

BRUXELLES
FORMATION



former pour l'emploi

2021

ANNUAL REPORT SUMMARY



Full report online

www.bruxellesformation.brussels

The Bruxelles Formation 2021 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 French-speaking public service for vocational training in Brussels. Its role is to enable jobseekers and workers to gain qualifications, to improve their skills or to change profession.

Thanks to a team of more than 600 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 is also a coordinator, managing 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 TRAINEES

20,012
trainees trained
(jobseekers and workers)

13,821
jobseekers trained
by Bruxelles Formation
and its partners

10,032
jobseekers trained
in a centre

2,149
jobseekers trained
in-company

2,020
jobseekers
trained online

6,191
workers and those
with a status other
than jobseeker trained

AT THE END OF TRAINING



95.6%

of trainees feel that they were well trained, with 54.2% saying they were absolutely well trained



89%

is the training completion rate



70.4%

positive outcome at the end of training, either through employment of 1 month minimum, or starting a new training programme or internship within a company

(Indicators with Actiris/BF shared responsibility – conducted 2020 – 2019 cohort)



CERTIFICATIONS

671

recipients of a Certificat de compétences
acquises en formation (CECAF)
[Certificate of Skills Acquired in Training]

/

382

recipients of a Certificat d'acquis
de formation spécifique (CAFS)
[Certificate of Specific Training Skills]

/

79

recipients of a Certificate of Participation

/

311

Skills Credentials issued by examination

/

876

Skills Credentials issued
via Reconnaissance des Acquis de Formation (RAF)
[Recognition of Training Outcomes]

INFORMATION GUIDANCE



15,916

guidance meetings
at the Cité des Métiers



38,450

calls to the Call Center
(0800 555 66)



27,012

followers on Facebook



2,430,371

pages viewed on the website
bruxellesformation.brussels



3,999,312

consultations of the training sheets on the website
www.dorifor.brussels



2021, THE YEAR OF REMOTE TRAINING



Back in 2020, Bruxelles Formation reinvented its training programmes! Within the context of the pandemic, **the team at Bruxelles Formation swung into action in order to allow for remote training** – wherever possible – and thereby meet the needs of jobseekers, as well as the needs of workers and temporarily unemployed workers.

This distance training became embedded in our training practices in 2021. Even though the period of hard lockdown was behind us, COVID measures and restrictions limited the face-to-face places available and encouraged the development of hybrid training arrangements.

Every effort was made in 2021 to facilitate and enhance online education for trainees.

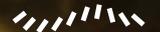
Thus, almost 3,000 places were available for jobseekers in 2021, with more than 1,000 additional places compared to 2020 for workers, combined with continued free access for economically unemployed workers. In 2021, 2,029 jobseekers were trained via e-learning, a figure that is stable compared to 2020 (2,079 trainees trained).

As in 2020, online training was very popular with women, with 60.1% of female jobseekers trained this way, compared to 39.1% of men.

For jobseekers, the two main areas of training are IT, ICT and Digital Economy, as well as Management and Administration, which together account for 68.3% of trainees trained online in 2021.

As for workers, 568 undertook a 100% remote training programme, 59.2% of whom were women.

The two most popular fields are Social, Health, Sport and Body Care, accounting for 22.8% of workers in training, followed by the Hotels, Restaurants and Catering industry, with 17.3% of them.



In order to strengthen its online training offer, in parallel with the activities that gradually resumed face-to-face, Bruxelles Formation maintained and developed:

- Remote counselling and guidance for our users via dedicated platforms and tools: Call Center, online chat, email, etc.;
- Programmes alternating remote training and face-to-face training;
- The digital training and certification offer and the use of a common digital skills framework (DigComp);
- Computerised tests;
- A training offer targeting the needs, techniques and behaviours associated with remote working and remote management.

The digital transformation that Bruxelles Formation underwent before and during the pandemic allowed its remote training practices to be sped up in 2021. For the years to come, the challenge is now to define an inclusive and appropriate vision of remote training within the training offer and to promote the right balance between remote and face-to-face training.

At the end of 2021, Bruxelles Formation launched a project on hybrid training systems with the main aims of creating a glossary on hybridisation, organising practice sharing days and drafting recommendations for training centres.



Keeping up with the basics: face to face training

As of 1 February, training centres were once again able to welcome face-to-face trainees, while complying with COVID guidelines in particular.

Through its crisis unit, Bruxelles Formation enabled its centres and partners to continue several activities requiring face-to-face training, thanks to an exemption system, for the benefit of trainees:

- Testing;
- Motivation interviews prior to commencing training;
- The resumption of training programmes that could no longer be organised remotely as they required equipment and workshops;
- The resumption of training programmes for target groups with a greater risk of dropping out remotely;
- The resumption of training programmes for sectors that remained open (e.g. construction).



It was possible to expand this return to training centres from September 2021, allowing the public to be welcomed back and 100% face-to-face group activities to be resumed.

13,821 jobseekers were able to be trained by Bruxelles Formation and its partners, including 2,149 within companies.



DURING THE COURSE OF 2021...



Bruxelles Formation launched a communication campaign to raise awareness around online training amongst jobseekers, workers and the temporarily unemployed.

Online training is a catalogue of free training programmes covering 30 fields, with a total of more than 50,000 different course modules, ranging from office automation to digital technology, languages to numeracy and web-marketing.

JANUARY





Trainees return to our training centres for several training programmes that cannot be organised remotely.



Within the context of the pandemic, it was essential for Bruxelles Formation to put in place strong measures in order to facilitate access to remote training for trainees and access to digital tools. A system for lending computers and IT accessories (mice, keyboards, webcams, etc.) was therefore put in place. In March 2021, more than 250 trainees already had access to this new scheme.

BeCentral, Google, Bruxelles Formation and BeAngels teamed up to launch a unique training programme for anyone wanting to become an entrepreneur.

“We are founders”, an intensive 9-month full-time programme launched in April 2021, now enables aspiring entrepreneurs to move from a business concept to a company that stands on its own feet.

FEBRUARY

MARCH

APRIL





Bruxelles Formation took part in a competition organised by The Mint, AG Real Estate and Smile Safari Tour, offering 25 winners access to an online training programme: Computer-assisted music (sound techniques), Class B Driving Licence theory preparation, Video Retouching, Web Development, etc.



Bruxelles Formation and its partners' Formtruck is back on the road! In the spring and summer, it travelled around various parts of the capital, meeting residents of Brussels looking for information or advice on training programmes.

Startup Vie and Bruxelles Formation joined forces to launch an innovative training programme called "Becoming a Youtuber for yourself or your business", featuring the cream of the crop of Belgian Youtubers and start-ups! This initial training programme, which is one of a kind, began on 28 September and over 12 weeks welcomed 15 Brussels jobseekers. The programme is structured around 4 main areas: video, audio, streaming and digital marketing.

MAY

JUNE

SEPTEMBER



On 1 and 8 October, our centres hosted training specialists and other Actiris partners (Tracé Brussel, Service Emploi de Koekelberg, Actiris centres, Area, etc.). They were thereby able to discover the training programmes and facilities on offer and to gather information on conditions of access and the organisation of training programmes.



Over 2 days, Monday 8 and Tuesday 9 November, more than 5,000 visitors (including 1,000 Brussels residents), students, teachers, families and jobseekers came together at Ciney Expo for the Startech's Days. Bruxelles Formation was of course involved in this new edition via a stall with the Cité des Métiers and the participation of several BF Construction trainers as guides and members of the jury.



Our colleagues from BF Tremplin and BF Métiers Urbains visited their new premises at the Gare Maritime, which they moved into in January 2022: 7,900m² which can accommodate more than 600 trainees – an environment ideally located to be even closer to jobseekers by supporting them in refresher courses and training them in urban professions (Hotels, Restaurants and Catering, Safety, Retail, etc.).

OCTOBER

NOVEMBER

DECEMBER



WORKING FOR BRUSSELS' CITIZENS



Serving the needs of jobseekers, workers and employers in the Brussels Region, Bruxelles Formation develops its offer within **11 Sector-based training centres** and **1 Cité des Métiers** dedicated to counselling, information and guidance for Brussels residents.

BF tremplin
868 jobseekers trained

BF métiers urbains
961 jobseekers trained

BF digital-cepegra

**31 trips and
658 guidance meetings**

BF logistique
497 jobseekers trained

PFE Logisticity.brussels

BF technics
285 jobseekers trained

PFE Technicity.brussels

BF management
528 jobseekers trained

BF entreprises
2,110 workers trained

BF construction
476 jobseekers trained

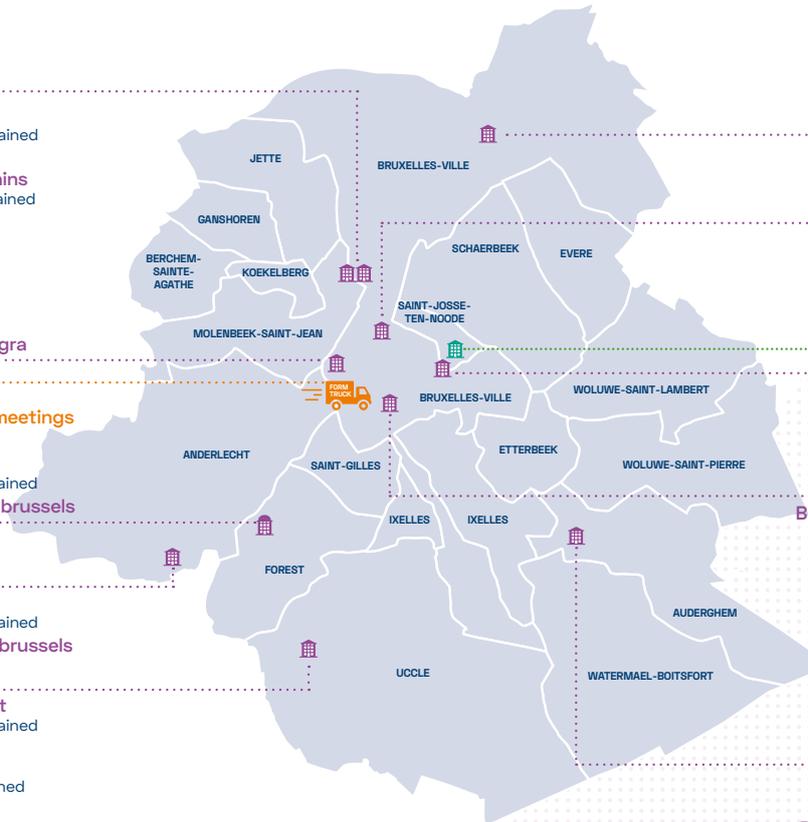
BF bureau & services
494 jobseekers trained

Cité des métiers
15,916 guidance meetings

BF langues
1,137 jobseekers trained

BF espaces numériques
2,566 jobseekers trained

BF digital
763 jobseekers trained
PFE Digitality.brussels





TRAINEESHIPS AND IN-COMPANY TRAINING FOR JOBSEEKERS

Bruxelles Formation offers Brussels jobseekers 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 jobseekers also have access to the traineeship opportunities managed by Actiris, Stage First.

FPIE

1,996

jobseekers trained

CIP

68¹

jobseekers trained

Stage First

677

jobseekers trained

(1) Methodological clarification: in the calculation of CIPs, 2019 marked a change in taking into account only jobseekers, 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 jobseeker".

THE DIVERSIFIED AUDIENCE OF BRUXELLES FORMATION



48.7%

Women



51.3%

Men



57.5%

Unemployed for less than a year



40.2%

Long-term unemployed
(more than a year)



2.3%

Unemployed for an undetermined period



24.4%

Under 25 years



23.7%

25-29 years



37.6%

30-44 years



14.3%

45 years +



LEVEL OF EDUCATION

8.1%

Primary education

8.7%

Secondary education
2nd level

21.4%

Higher education

25.3%

Secondary education
3rd and 4th level

36.5%

Other studies

Primary education abroad: 1.7%

Secondary education abroad: 11.9%

Higher education abroad: 11.8%

Undetermined: 11%



GEOGRAPHIC ORIGIN OF TRAINEES

86.5%

Brussels

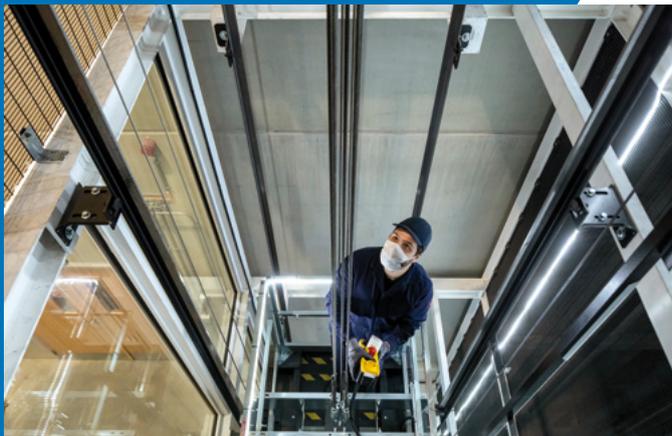
6.6%

Flanders

6.8%

Wallonia

SATISFIED TRAINEES!



8,65/10

Overall satisfaction rating

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

In 2021, the overall satisfaction rating of users increased compared to 2020, with a result of **8.65/10!**

Satisfaction with regard to training stood at **4.44/5**. Satisfaction with regard to reception, information and the organisation of courses, all the more important in a year dominated by health measures, stood at **4.37/5**.





TRAINING IN COLLABORATION WITH OUR PARTNERS

Manager of the French-speaking vocational 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 jobseekers and workers in transition, as well as of the economic development of the Brussels Region.

Number of jobseekers trained in 2021 with Bruxelles Formation's accredited partners

Socio-professional
integration organisations

3,609

jobseekers trained

Inclusion of persons
with disabilities

40

jobseekers trained

Adult education

546

jobseekers trained

OUR PARTNERS' CLIENTELE



60.7%

Women



39.3%

Men



46.6%

Unemployed for less than a year

/

50.7%

Long-term unemployed
(more than a year)

/

2.7%

Unemployed for an undetermined period



18.6%

Under 25 years



16.3%

25-29 years



46.6%

30-44 years



18.5%

45 years +



LEVEL OF EDUCATION

14.8%

Primary education

15.6%

Secondary education
2nd level

3%

Higher education

14.9%

Secondary education
3rd and 4th level

51.7%

Other studies

Primary education abroad: 10.2%

Secondary education abroad: 30.9%

Higher education abroad: 8.4%

Undetermined: 2.2%

GEOGRAPHIC ORIGIN OF TRAINEES

93.5%

Brussels

4.3%

Flanders

2.3%

Wallonia

BRUXELLES FORMATION, MANAGER OF THE VOCATIONAL TRAINING OFFER IN BRUSSELS



In its role as a Manager, 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 jobseekers and the economic development of the Brussels Region are met, Bruxelles Formation coordinates an offer covering 20 different training areas, such as Digital Technology, Management, Languages, Hotels, Restaurant and Catering, Eco-construction, Logistics, as well as Health, Fashion and Safety.

In 2021, coordination work allowed for a more in-depth comparative analysis between the 2020 offer and the 2020 results, the updating of profiles of trainees in training, as well as the launch of exchange and work meetings between training and assessment providers in priority areas:

- **Transport and Logistics**
- **Technological Industries**
- **Hotels, Restaurants and Catering**
- **Construction**

FIGURES BY TRAINING AREA

AREA	DISTINCT TRAINEES TRAINED		DISTINCT TRAINEES TRAINED
IT, ICT and Digital Economy	1,918	Automobile and Urban Mobility	105
Management and Administration	1,729	Cleaning	68
Construction	813	Environment, Agriculture, Animals and Nature	65
Social, Health, Sport and Body Care	738	Culture and Performing Arts	64
Transport and Logistics	504	Education, Training and Teaching	55
Professionally-oriented Languages	434	Tourism and Events	50
Technological Industries	418	Food, Catering Professions and Agri-Food Industries	45
Commerce	364	Clothes and Dressmaking	40
Hotels, Restaurants and Catering	360	Communication, Information and Documentation	3
Safety and Prevention	275	Cultural heritage and Crafts	1

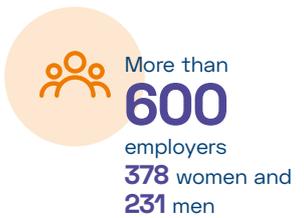




MOI,
quand je reste connecté.e
avec mes collègues !

THE BRUXELLES FORMATION TEAM

In 2021, there were more than 600 employees, educational and administrative staff at Bruxelles Formation, all dedicated to training jobseekers and workers, and to the smooth running and well-being of the institution.



Throughout 2021, staff at Bruxelles Formation continued to alternate between their usual place of work, especially teaching staff supervising trainees, and remote working.

In order to maintain the ties between colleagues and foster the well-being of our teams, Bruxelles Formation maintained several measures put in place from the first lockdown in 2020, such as:

- **Interaction spaces** to stay in touch through the organisation of webinars, a platform for sharing teaching tools online, etc.;
- An **adapted and varied online training** offer;
- **Equipment adapted** to the context and health measures in force in offices and training spaces;
- Continuation of the **Barometer** in order to assess employees' **well-being**;
- Regular **internal communication**;
- The organisation of two **online events**.



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