

**BRUXELLES  
FORMATION**



former pour l'emploi



**25 ANS**

**SUMMARY  
ANNUAL  
REPORT  
2019**

**25 years  
of Training**

# “25 years of training

## Bruxelles Formation in numbers

As a jointly managed type B public interest organisation, Bruxelles Formation is the French-speaking public service for training Brussels residents.

that meets the needs of job seekers as well as workers in transition and the economic development of the Brussels Region.

Regulating the offer of French-speaking vocational training in Brussels, Bruxelles Formation, with its accredited partners (socio-professional integration organisations, adult education, etc.), develops an offer

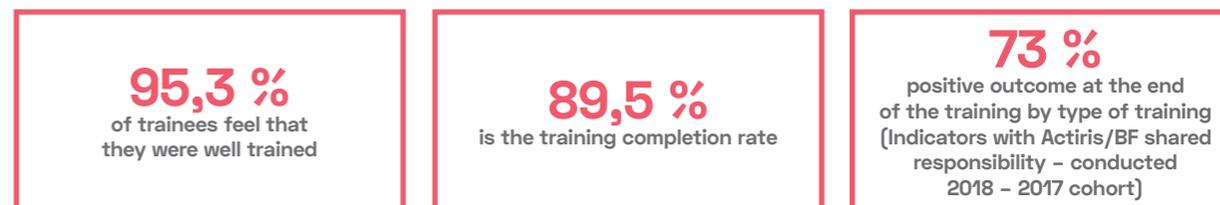
Thanks to a team of 540 employees distributed over a central administration and 12 training centres, Bruxelles Formation is committed to a process of continuous improvement and user satisfaction.

- 2 Bruxelles Formation in numbers
- 3 Throughout the year...
- 5 In the service of the residents of Brussels
- 8 Bruxelles Formation and its partners
- 10 The Bruxelles Formation team

### THE TRAINEES



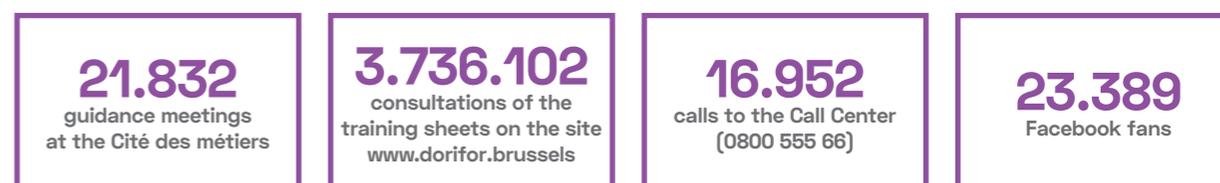
### AT THE END OF TRAINING



### CERTIFICATIONS



### INFORMATION / GUIDANCE



Full report online  
[www.bruxellesformation.brussels](http://www.bruxellesformation.brussels)

The Bruxelles Formation 2019 annual report is available online, with additional statistics, highlights, events, photos, memories and videos to discover or rediscover!

# Throughout 2019...

## JANUARY



### A colourful party for our 25<sup>th</sup> anniversary!

For the 25<sup>th</sup> anniversary of Bruxelles Formation and the new year, all the employees got together for a day devoted to celebration and the fun of being together. Kody, a Brussels comedian and actor, took the stage for a show full of humour and high spirits. Then, several Bruxelles Formation employees showed their talents onstage (film, circus, comedy, singing, etc.) as well as their interests, by means of special stands (support for associations, sculpture, portraits, photographs, etc.). The party ended to the strains of karaoke and on a frenzied dancefloor. Happy Birthday, Bruxelles Formation!

## FEBRUARY



### Launch of the first S.KOOL shop/school

In 2019, a shop-school project, S.KOOL, was launched at City2 for a period of 3 months. This project aimed to train 12 young Brussels job seekers while alternating theory and practice each day in a real business. As the first shop-school in Belgium, S.KOOL took shape thanks to the gamble taken by AG Real Estate, Actiris, Bruxelles Formation and City2, of offering young job seekers innovative training in sales techniques and in the Dutch language. Eleven young people graduated in June 2019, after 3 months of training.

## MARCH



### Educational innovation in the spotlight

Educational innovation was the focus of our event of 19th March at the Brussels BIP. For its 25<sup>th</sup> anniversary, Bruxelles Formation invited the Brussels institutional participants, adult education operators and its partners to communicate and share innovative teaching methods. After a morning plenary session, nine educational workshops were led by trainers from Bruxelles Formation and its partners.

## APRIL



### Launch of dual training with TUC RAIL

On 29 April, the first group of railway worksite supervisor trainees started in collaboration with the TUC RAIL company. This dual training project brings together several Bruxelles Formation centres (BF technics, BF construction, BF langues and BF Tremplin) and has the special feature of offering training in a centre linked to in-company training, in the ratio of 50% in this case. At the end of their 90-day training programme, the trainees are offered a CDI [open-ended contract].

## MAY



### New edition of the Salon de la Formation [Training Fair]!

Bruxelles Formation and its partners unite annually to present their training offer to Brussels job seekers. On 14 May, the fair welcomed almost 1800 users at 75 stands. This edition also had the special feature of an event for sharing and exchange among Bruxelles Formation and its partners, organised during the first day on 13<sup>th</sup> May.

## JUNE



### The new Bruxelles Formation site is online!

With the help of an agency specialised in ergonomics and a web agency, the Communication Department gave serious consideration to how to make this website accessible to as many people as possible, with special attention to vulnerable groups. This work will continue in 2020 with user tests conducted in a real situation. An inventory of the photos was also drawn up, to humanise the web pages and make them more appealing.

## JULY



### The CPAS (Public Social Welfare Centres) and Brussels Municipalities visit our centres

On 1<sup>st</sup> July, representatives and workers from the CPAS and the Brussels Municipalities had the opportunity to visit the Bruxelles Formation centres. Throughout the visit, they discovered the workshops, facilities and equipment of BF bureau & services, BF construction, BF technics, BF logistique and the Cité des métiers, and discovered the other centres, BF langues, BF tremplin, BF management & multimédia TIC, thanks to presentations given in the bus.

## AUGUST



### Bruxelles Formation wins a Forma d'Or

Each year, Bruxelles Formation, as a partner of FormaForm, actively participates in the organisation of the Estivales, two weeks of training and discovery for the teaching teams. This year, during a gala evening, Bruxelles Formation received the Forma d'Or recognising a collaborative project between several centres, the TUC RAIL project. For more information, see you in April!

## SEPTEMBER



### Hip Hip Hooray for the 2019 Trainee Day

Colourful caps, offbeat events, Brussels bathed in sunshine, and over 1000 motivated trainees; 20 September was their Day! A truly festive and enjoyable event, Trainee Day aims to promote language learning and highlight the linguistic and cultural diversity in our capital. This year the theme of the day was educational innovation, on which over 1000 trainees, divided into 40 teams, competed good-naturedly, with concentration and determination.

## OCTOBER



### BF métiers urbains, the new Bruxelles Formation centre

October witnessed the birth of a new Bruxelles Formation centre, BF métiers urbains, which benefits from the experience accumulated in BF tremplin in supporting vulnerable groups, and especially young people under 25 years of age. On the basis of this DNA, the objective of BF métiers urbains is to train these groups in occupations that contribute to a better 'experience of the city', whether for its residents or for people passing through. Four fields of activity have been specified: new technologies, sales, food service, and caretaking and security.

## NOVEMBER



### Assessment of the first Automnales

The Bruxelles Formation Automnales consist of a week of training devoted to administrative personnel. This first edition was a great success, with nearly 18 training sessions, workshops and meetings on a variety of topics (computer coding, sketch-noting, nonviolent communication, theatrical improvisation, note-taking, etc.) and over 100 participants!

## DECEMBER



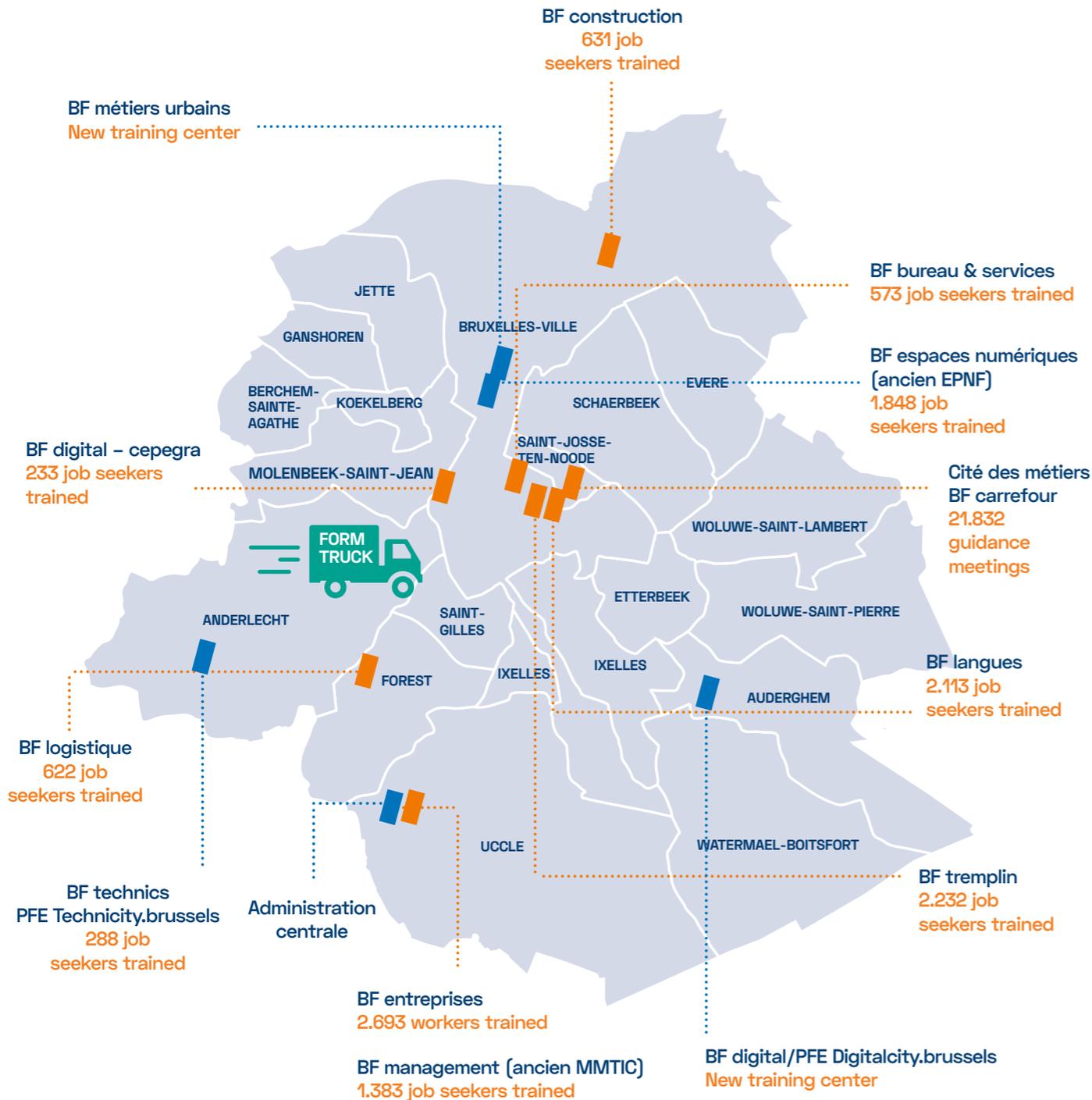
### Launch of the workshops on Bruxelles Formation values

In 2019, Bruxelles Formation launched an internal survey on the target values of Bruxelles Formation. As a result, 6 values were established by the employees. Following up on the survey, six workshops were scheduled starting in December 2019 to practically define each value and construct an action plan to implement it on a daily basis. The first workshop was devoted to acceptance of diversity, the first value supported by all the personnel. To be continued...

# In the service of the residents of Brussels

One of the main missions of Bruxelles Formation is to enable job seekers and workers to acquire a qualification in an occupation, to improve their skills in a position or to retrain.

Therefore, to be in the service of job seekers, workers and businesses in the Brussels Region, Bruxelles Formation is developing its offer in 12 sectoral training centres.



## 2019-2020: FOCUS ON THE EVOLUTION OF THE BRUXELLES FORMATION CENTRES

2019 was important for the reorganisation of Bruxelles Formation training centres. It began on 1st October with BF métiers urbains and will end in 2020 with the inauguration of BF espaces numériques.

Specifically, due to the evolution of our public service, three new centres are under development and four new names made their appearance within Bruxelles Formation:

As of 1<sup>st</sup> October 2019, BF tremplin evolves into two different training centres, BF tremplin and BF métiers urbains

The new centre BF métiers urbains opened last October, located at 180 Rue Royale, devoted to the Brussels urban economy, the centre includes and develops an offer in vocational training intended for groups especially alienated from the labour market, in the following growth areas: commerce (sales, e-commerce, e-tourism, e-marketing), events, security, reception, food service, etc.

As for BF tremplin, the centre is refocusing on entry-level training, basic training and refresher training, training in transversal skills and pilot projects in innovative training in partnership.

As of 31<sup>st</sup> December 2019, BF Management & Multimedia (MMTIC) evolves into two different training centres, BF management and BF digital

- A training centre devoted to management, BF Management, which remains based in Stalle (Uccle)
- A training centre devoted to computing and the graphics industry, BF Digital, most of whose team members are located in the building of the future PFE Digitalcity in Auderghem

### The EPNF becomes BF espaces numériques

The EPNF (Espace public numérique de formation) project is continuing at the end of this year; it will come to fruition in 2020 with the creation of a training centre devoted to digital learning. As of 2019, the EPNF has changed its name to BF espaces numériques.

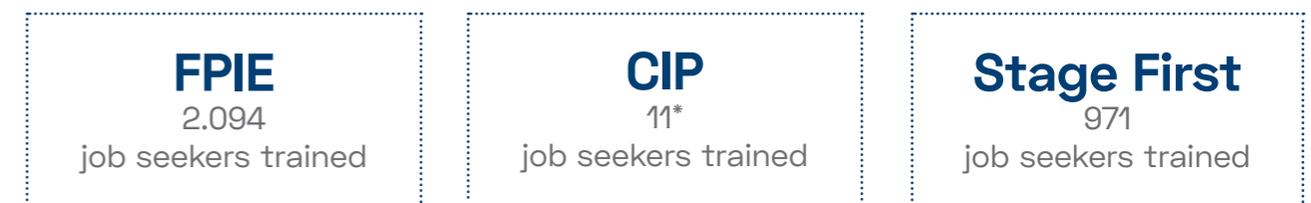
In its name, BF espaces numériques summarises its two primary missions: online training and digital inclusion. It will take up quarters at BE Central (Central Station) in 2020.

## TRAINEESHIPS AND IN-COMPANY TRAINING FOR JOB SEEKERS

The offer of traineeships and in-company training is managed within Bruxelles Formation by the Service Relations Entreprises, a conduit between the Institution and the companies.

Brussels job seekers have access to a diversified offer of in-company training and traineeships: Formation

professionnelle individuelle en entreprise (FPIE) and the Convention d'immersion professionnelle (CIP), both managed by Bruxelles Formation, or Stage First, managed by Actiris.



## THE BRUXELLES FORMATION DISTANCE LEARNING OFFER

Through the new Bruxelles Formation training centre, BF espaces numériques provides users with a digital training offer :

- An e-learning catalogue open to various occupations and sectors, supplemented by coaching of the students
- Long training courses in blended learning (alternating online and in-person training) in high-growth occupations

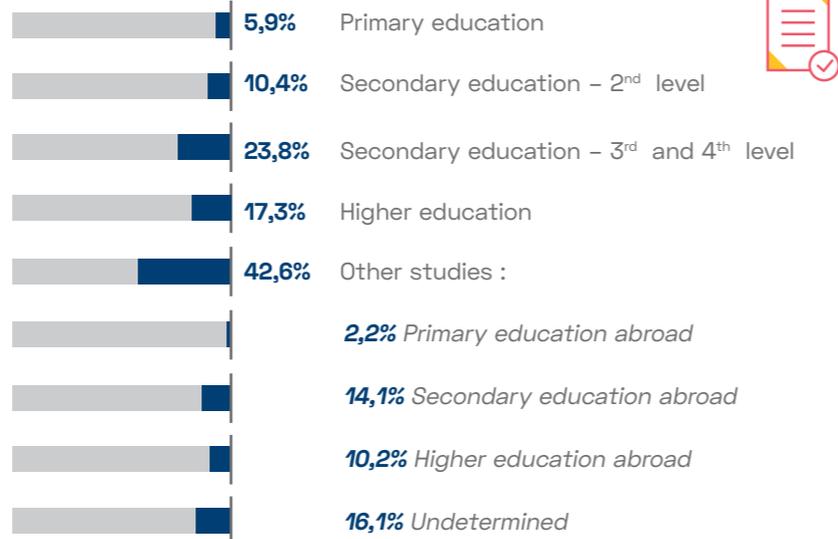
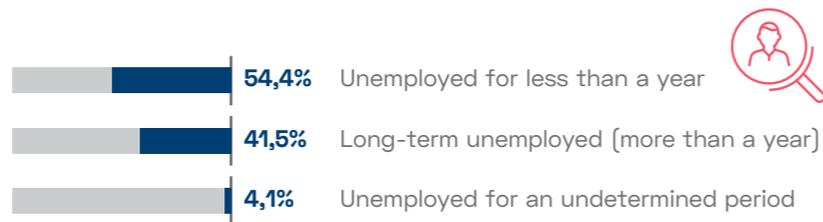
- An online offer leading to certification.

In 2019, 1470 job seekers were trained participating in e-learning courses

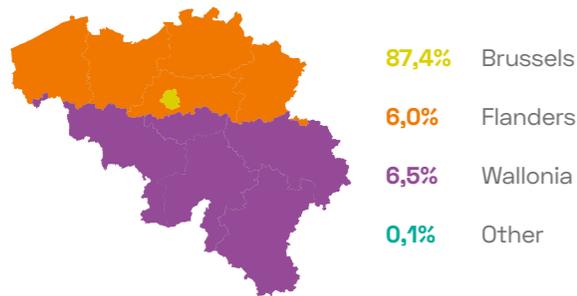
Through BF entreprises, an online offer also exists for workers; the training centre offers online access to a varied catalogue of distance learning courses.

\* Methodological clarification: in the calculation of CIPs, 2019 marks a change in taking into account only job seekers, which explains the significant drop compared to 2018, with 1681 CIPs. The other trainees under CIP contract are now recorded as 'status other than job seeker'.

THE CLIENTELE OF BRUXELLES FORMATION: A DIVERSIFIED GROUP



GEOGRAPHIC ORIGIN OF TRAINEES

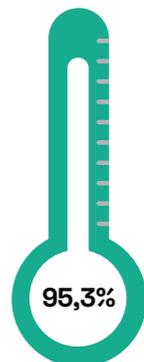


SATISFIED TRAINEES!

Each year, Bruxelles Formation trainees have the opportunity to evaluate the services offered by their training centre and make suggestions for improvement.



In 2019, the overall satisfaction rating of the users was the highest ever received at 8.32/10.



As for the feeling of having been trained well, 95.3% of the respondents in 2019 stated yes, reasonably or yes, absolutely.



The satisfaction with reception, information and organisation as well as that related to the training also received a very good overall rating, with 4.30/5 and 4.31/5 respectively. In collaboration with our partners.



# In collaboration with our partners

ONE MISSION, ONE REGULATION!

In its governance mission, Bruxelles Formation has the main objective of enhancing the offer of training and skills validation in the Brussels Region in order to improve the overall consistency of the systems in Brussels, ensuring user orientation, whether a trainee, partner or employer is involved.

After 2018, a year of consolidation of the regulation mission of Bruxelles Formation with the establishment

of a specific department, 2019 was a year of practical realisation, with the adoption and launch of an Action Plan allowing the first management cycle to start in the second semester of 2019 and a first comparative analysis of the data from “Achieved 2018” with those from the “2018 Offer”.

ACTIRIS-BRUXELLES FORMATION INTEGRATED POLICIES

Motivated by a common objective, the inclusion of job seekers in the labour market, Actiris and Bruxelles Formation work together to shorten and streamline the training programmes of the recipients. In 2019, this collaboration has taken the form of numerous initiatives, in particular :

- The official launch of view.brussels in January 2019
- The development and launch of the Pôles Formation Emploi [Employment Training Centres] Technicity.brussels and Digitalcity.brussels

- Enhancement of use of the Single File of the job seeker
- Improvement in referral of job seekers to training and skills validation
- Continuing development of the Cité des Métiers, inaugurated in April 2018

THE ACCREDITED PARTNERS OF BRUXELLES FORMATION – 2019 NUMBERS

Socio-professional integration organisations

4.384 trainees trained

Adult education

639 trainees trained

Partnership for persons with disabilities

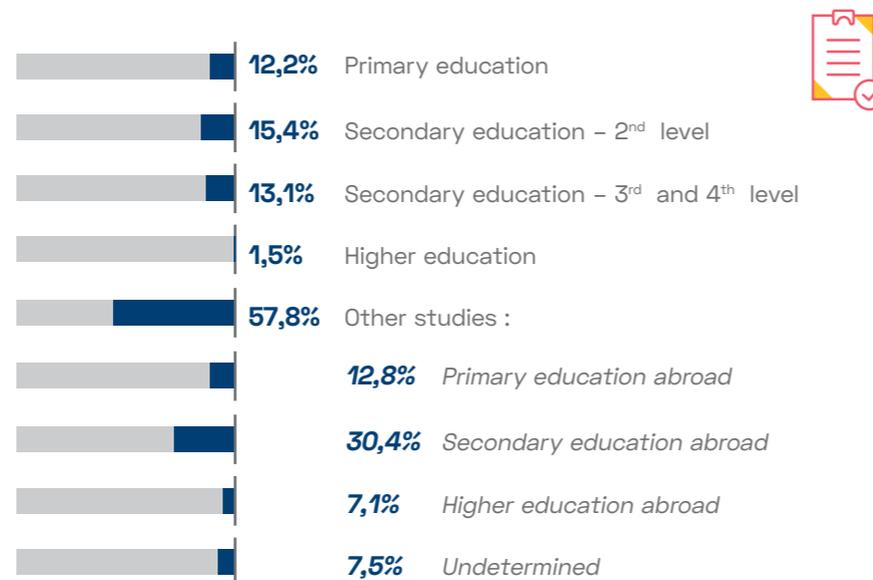
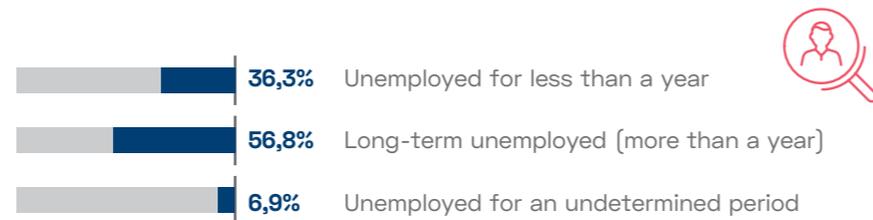
75 trainees trained



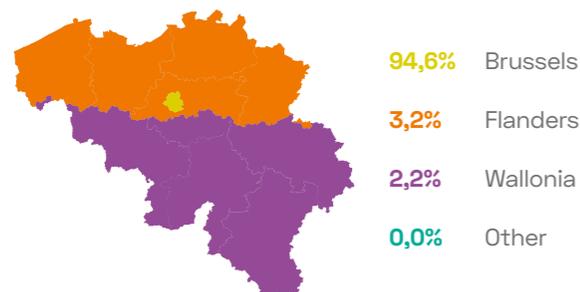
# The Bruxelles Formation team

Five hundred and forty employees, teachers and administrators work at Bruxelles Formation, all dedicated to training job seekers and workers and the proper functioning and wellbeing of the Institution.

## THE CLIENTELE OF THE PARTNERS



## GEOGRAPHIC ORIGIN OF TRAINEES





**64%**  
of the personnel  
work in development  
of the core business,  
training



**540**  
employees -  
217 men and  
323 women



**5,58**  
days of training  
per employee on  
average

## LAUNCH OF THE WELLBEING AT WORK PREVENTION PLAN

In 2019, thanks to serious consideration and a participatory process within Bruxelles Formation, an overall Wellbeing at Work (psychosocial component) prevention plan for the 5 years to come and a 2019-2020 action plan have been developed.

The overall Wellbeing at Work prevention plan is based on seven themes, and identifies a set of objectives to be achieved and measures likely to reduce the psychosocial risks identified at Bruxelles Formation.

The first annual action plan includes all the practical measures already in progress or to be launched in 2019 and 2020, such as raising awareness of burnout in the team, improvement of the intake procedure for new employees, launch of the project on the target values of Bruxelles Formation, and implementation of a project management system specific to Bruxelles Formation.

## FOCUS ON RAISING AWARENESS OF BURNOUT

In the framework of the Wellbeing at Work prevention plan, workshops and meetings on awareness of burnout were organised in 2019 and have aroused great interest among management, the teams and all the personnel of Bruxelles Formation.

The main topics addressed were :

- The keys to prevention
- Demystification, understanding, and detection at the personal and collective level; the courses of action
- Is the training sector at risk?

The project will continue in 2020 with the implementation of new initiatives.

# BRUXELLES FORMATION



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