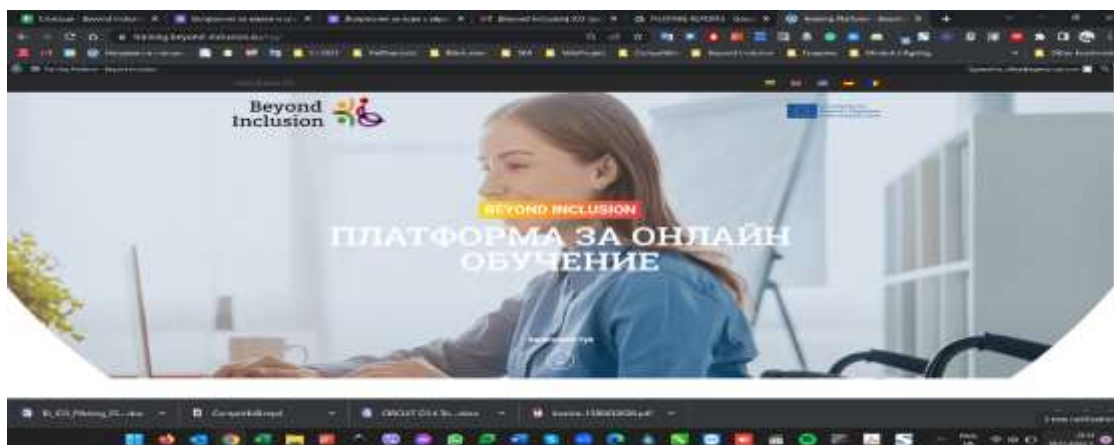


BEYOND INCLUSION project
Employability for persons with disabilities
2020-1-RO01-KA204-080215

**IO3 TESTING COURSES AND HANDBOOK FOR SMES ACTORS
& PERSONS WITH DISABILITIES**

PILOTING IN BULGARIA

Short report



This project has been funded with support from the European Commission. This plan reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein

TABLE OF CONTENTS

GENERAL INFORMATION	3
1. EVALUATION OF THE BEYOND INCLUSION TRAINING (SMEs respondents).	3
1.1 Evaluation of the Beyond Inclusion training provision as a whole	3
1.2 Evaluation of Module 1: Benefits for SMEs	4
1.3 Evaluation of Module 2 for SMEs: Into action: Steps towards the creation of a disability-inclusive workforce	5
2. EVALUATION OF THE BEYOND INCLUSION TRAINING (PERSONS WITH DISABILITIES).	6
2.1 Evaluation of the Beyond Inclusion training provision as a whole	6
2.2 Evaluation of Module 1: About myself	7
2.3 Evaluation of Module 2 : Disability and the job market	7
2.4 Evaluation of Module 3: Self-presentation and self-marketing	8
2.5 Evaluation of Module 4: At the workplace	9
3. SUGGESTIONS, REMARKS, RECOMMENDATIONS	10
ANNEX 1: PUBLICATION / INVITATION IN E-NEWSLETTER	10
Annex 2: Link to Questionnaire in Bulgarian	12

GENERAL INFORMATION

The pilot testing in Bulgaria was implemented in the period 01/10/2022 until 21/11/2022, engaging 15 representatives of SMEs and 15 representatives of the target group with persons with disabilities.

The piloting process was carried out via online questionnaires and through a direct invitation to pre-selected representatives of both target groups. In addition, BICC – Sandanski published an open call for registering on the platform and to provide feedback and suggestions for its functionality and usefulness regarding its purpose. The call was disseminated through the regular (monthly) newsletter of BICC – Sandanski, which is distributed to 809 registered subscribers (Annex 1 – Screenshot). If requested, phone assistance was provided to respondents.

1. EVALUATION OF THE BEYOND INCLUSION TRAINING (SMEs respondents).

The first part of the piloting was addressed to SMEs. The evaluation focused on the following aspects:

- Evaluation of the Beyond Inclusion training provision as a whole
- Evaluation of each module (a total of 2 modules for SMEs):
- Suggestions, remarks, recommendations

The information provided below is based on the adopted structure of the online questionnaire that was used during the piloting process.

1.1 EVALUATION OF THE BEYOND INCLUSION TRAINING PROVISION AS A WHOLE

1. Цялостни впечатления от Платформата за онлайн обучение Beyond Inclusion. (Моля отговорете на всяко от твърденията посочени по-долу)

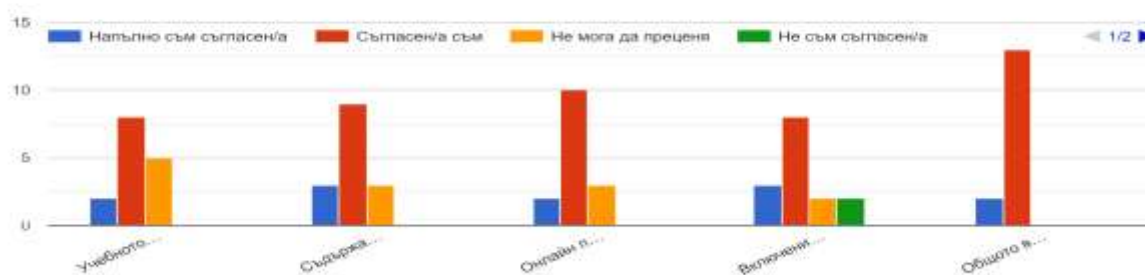


Table 1: Evaluation of the Beyond Inclusion training – averages. Own elaboration

Statements	Average
The training content in all the 2 Modules is relevant for my work, helping me to better understand the benefits for my company and the steps towards the creation of a disability inclusive workforce	3,8
The flow and sequence of the 2 Modules and their content is presented in a clear and logical manner	4,0
The online training environment was user-friendly and easy to understand (e.g., navigation, menus etc.)	3,9
The digital and graphical elements used (images, tables, pictures etc.) are supporting the learning experience.	3,8
The overall time needed to go through the training material is appropriate.	4,2
Collated, all statements	3,9

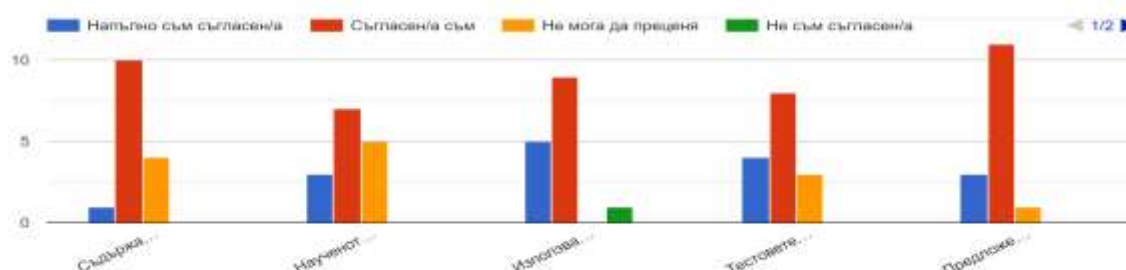
Most of the respondents (Agreed) (marked in red) that the training content in the 2 modules intended for SMEs is relevant to their work and helped them to understand the benefits for their

companies better. It is visible from the graphic that most participants in the online survey agreed that their overall knowledge and understanding of the benefits of promoting an inclusive workforce for SMEs have improved. Online survey respondents mostly agreed that the language used throughout the platform, the self-assessment test and the additional resources that were offered at the end of each training module are appropriate, relevant and easy to use. Here are some suggestions left from respondents:

- There are certain graphics that are not translated.
- There are certain texts that are not translated throughout the modules.
- There are very few graphics and mostly text.
- The reading flow is smooth and the information is valuable.

1.2 EVALUATION OF MODULE 1: BENEFITS FOR SMES

3. Оценка на Модул 1: Предимства за МСП



When evaluating the contents of Module 1: Benefits for SMEs we observe a similar pattern, i.e. most respondents "Agree" (marked in red) or "Strongly agree" (marked in blue) that the content provided within the module gave them appropriate and useful knowledge and tools to promote a disability inclusive workforce in SMEs, gaining a better understanding of the steps towards the creation of such an environment.

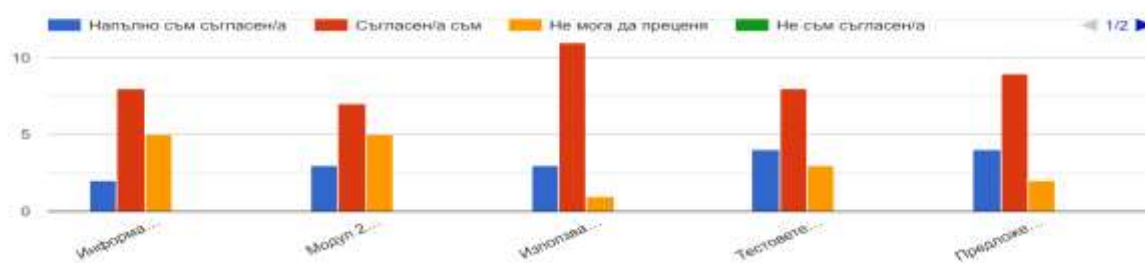
Again, the language used throughout the platform, the self-assessment test and the additional resources offered at the end of each training module were deemed appropriate, relevant and easy-to-use. Again some typos and mistakes in the translation were pointed out by respondents.

Table 2: Evaluation of the Beyond Inclusion Module 1– averages. Own elaboration

Statements	Average
<i>The training material in Module 1 presents useful and clear explanations of the benefits of promoting an inclusive workforce for SMEs</i>	3,8
<i>Having followed Module 1, my overall knowledge and understanding of benefits of promoting an inclusive workforce for SMEs has been enhanced.</i>	3,9
<i>The language used was appropriate and easy to understand.</i>	4,2
<i>The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 1.</i>	4,1
<i>The Additional Resources offered are useful for deepening the knowledge gained in Module 1.</i>	4,1
Collated, all statements	4,0

1.3 EVALUATION OF MODULE 2 FOR SMEs: INTO ACTION: STEPS TOWARDS THE CREATION OF A DISABILITY INCLUSIVE WORKFORCE

4. Оценка на Модул 2: Beyond Inclusion - Стъпки към създаването на работна сила в подкрепа на хората и служителите с увреждания:



When evaluating the contents of Module 1: Benefits for SMEs, we observe a similar pattern, i.e. most respondents "Agree" (marked in red) or "Strongly agree" (marked in blue) that the content provided within the module gave them appropriate and useful knowledge and tools to promote a disability inclusive workforce in SMEs. Some respondents answered "Neutral" to the question asking if Module 2 provided Again, the used language throughout the platform, the self-assessment test and the additional resources offered at the end of each training module were deemed as appropriate, relevant and easy-to-use. Again some typos and mistakes in the translation were pointed out by respondents.

Table 3: Evaluation of the Beyond Inclusion Module 2– averages. Own elaboration

Statements	Average
<i>By following Module 2, I gained a better understanding of the steps towards the creation of a disability inclusive workforce in the EU from an SME perspective.</i>	3,8
<i>Module 2 provided me with appropriate and useful knowledge and tools from an SME perspective to promote a disability inclusive workforce in the EU</i>	3,9
<i>The language used was appropriate and easy to understand.</i>	4,1
<i>The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 2.</i>	4,1
<i>The Additional Resources offered are useful for deepening the knowledge gained in Module 2.</i>	4,1
Collated, all statements	4,0

Table 4: Summary evaluation– averages. Own elaboration

Summary of ratings	Average
Overall rating of the training	3,9
Overall rating Module 1	4,0
Overall rating Module 2	4,0

2. EVALUATION OF THE BEYOND INCLUSION TRAINING (Persons with disabilities).

The second part of the pilot was aimed at the target group of people with disabilities. The evaluation focused on the following aspects:

- Evaluation of the Beyond Inclusion training provision as a whole
- Evaluation of each Module (4 modules for persons with disabilities):
- Suggestions, remarks, recommendations

The information provided below is based on the adopted structure of the online questionnaire that was used during the piloting process.

2.1 EVALUATION OF THE BEYOND INCLUSION TRAINING PROVISION AS A WHOLE

1. Overall impressions of the Beyond Inclusion Online Learning Platform. (Please answer each of the statements below)



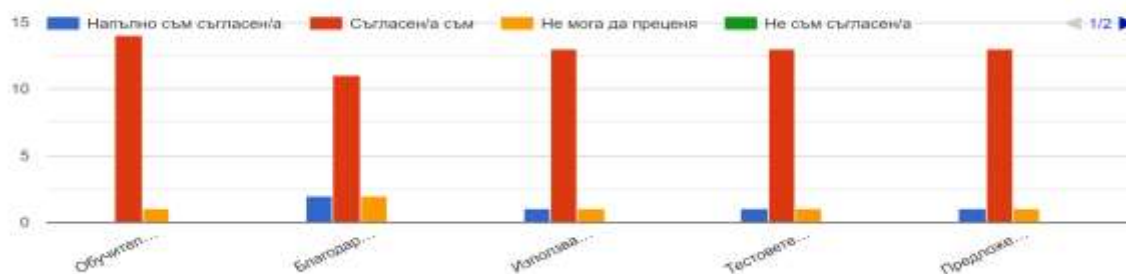
Table 5: Evaluation of the Beyond Inclusion training – averages. Own elaboration

Statements	Average
The training content in all the 4 Modules is relevant for my personal life and work, helping me to better understand myself, my potential, improving my presentation skills in the frame of the current job market requirements and increasing my employability potential	3,9
The flow and sequence of the 4 Modules and their content is presented in a clear and logical manner	3,5
The online training environment was user-friendly and easy to understand (e.g., navigation, menus etc.)	3,1
The digital and graphical elements used (images, tables, pictures etc.) are supporting the learning experience.	3,9
The overall time needed to go through the training material is appropriate.	3,9
Collated, all statements	3,7

Most of the participants in the piloting process "Agreed" (marked in "Red") that the training content in all 4 Modules was relevant to their personal life and work, helping them to better understand their persona, potential, improving their presentation skills in the frame of the current job market requirements as well as increasing their potential. Similar was the rating that was given to the remaining questions related to the flow, timing and graphical representation of the contents on the platform.

2.2 EVALUATION OF MODULE 1: ABOUT MYSELF

2. Evaluation of Module 1: About me



As seen in the graphic above, most respondents either "Agreed" (marked in Red) or "Strongly agreed" (marked in blue) that the training material in Module 1 presented useful and clear explanations for them to reconsider and rediscover their life skills, personality traits, values, and interests. The vast majority of respondents "Agreed" that their overall knowledge of the importance of better understating their life skills, personality traits, values and interests has increased. The language used, tests and additional resources were also evaluated highly by respondents.

Table 6: Evaluation of the Beyond Inclusion Module 1– averages. Own elaboration

Statements	Average
<i>The training material in Module 1 presents useful and clear explanations about my life skills, personality traits, values, and interests</i>	3,9
<i>Having followed Module 1, my overall knowledge of the importance of better understating my life skills, personality traits, values and interests has increased.</i>	4,0
<i>The language used was appropriate and easy to understand.</i>	4,0
<i>The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 1.</i>	4,0
<i>The Additional Resources offered are useful for deepening the knowledge gained in Module 1.</i>	4,0
Collated, all statements	4,0

2.3 EVALUATION OF MODULE 2 : DISABILITY AND THE JOB MARKET

3. Evaluation of Module 2: Disabilities in the context of the labor market

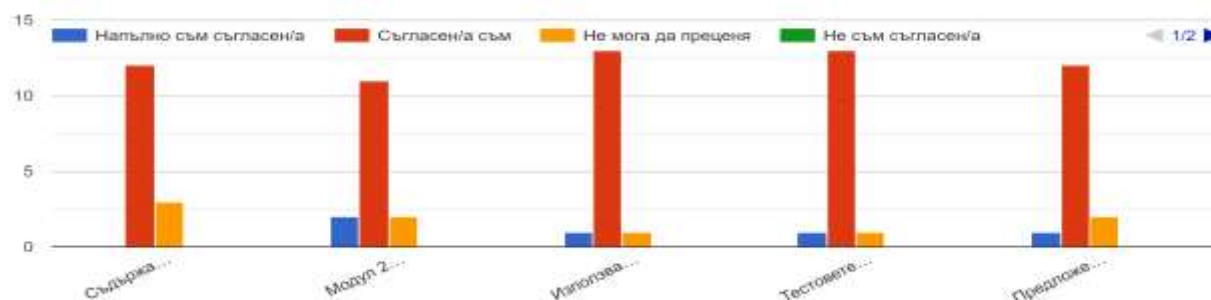


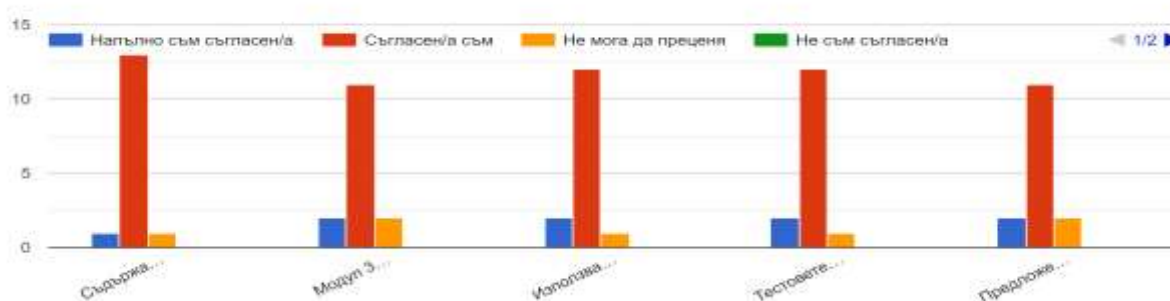
Table 7: Evaluation of the Beyond Inclusion Module 2– averages. Own elaboration

Statements	Average
By following Module 2, I gained a better understanding about the identification of jobs and job matching, job search methods and careers exploration	3,8
Module 2 provided me with appropriate and useful knowledge and tools to better understand the situation of disability and the job market in the EU.	4,0
The language used was appropriate and easy to understand.	4,0
The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 2.	4,0
The Additional Resources offered are useful for deepening the knowledge gained in Module 2.	3,9
Collated, all statements	3,9

Apart from the issues with navigation in Module 2, which are detailed in the section "Recommendations", again the vast majority of respondents to the online survey "Agreed" that the content was interesting and relevant to their objectives, i.e. provided better understanding about the identification of jobs and job matching, job search methods and careers exploration, as well as providing the appropriate and useful knowledge and tools to understand better the situation of disability and the job market in the EU. Similarly to Module 1 and all subsequent modules, the language, tests and additional resources were evaluated highly by the respondents.

2.4 EVALUATION OF MODULE 3: SELF-PRESENTATION AND SELF-MARKETING

4. Оценка на Модул 3: Презентационни умения и личен маркетинг



According to respondents, the contents of Module 3 gained a better understanding of self-presentation and self-marketing skills when applying for a job. In addition, most respondents either "Agreed" or "Strongly agreed" that Module 3 provided them with appropriate and useful knowledge and tools to increase their self-presentation and self-marketing skills. Similarly to Modules 1 and 2, the language, tests and additional resources were evaluated highly by the respondents.

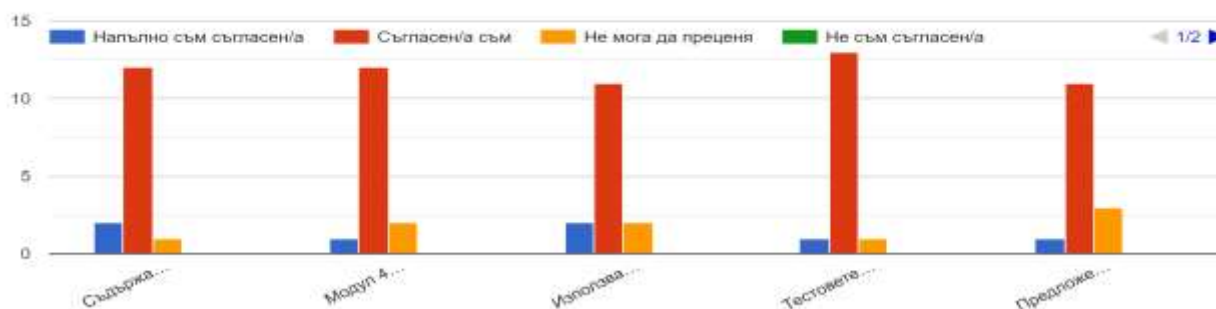
Table 8: Evaluation of the Beyond Inclusion Module 3– averages. Own elaboration

Statements	Average
By following Module 3, I gained a better understanding about self-presentation and self-marketing skills when applying for a job.	4,0
Module 3 provided me with appropriate and useful knowledge and tools to increase my self-presentation and self-marketing skills.	4,0
The language used was appropriate and easy to understand.	4,1
The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 2.	4,1

The Additional Resources offered are useful for deepening the knowledge gained in Module 2.	4,0
Collated, all statements	4,0

2.5 EVALUATION OF MODULE 4: AT THE WORKPLACE

5. Оценка на Модул 4: На работното място



Similarly to the previous module, Bulgarian participants in the piloting process "Agreed" that the module contents were interesting and applicable to their objectives, i.e. providing appropriate and useful knowledge and tools to be better equipped at the workplace.

Table 9: Evaluation of the Beyond Inclusion Module 4– averages. Own elaboration

Statements	Average
By following Module 4, I gained a better understanding about job skills vis-à-vis disability, focus on soft skills and dealing with the expectations of others	4,1
Module 4 provided me with appropriate and useful knowledge and tools to be better equipped at the workplace.	3,9
The language used was appropriate and easy to understand.	4,0
The tests at the end of each Unit helped me to assess my knowledge and understanding of the topics addressed in Module 2.	4,0
The Additional Resources offered are useful for deepening the knowledge gained in Module 2.	3,9
Collated all statements	4,0

Table 10: Summary evaluation– averages. Own elaboration

Summary of ratings for the material for persons with disabilities	Average
Overall rating of the training	3,7
Overall rating Module 1	4,0
Overall rating Module 2	3,9
Overall rating Module 3	4,0
Overall rating Module 4	4,0

3. SUGGESTIONS, REMARKS, RECOMMENDATIONS

The following recommendations were identified by the respondents. All identified technical errors were analysed by the project team at BICC – Sandanski and forwarded to the technical partner (RNDO).

SMEs:

- The initial process of orientation in the platform and the need to "Register" is confusing and redundant. You can also think about some kind of certificate at the end.
- The content and the platform are fine. However, for all statements provided above, I cannot say that they have made me change my perspective or improve my knowledge essentially. However, there are a few interesting takeaways.
- It might be good for the platform to offer a document that certifies the completion of the training. There is too much text which gets tiring at times.
- Add more graphics.
- Some graphics and text are in a language other than Bulgarian.
- At first, it is a bit difficult to navigate the content.
- More graphics and less text.

People with disabilities:

- Some graphics are not translated. There may be a screen at the end to indicate that the training has been successfully completed. A certificate may also be considered.
- At the beginning, after registration, it is difficult to navigate where exactly to start studying. The registration process itself is easy. There are spelling mistakes in the text that need to be corrected. A large part of the graphics has not been translated and localised in Bulgarian.
- There is a problem with the automatic progress through the lessons. It is noticeable that when you go through the modules using the "Forward" button, some of the Lessons are skipped by the system. Finally, it is difficult to know which lessons have been missed. This needs to be fixed because it spoils the overall impression of the platform. On the other hand, there is interesting content, especially in the modules on soft skills, job search, career guidance, etc.
- There is definitely a problem with the platform because when going through the individual lessons, some of them are skipped. The navigation needs to be improved because it is now very clunky and not intuitive.
- Navigating the platform is confusing. Some of the lessons are available in the menu (on the right), but when you click on them, another lesson appears. When pressing the "Next" button, some lessons are missing.
- Technical errors and grammatical/spelling errors must be corrected.
- Self-assessment tests are too many and interrupt the learning process. Rather, there should only be a test at the end of each module, not after each lesson.
- Confirmation that a lesson or module has been completed should be more distinct. It's barely noticeable now.
- It is good to have a comprehensive test that allows for certification. It is good that the platform can generate a certificate.

Annex 1: Publication / invitation in e-newsletter



Annex 2: Link to Questionnaire in Bulgarian

SMEs: <https://forms.gle/1uBPD4B9c8uFQeiR8>

People with disabilities: <https://forms.gle/rUYmq3GR7ywwmgsu9>