

# 2020

# SUMMARY ANNUAL REPORT

BRUXELLES  
FORMATION



former pour l'emploi

Full report online

**[www.bruxellesformation.brussels](http://www.bruxellesformation.brussels)**

The Bruxelles Formation 2020 annual report is available online: more statistics, highlights, events, photos, memories and videos to be explored or re-explored!





# BRUXELLES FORMATION IN NUMBERS

Bruxelles Formation is the public French-language professional training service in Brussels. Its role is to enable job seekers and workers to become qualified, to improve their skills or to change profession.

Thanks to a team of 560 employees spread over 11 training centres, 1 Cité des métiers dedicated to counselling, information and guidance, and support services for training centre activities, Bruxelles Formation is part of a process of continuous improvement and user satisfaction.

Bruxelles Formation also coordinates the training offer of French-language training providers in Brussels. In concrete terms, by working in close collaboration with a large number of partners, Bruxelles Formation makes the offer more varied and accessible

to job seekers. In total, this represents more than 500 training programmes.

The annual figures for 2020 are a reflection of a complex year, shifting between lockdown and the lifting of lockdown. Although down for the most part, they must be considered within this context, which allowed for an increase in online training, the major winner in this unprecedented year!



## THE TRAINEES

**19.277**

trainees trained  
[job seekers and workers]

**13.409**

job seekers trained by  
Bruxelles Formation  
and its partners

**5.868**

workers and those with a  
status other than job seeker  
trained by Bruxelles Formation

**9.500**

job seekers trained in a  
centre (in Bruxelles  
Formation centres)

**1.912**

job seekers trained  
in-company

**2.079**

job seekers  
trained online

## AT THE END OF TRAINING



**94,9%**

of trainees feel that  
they were well trained



**87,5%**

is the training  
completion rate



**72,8%**

positive outcome at the end  
of training by type of training

(Indicators with Actiris/BF shared responsibility –  
conducted 2019 – 2018 cohort)



## CERTIFICATIONS

**497**

recipients of a Certificat de  
compétences acquises en  
formation (CECAF)

/

**327**

recipients of a Certificat d'acquis  
de formation spécifique (CAFS)

/

**170**

skills Credentials issued  
by examination

/

**783**

skills Credentials issued  
via Reconnaissance des Acquis  
de Formation (RAF)

## INFORMATION GUIDANCE



**14.466**

guidance meetings at  
the Cité des métiers



**30.306**

calls to the Call Center  
[0800.555.66]



**26.370**

followers on Facebook



**3.944.746**

consultations of  
the training sheets  
on the website  
[www.dorifor.brussels](http://www.dorifor.brussels)



# 2020, A YEAR LIKE NO OTHER



Environment and sustainability were meant to be our watchwords in 2020, but the pandemic forced us to review our plans and adapt to the circumstances.

From 16 March onwards, our teams, now working remotely, were mobilised in order to continue training online where possible – or to return to face-to-face training as soon as lockdown was lifted.

**From the start of lockdown, our customers were able to count on the support of the Bruxelles Formation teams:**

- Counselling and guidance continued remotely, thanks to the work of Cité des métiers, via email, online chat and the Bruxelles Formation Call Center;

- All training contracts were extended until the end of June 2020;
- The training allowance was maintained for training programmes that could be organised, wholly or in part, remotely.

On 23 March 2020, Bruxelles Formation made its Call Center available to the Brussels Cité des métiers for French-speaking users. Callers were able to make an appointment to be contacted by a Cité des métiers counsellor concerning training options, and also regarding other topics relating to their career path (jobs, traineeships, mobility, etc.).

2,583 questions were asked and dealt with in a call by a counsellor.

In another innovation, since June 2020, Call Center operators, whose main role is to provide frontline information, have been able to enrol job seekers in all Bruxelles Formation training programmes.

The number of calls to 0800 555 66 (free call) almost doubled in 2020: 30,306 calls in 2020, compared to 17,142 in 2019.

**During the first lockdown, Bruxelles Formation and its partners were able to keep almost 800 trainees in distance training, from those who had started their training at a centre.**

Many Bruxelles Formation trainers therefore adapted their practices to continue part of their training activities, putting in place distance training arrangements. Contact with users was therefore via online platforms, instant messaging or other digital media...



These distance training arrangements were able to be put in place thanks to:

- Our teams and in particular our trainers, including for secondary sector training programmes, or for job seekers with less schooling, for whom distance arrangements can seem more complicated to implement;
- Our trainees' high participation rate, which is a relevant indicator for assessing the correct operation of these new distance training arrangements;
- The advance work carried out by Bruxelles Formation, which has for several years been raising awareness, training and encouraging the exchange of digital practices amongst its staff;
- The rapid provision of PCs on loan so that trainees could follow their training programmes remotely under optimal conditions; 257 PCs were loaned in this way.

Our centres opened their doors again in June, with many training programmes able to resume with an adapted schedule; some continued fully remotely, while others combined the two methods.

For this staged return, priority was given to groups that had started training before the lockdown, so that they could complete their training, as well as to trainees unable to acquire skills remotely, or who had dropped out.





# 2020, WAS ALSO THE YEAR OF THE ENVIRONMENT AND SUSTAINABILITY



Committed to meeting the environmental challenges of our time, Bruxelles Formation contributes to the major environmental objectives of the Brussels Region. In 2020, Bruxelles Formation was able to make progress in several specific areas, in particular:

- The concrete improvement of the sustainability and enhancement of what has already been achieved in terms of environmental concerns;
- The launch of a project to obtain the Ecodynamic Organisation Label for the central administration building;
- A new Business Travel Plan.



# SERVING THE PEOPLE OF BRUSSELS



Serving the needs of job seekers, workers and companies in the Brussels Region, Bruxelles Formation develops its offer within 11 training centres and 1 Cité des métiers dedicated to counselling, information and guidance.



**BF métiers urbains**  
809 job seekers  
trained

**BF construction**  
425 job seekers trained

**BF bureau & services**  
413 job seekers trained

**BF espaces numériques**  
2.419 job seekers trained

**BF digital – cepegra**



**Cité des métiers**  
guidance meetings

**BF technics**  
PFE Technicity.brussels  
227 job seekers trained

**BF logistique**  
PFE Logisticity.brussels  
399 job seekers trained

**Administration  
centrale**

**BF entreprises**  
1.615 workers trained

**BF management**  
489 job seekers  
trained

**BF digital**  
PFE Digitalcity.brussels  
601 job seekers trained

**BF langues**  
1.351 job seekers  
trained

**BF tremplin**  
956 job seekers  
trained



# TRAINEESHIPS AND IN-COMPANY TRAINING FOR JOB SEEKERS



**FPIE**

**1.778** job seekers trained

**CIP**

**68<sup>1</sup>** job seekers trained

**STAGE FIRST**

**709** job seekers trained

Bruxelles Formation offers Brussels job seekers various in-company training programmes and traineeships: Formation professionnelle individuelle en entreprise (FPIE) and the Convention d'immersion professionnelle (CIP), both managed by Bruxelles Formation; Brussels job seekers also have access to the traineeship opportunities managed by Actiris, Stage First.

<sup>1</sup> Methodological clarification: in the calculation of CIPs, 2019 marked a change in taking into account only job seekers, which explains the significant drop compared to 2018, with 1,681 CIPs. The other trainees under CIP contracts are now recorded as 'status other than job seeker'.



# THE BRUXELLES FORMATION DISTANCE LEARNING OFFER

Through its new dedicated digital training centre, Bruxelles Formation provides users with a specific distance training offer:

- An e-learning catalogue open to various occupations and sectors, supplemented by coaching for trainees
- Long training courses in blended learning (alternating online and face-to-face training) in high-growth occupations
- An online offer leading to certification

In 2020, 2,079 job seekers were trained via e-learning courses, representing a 41.4% increase compared to 2019 (1,470 trainees trained).

Online training has been very successful with female students, representing 63.6% of job seekers trained, compared to 36.4% for males.

With regard to the most popular sectors in online training, these are Management and Administration, with 947 trainees trained, and IT, with 813 trainees trained, i.e. 85% of the offer.

Through its centre dedicated to training workers, Bruxelles Formation provides an online offer for this clientele, and access to a varied catalogue of distance training programmes.

Within the context of the pandemic, Bruxelles Formation has also enabled workers and the temporarily unemployed to benefit from free, renewable one-month access to online training modules.

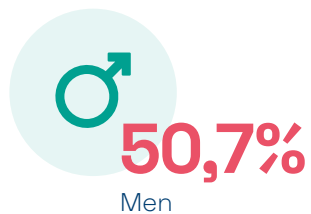
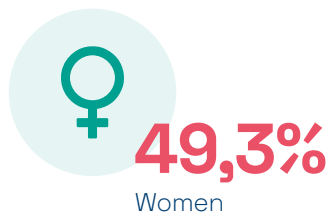
The digital transformation that Bruxelles Formation underwent in 2020 has allowed for the rapid development of its distance training practices. For the years to come, the challenge will be to define an inclusive and adapted vision of distance learning within the training offer, and to strike the right balance between distance and face-to-face training.



# THE VARIED CLIENTELE OF BRUXELLES FORMATION







**54,4%**  
Unemployed for less than a year

**39,7%**  
Long-term unemployed  
(more than a year)

**6%**  
Unemployed for an  
undetermined period



**26,7%**  
Under 25 years



**22,9%**  
25-29 years



**35,8%**  
30-44 years



**14,7%**  
45 years +





**4,6%**

Primary education

**9%**

Secondary education  
2<sup>nd</sup> level

**17,2%**

Higher education

**21,5%**

Secondary education  
3<sup>rd</sup> and 4<sup>th</sup> level

**47,7%**

Other studies

*Primary education abroad: 1,5%*

*Secondary education abroad: 11,6%*

*Higher education abroad: 10,5%*

*Undetermined: 24%*

## GEOGRAPHIC ORIGIN OF TRAINEES

**86,2%**  
**Brussels**

**6,7%**  
**Flanders**

**7%**  
**Wallonia**

**0,1%**  
**Other**



# SATISFIED TRAINEES!



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

In 2020, the overall satisfaction rating of users was stable compared to 2019, with a result of **8.22/10**! Satisfaction relating to training was **4.28/5** and satisfaction relating to the training centre was **4.22/5**.



A man with glasses and a beard, wearing a grey sweater, is leaning over a table, pointing at a document with a yellow sticky note. A woman with blonde hair, wearing a patterned top, is also leaning over the table, looking at the document. The table is covered with various documents, sticky notes, and a pen. A thick green diagonal line runs across the image from the bottom left to the top right.

# TRAINING IN COLLABORATION WITH OUR PARTNERS

Coordinator of the French-language professional training offer in Brussels, Bruxelles Formation, with its accredited partners (Socio-Professional Integration Organisations, Adult Education, etc.), is developing an offer that meets the needs of job seekers and workers in transition, as well as of the economic development of the Brussels Region.



## NUMBER OF JOB SEEKERS TRAINED IN 2020 WITH BRUXELLES FORMATION'S ACCREDITED PARTNERS

**3.500**

**job seekers trained**

Socio-professional integration  
organisations

**578**

**job seekers trained**

Adult education

**46**

**job seekers trained**

Inclusion of persons  
with disabilities

**38%**

Unemployed for  
less than a year

**58,3%**

Long-term unemployed  
(more than a year)

**3,7%**

Unemployed for an  
undetermined period

## OUR PARTNERS' CLIENTELE



**59,5%**

Women



**40,5%**

Men



**21,3%**

Under 25 years

**16,4%**

25-29 years

**45,8%**

30-44 years

**16,5%**

45 years +



# GEOGRAPHIC ORIGIN OF TRAINEES

93,4%  
Brussels

4,2%  
Flanders

2,3%  
Wallonia

0%  
Other

13%  
Primary education

12,7%  
Secondary education  
3<sup>rd</sup> and 4<sup>th</sup> level

16,8%  
Secondary education  
2<sup>nd</sup> level



2,2%  
Higher education

55,3%  
Other studies

Primary education abroad: 12,7%  
Secondary education abroad: 30,9%  
Higher education abroad: 7,5%  
Undetermined: 4,2%



# TRAINING OFFER COORDINATOR IN BRUSSELS



The main objective of Bruxelles Formation is to strengthen the training and skills validation offer in the Brussels Region, in order to improve the overall coherence of the systems in Brussels, while ensuring it is oriented to users, whether they are trainees, partners or employers.

Ensuring that the needs of job seekers and the economic development of the Brussels Region are met, Bruxelles Formation coordinates an offer covering nearly 20 different training areas, such as IT, Management, Languages, Hotels, Restaurants and Catering, Eco-Construction, Logistics, as well as Health, Fashion and Safety.

## FIGURES BY FIELD OF TRAINING

IT, ICT and Digital Economy	1.634	Automobile and Urban Mobility	89
Management and Administration	1.390	Tourism and Events	71
Construction	724	Environment, Agriculture, Animals and Nature	60
Social, Health, Sport and Body Care	722	Education, Training and Teaching	55
Transport and Logistics	424	Food, Catering Professions and Agri-Food Industries	55
Technological Industries	396	Cleaning	54
Hotels, Restaurants and Catering	389	Culture and Performing Arts	51
Commerce	336	Clothes and Dressmaking	40
Safety and Prevention	307		







# THE BRUXELLES FORMATION TEAM

From mid-March, Bruxelles Formation employees transferred their working methods and professional spaces directly to their homes.

To make remote working easier for everyone, and to promote the well-being of its employees, Bruxelles Formation has put several systems in place:

- Tools and tutorials to optimise remote working: planning remote meetings, accessing shared tools and documents, etc.;
- Regular internal communication;
- Interaction spaces in order to stay in contact through the organisation of webinars, a platform for sharing teaching tools online, etc.

- An adapted and varied online training offer;
- The launch of a Barometer to assess employees' well-being.

As soon as we returned to the office, every measure was also taken for us to be able to work together while complying with current health regulations.



# DURING THE COURSE OF 2020...



## JANUARY

Opening of the Digitalcity.brussels Training-Employment Hub to trainees

## MARCH-MAY

Closure of Bruxelles Formation and start of 100% remote activities

## SEPTEMBER

Inauguration of a new Bruxelles Formation centre, dedicated to online training and digital inclusion at BeCentral

## DECEMBER

Launch of a new campaign encouraging trainees to start or stay in training

## MARCH

2<sup>nd</sup> birthday of the Brussels Cité des métiers

## JUNE

Reopening of centres to trainees

