION MANAGEMENT (SOCIAL AND LABOR AND TRAINING RESOURCES) AND COLLABORATE IN THE ANALYSIS OF JOBS FOR THE SOCIAL INTEGRATION FOR PEOPLE WITH DISABILITIES

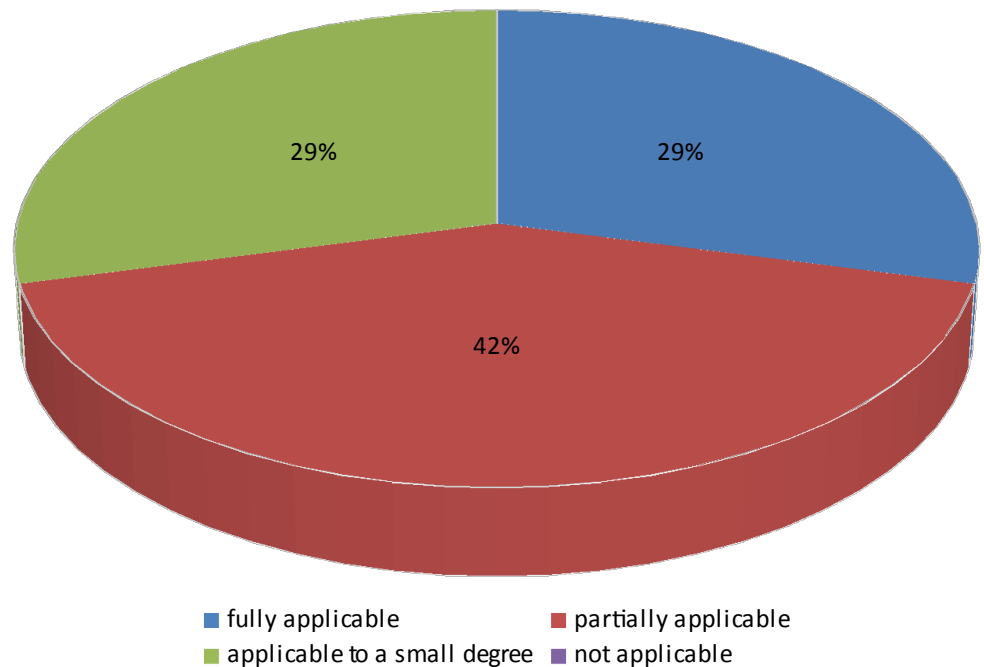
8th question: Determine the processes of identification of social, labor and training resources for labor inclusion of users:

- *Select the appropriate techniques to study the opportunities offered by social, labor and training resources:*

29% (4) indicate grade 4

42% (6) indicate grade 3

29% (4) indicate grade 2



INFORMATION MANAGEMENT (SOCIAL AND LABOR AND TRAINING RESOURCES) AND COLLABORATE IN THE ANALYSIS OF JOBS FOR THE SOCIAL INTEGRATION FOR PEOPLE WITH DISABILITIES

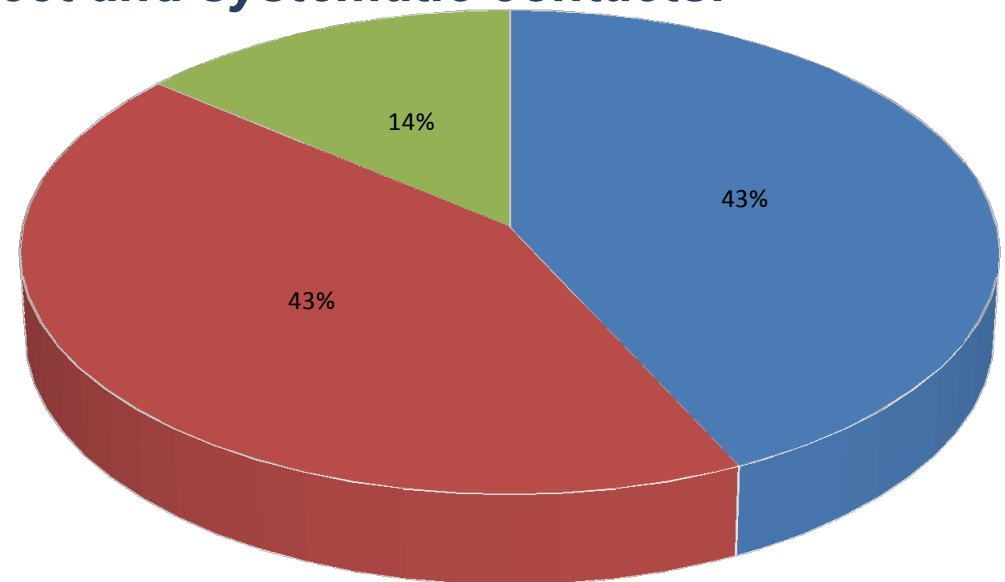
9th question: Procedures that allow for establishing partnerships with companies and institutions through actions of labor intermediation and business awareness

□ *Analyze the coordination procedures with companies and institutions to facilitate direct and systematic contacts:*

43% (6) indicate grade 4

43% (6) indicate grade 3

14% (2) indicate grade 2



■ fully applicable ■ partially applicable
■ applicable to a small degree ■ not applicable



INFORMATION MANAGEMENT (SOCIAL AND LABOR AND TRAINING RESOURCES) AND COLLABORATE IN THE ANALYSIS OF JOBS FOR THE SOCIAL INTEGRATION FOR PEOPLE WITH DISABILITIES

9th question: Procedures that allow for establishing partnerships with companies and institutions through actions of labor intermediation and business awareness

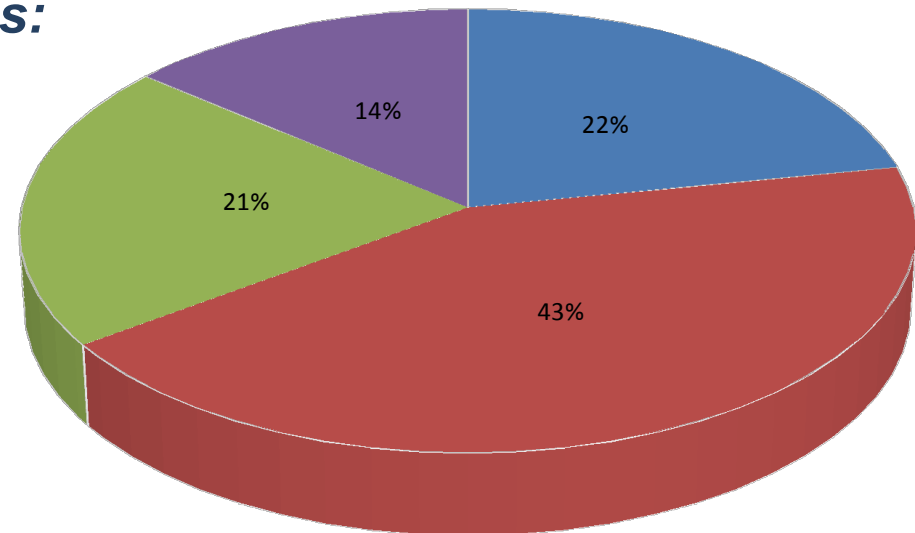
□ *(Know) Describe the means of information transmission that enable spread the information about grants and subsidies to companies and institutions:*

22% (3) indicate grade 4

43% (6) indicate grade 3

21% (3) indicate grade 2

14% (2) indicate grade 1



■ fully applicable ■ partially applicable
■ applicable to a small degree ■ not applicable

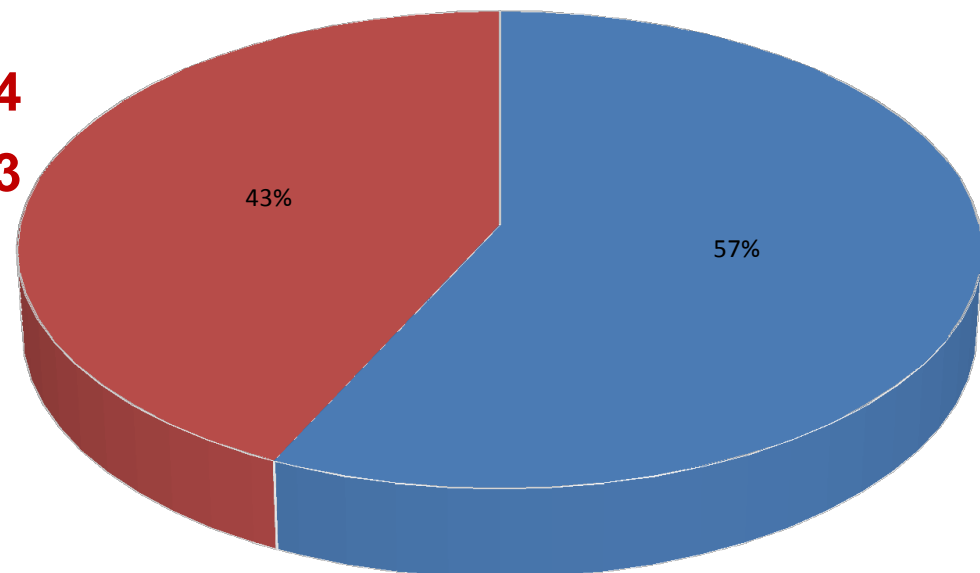
INFORMATION MANAGEMENT (SOCIAL AND LABOR AND TRAINING RESOURCES) AND COLLABORATE IN THE ANALYSIS OF JOBS FOR THE SOCIAL INTEGRATION FOR PEOPLE WITH DISABILITIES

10th question: Determine the adjustment processes between users and jobs, describing the form of collaboration with an interdisciplinary team:

- *Recognize systems and collection protocols and file job offer (dossier, database) likely to be occupied by PWD:*

57% (8) indicate grade 4

43% (6) indicate grade 3



■ fully applicable ■ partially applicable
■ applicable to a small degree ■ not applicable

INFORMATION MANAGEMENT (SOCIAL AND LABOR AND TRAINING RESOURCES) AND COLLABORATE IN THE ANALYSIS OF JOBS FOR THE SOCIAL INTEGRATION FOR PEOPLE WITH DISABILITIES

10th question: Determine the adjustment processes between users and jobs, describing the form of collaboration with an interdisciplinary team:

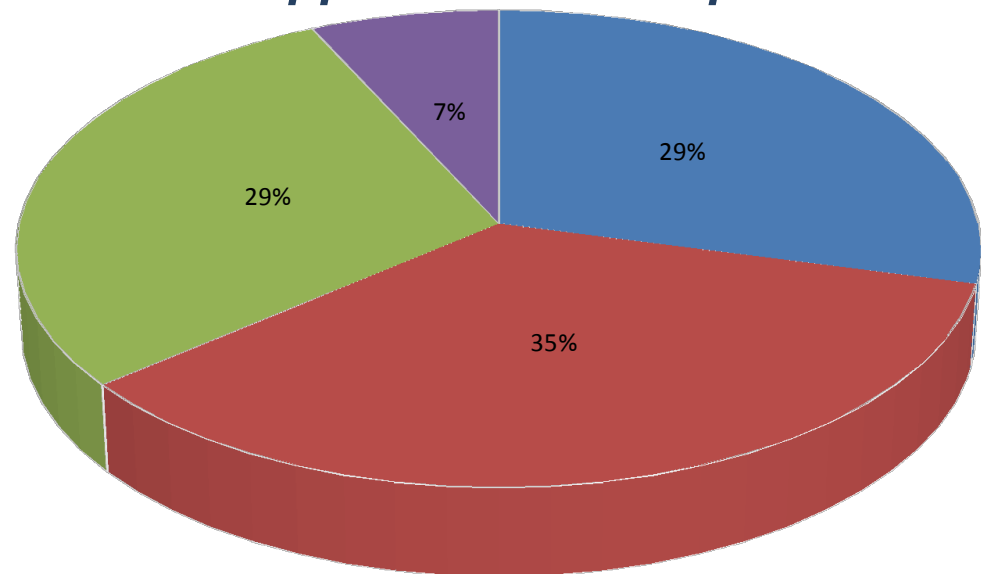
- ***Establish procedures for collaboration with the interdisciplinary team for structuring tasks and functions of the job, taking into account the capabilities and user support needs and preferred adaptation:***

29% (4) indicate grade 4

35% (5) indicate grade 3

29% (4) indicate grade 2

7% (1) indicate grade 1



■ fully applicable ■ partially applicable
■ applicable to a small degree ■ not applicable

INFORMATION MANAGEMENT (SOCIAL AND LABOR AND TRAINING RESOURCES) AND COLLABORATE IN THE ANALYSIS OF JOBS FOR THE SOCIAL INTEGRATION FOR PEOPLE WITH DISABILITIES

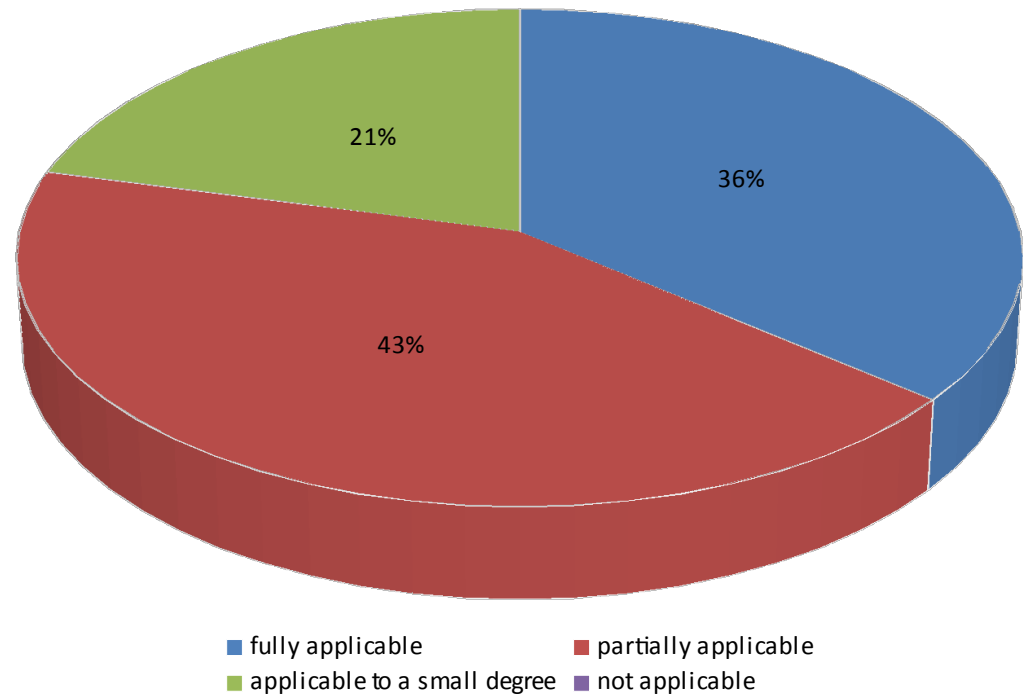
10th question: Determine the adjustment processes between users and jobs, describing the form of collaboration with an interdisciplinary team:

- *Propose mechanisms to inform companies about users who can be hired by them:*

36% (5) indicate grade 4

43% (6) indicate grade 3

21% (3) indicate grade 2



CONCLUSIONS

- ▶ From this research/ study of VET centers in Bulgaria we could make the following conclusions:
 - Over 80% of respondents indicated as extremely important for people with disabilities (PwD):
 - Skills of personal autonomy, supporting social and labor integration;
 - Strategies to enhance the communication and to improve social and working skills;
 - Different techniques for finding solutions in difficult situations in social and working environment;
 - Measures to support the labor integration and adaptation at the work place;
 - Procedures for partnership and cooperation with labor mediators and business support for PwD:
 - finding suitable job positions
 - adaptation and integration in the working environment

CONCLUSIONS

- ❑ Over 90% of respondents indicated the support at the work place and the assessment of its duration as an important guarantee for successful integration and job retention.
- ❖ We believe that these are some of the areas in which coaches should possess knowledge, skills and competences to provide the service "Supported employment" for people with disabilities.



Thank you for your attention!

