



Asociación Pro Cultura, Educación, Psicología de la Infancia y la Adolescencia
Organization for Culture, Education & Psychology for Infants & Adolescents

Professional Training & Employability Program

I Report - 2023

From January to April 2023

Created by:

Wendy Valverde Zúñiga

Professional Training & Employability Coordinator

Santa Cruz, Guanacaste, Costa Rica

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Table of Contents

Section 1 - Introduction	2
Section 2 - Executive Summary	3
Section 3 - Success and Accomplishments	8
Section 4 - Challenges and Difficulties	9
Section 5 - Learning	10
Section 6 - Stories to Highlight	10
Section 7 - Next Steps	11
Section 8 - Conclusions	11
Section 9 - Annexes	12

Section 1 - Introduction

The Adult Professional Training Program started in 2023 with great momentum. In the first four months, we have initiated 12 courses, of which 2 have already been completed, and we are continuing to offer 4 trainings that started in 2022.

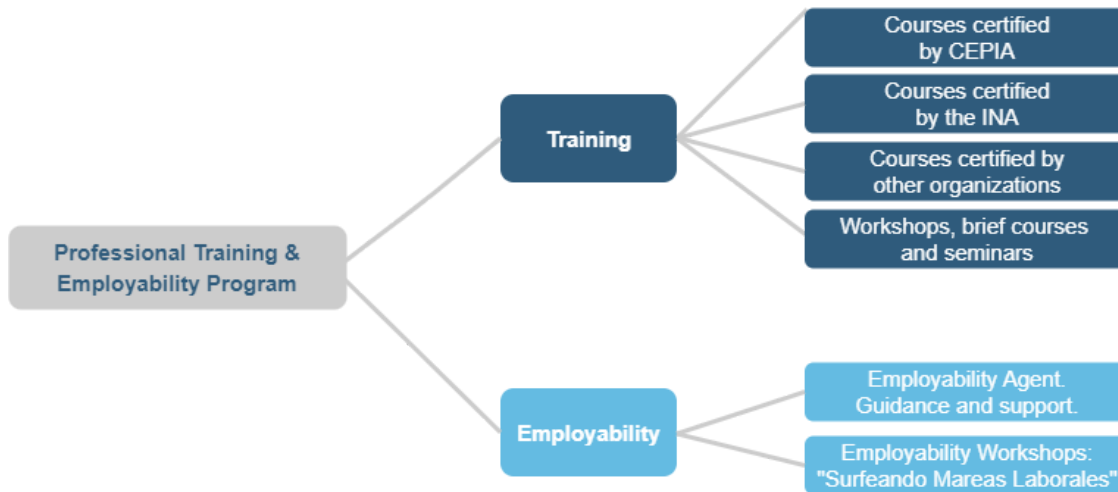
We maintain a strong partnership with the National Learning Institute (INA), delivering courses in English, Computing, Pool Maintenance, and Basic Boat Principles.

Under the category of training directly provided by CEPIA, we have commenced the Electrical Installations in Buildings course, as well as Basic and Intermediate English courses, available in both in-person and virtual formats.

In the Employability area, from January to April, we provided individual advisory services to 14 people and conducted workshops on effective job search techniques, attended by 13 individuals.

Section 2 - Executive Summary

Please, see the below map as an overview of the program and its services to the community:



A. Ongoing and finished courses from January to April 2023.

Courses certified by CEPIA

Course	Conversational English Workshop	Intermediate English CEPIA	Basic English Tamarindo I	Electric Installations	Basic English CEPIA	Basic English Tamarindo II
Teacher	Debi Hoffmann (volunteer)	Richard Ramírez (volunteer)	Tatiana Lexis English School	Marvin Granados (paid)	Richard Ramírez (volunteer)	Julio Lexis English School
Students Starting	6	16	16	16	16	16
Starting date	November 17th, 2022	February 28th	March 1st	March 3rd	March 8th	April 11th
Hours	56	60	80	275	60	80
Status	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Final or current # of students	5	11	16	12	12	16

Total Students starting a CEPIA training from Jan to Apr 2023	80
Total Students participating on a CEPIA training from Jan to Apr 2023	86
Total Students who finished a CEPIA training from Jan to Apr 2023	NA

Courses certified by the INA

	Hotel Receptionist	Basic English I	Basic English II	Pool Operator	Office Productivity (Computer Skills)	Office Productivity (Computer Skills)	English for Bartenders	Boat Basics
Course								
Students Starting	22	20	20	14	16	15	20	12
Starting date	May 24th, 2022	September 16th, 2022	September 16th, 2022	January 23rd	February 13th	February 13th	February 16th	March 9th
Hours	1119	150	150	80	260	260	120	116
Status	Ongoing	Finished	Finished	Finished	Ongoing	Ongoing	Ongoing	Ongoing
Final or current # of students	7	9	9	11	16	11	9	12

Total Students starting an INA training from Jan to Apr 2023	77
Total Students participating on an INA training from Jan to Apr 2023	102
Total Students who finished an INA training from Jan to Apr 2023	29

Professional brief courses and seminars

Course	Conversational Virtual English	Food Handling <i>To get the food handling card</i>	Food Handling <i>To get the food handling card</i>
Students Starting	16	4	14
Starting date	February 1st	February 04th, 16th March 04th	April 12th
Teacher / Organization	Supporting Young Professionals Volunteers	Diana Fuentes (scholarships)	Diana Fuentes (paid)
Hours	40	6	6
Status	Ongoing	Finished	Finished
Final or current # of students	13	4	13

Total Students starting a brief training from Jan to Apr 2023	34
Total Students participating on a brief training from Jan to Apr 2023	13
Total Students who finished a brief training from Jan to Apr 2023	17

Training Area Summary:
from January to April 2023

- 190 students started a new course/certification.
- 46 students completed their training and 128 are still taking their classes.
- Courses by CEPIA like Electrical Installations in Buildings, Basic, Intermediate, and Conversational English are part of the course catalog.
- Courses by INA like Pool Operator, Boat Basics, Office Productivity, and English are part of the courses offered.

B. Employment Agent - Guidance and Support

Employment Advisor Sessions: During the Employment Advisor Sessions from January to April, a total of 14 individuals received personalized support in their job search. Out of the 10 people who responded to the post-session survey, 4 indicated that they found employment with their new resume. 7 people rated the assistance received as excellent, and all would recommend this service. Among the highlighted benefits are the opportunity to enroll in courses and the provision of information about job opportunities.

ANE platform: In April 2023, a report extracted from the ANE platform revealed that there are 180 registered companies from the communities of Tamarindo, Cabo Velas, 27 de Abril, Cartagena, Tempate, and Santa Cruz. Out of these, 122 companies are currently inactive, while 58 remain active.

Connecting Businesses and Job Seekers: The program has been a valuable resource for both well-known large companies and small businesses within the community. They have turned to us for assistance in filling their job vacancies in the local area. We have shared these job openings through our employability Whatsapp group and have directly connected potential candidates from our program with suitable positions.

C. Employability Workshops: “Surfeando Mareas Laborales” (Surfing labor tides)

In these first four months, three Resume Creation Workshops have been conducted. These sessions were provided to 13 students from INA courses as part of the completion of the Hotel Receptionist and Basic English courses. The objective is to equip them with tools for conducting an effective job search, in addition to the specific knowledge acquired during the course. Out of the 13 people who attended the workshops, 9 of them believe that the content exceeded their expectations, while the rest feel that their expectations were met. Comments from the students are listed below:

"I loved the way the workshop was conducted, it was very comprehensive. I wouldn't change anything; it is very well structured."

"I really liked your way of communicating, expressive, honest, and willing to make corrections. Your approach is effective."

"I found it very interesting. We covered many relevant topics that are very helpful in the hiring processes and more. And I think the structure is very good."

"I really liked the patience and kindness in providing the information."

Employability Area Summary:

from January to April 2023

- 14 users have received employment support on 1:1 sessions during 2023.
- Three sessions of the “SML” workshop were held during the first four months of 2023, for 13 participants.
- The companies BAC San José and Reserva Conchal have contacted us asking for support to find candidates for their open positions.

Section 3 - Success and Accomplishments

What has worked well so far in the program?

Powerful alliances. One of the program's strengths is the ability to create and maintain partnerships with both public and private entities, bringing benefits to all involved. Our partnership with the Huacas Development Association has allowed us to have a new classroom to accommodate our growing number of courses.

- The classroom located next to the Huacas soccer field is now fully operational. Courses such as Boat Basics, Food Handling, and Employability workshops have already taken place in it and we have received positive feedback from both students and teachers.
- The support from Reserva Conchal is also crucial in ensuring optimal conditions for students, as they sponsored the purchase and installation of an air conditioning unit.
- Our alliance with INA Liberia enabled us to furnish the new classroom with desks and equip the computer laboratory with 22 new ergonomic chairs.
- Having 190 students begin their new course or certification, indicates a good level of interest and participation.
- With 128 students still actively engaged in their classes, there is a significant number of learners committed to their educational journey and motivated to continue their studies.
- Currently, there are 13 students receiving virtual conversational English classes through the *Supporting Young Professionals* project, developed jointly by Linnea Hauser from Las Catalinas and CEPIA. A total of 4 volunteers are in charge of these students. They meet for one hour per week via Zoom or Google Meet.

- As a result of the interactions with program users, the coordinator gets insights about their lives and families, including difficulties or potentially vulnerable situations. 86% of the people who received an employment support session were considered for courses or referred to other CEPIA departments such as Psychology and Social Work.

Section 4 - Challenges and Difficulties

What has not worked well so far in the program?

- Lack of appropriate planning by the INA, results in some courses being announced to CEPIA with short notice, compromising the necessary logistics.
- Cases of students dropping out from courses have been present this year. Among the reasons, the majority mention aspects related to work and transportation.
- The teacher and students from the Electricity course have expressed the need for better conditions in their classrooms, specifically related to space and high temperatures.
- The program's budget is planned in December each year. As the year progresses, obstacles arise such as an increase in the cost of materials that were originally quoted, as well as the need for new materials.
- The food handling course provider has requested a 50% increase in the cost per person, leading us to explore alternatives to cover this increase or find new providers.

Section 5 - Learning

What are we changing/adapting as a result of our challenges?

- Establish communication channels with employers to advocate for the importance of education and professional development. Collaborate with employers to encourage them to support their employees' participation in the program by allowing flexible work arrangements or providing work leaves for attending classes or exams.
- Seek funding or resources to enhance the classroom environment, such as optimal use of space, and installing proper ventilation or air conditioning systems.
- Adapt the program's budget to accommodate unforeseen expenses and maintain open communication with suppliers.
- Seek alternative suppliers or negotiate with the existing provider to find a more cost-effective solution without compromising the continuity of the food handling course.
- Appeal to the agreement between INA and CEPIA to ask for clear and efficient communication regarding the schedule of courses.

Section 6 - Stories to Highlight

Due to difficulties in his personal and work life, Guido sought psychological consultation at CEPIA. Mauricio, who provided him with therapy and tools, also referred him to the Employability program.

During the employment session, we identified that despite Guido's solid experience and professional training, the format and content of his resume did not effectively showcase his strengths.

We created a new resume from scratch, highlighting Guido's valuable skills and accomplishments for him to start his job search. After dozens of applications, Guido was finally hired and will start he is starting on his new position on May 8th.

"To me, CEPIA is an invaluable pillar for the communities of the coastal area of Santa Cruz, and in particular, Wendy and Mauricio (Psychologist), are individuals with exceptional professionalism and human qualities. They have the ability to positively impact the people they serve. Thank you, CEPIA, for giving me a new chance in life."

Elizabeth came to CEPIA seeking help to create her resume. After hearing her story and learning about her family difficulties, she was referred to the Social Work program. Ana Patricia (Social Worker) facilitated the process to incorporate Elizabeth into the cleaning committee at CEPIA, where she receives a food basket in exchange for a few hours of work at the community center.

"My experience at CEPIA has been wonderful because I get to interact with other people. I have learned a lot about cleaning and working as a team with my colleagues. Additionally, they help me with food and fruits for my family."

Section 7 - Next Steps

- Whale Watching and Conservation, Basic English, Customer service in tourism for people with disabilities, Air Conditioning maintenance, and Manicure are part of the courses to start during the next months.
- We must continue to monitor attendance records in courses to identify possible cases of dropout and address them in a timely manner.
- Reaching out to local businesses that are not registered in ANE or have inactive accounts to encourage the use of the platform is part of the plan for the next months.

- New strategy for the next four months: Develop Goal Achievement workshops to empower students in Identifying motivations, overcoming obstacles, and implementing solutions in their daily lives.

Section 8 - Conclusions

The Adult Professional Training and Employability Program is off to a strong start in 2023. With a variety of courses offered in partnership with INA, we have seen positive outcomes and engagement from students. The Employability area has successfully provided individual advisory services and conducted workshops, resulting in several individuals finding employment opportunities through their improved resumes.

Despite the program's achievements, there are challenges to address, such as course planning issues, student dropouts, and classroom conditions. Efforts will be made to establish communication channels with employers, seek funding for classroom improvements, adapt the budget to unforeseen expenses, and explore alternatives for the food handling course.

Personal stories of success, like Guido's employment journey and Elizabeth's experience in the cleaning committee, highlight the positive impact CEPIA has on individuals' lives. The program's next steps include launching new courses and maintaining attendance monitoring, as well as reaching out to local businesses to encourage ANE's platform usage. Additionally, the implementation of goal achievement workshops will empower students to identify their motivations and overcome obstacles in their daily lives.

Through continuous improvement and adaptation, the Adult Professional Training Program at CEPIA remains committed to providing valuable education, support, and opportunities to individuals in the coastal area of Santa Cruz.

If you have any questions, comments, ideas, or suggestions regarding this document and its content, please do not hesitate to contact us at +506 84838017 or formaciones.cepia@gmail.com

Section 9 - Annexes

Finished courses

#	Training Name	Training type	Institutions Involved	Total Hours	Initial # of students	Final # of students	Success rate	Initial Date	Finish Date	Status
1	Food Handling	Course	CEPIA	6	4	4	100.00%	4/2/2023	4/2/2023	Finished
2	Pool Operator	Course	CEPIA & INA	80	14	11	78.57%	23/1/2023	28/2/2023	Finished
3	Food Handling	Course	CEPIA	6	14	13	92.86%	12/4/2023	12/4/2023	Finished
4	Basic English	Course	CEPIA & INA	150	20	9	45.00%	16/9/2022	18/4/2023	Finished
5	Basic English	Course	CEPIA & INA	150	20	9	45.00%	16/9/2022	18/4/2023	Finished

	392	72	46
Summary	Total Hours	Initial # of students	Final # of students

Ongoing courses

#	Training Name	Training type	Institutions Involved	Total Hours	Initial # of students	Current # of students	Initial Date	Finish Date	Status
1	Hotel Receptionist	Course	CEPIA & INA	1119	22	7	24/5/2022	31/3/2023	Ongoing
2	Boat Basics	Course	CEPIA & INA	116	12	12	9/3/2023	11/5/2023	Ongoing
3	English for Bartenders	Course	CEPIA & INA	120	20	9	16/2/2023	7/6/2023	Ongoing
4	Conversational English	Workshop	CEPIA	56	6	5	17/11/2022	15/6/2023	Ongoing
5	Basic English Tamarindo I	Course	CEPIA - Lexis School of English	80	16	16	1/3/2023	1/8/2023	Ongoing
6	Instalaciones Eléctricas	Course	CEPIA	275	16	12	3/3/2023	12/8/2023	Ongoing
7	Office Productivity	Course	CEPIA & INA	84	16	16	13/2/2023	18/8/2023	Ongoing
8	Office Productivity	Course	CEPIA & INA	84	15	11	13/2/2023	18/8/2023	Ongoing
9	Basic English Tamarindo II	Course	CEPIA - Lexis School of English	80	16	16	11/4/2023	11/10/2023	Ongoing
10	Intermediate English	Course	CEPIA Volunteer Richard	60	16	11	28/2/2023	31/10/2023	Ongoing
11	Basic English	Course	CEPIA Volunteer Richard	60	16	12	08/03/2023	1/11/2023	Ongoing
12	Conversational Virtual English	Workshop	CEPIA & SYP Program	40	16	13	01/02/2023	All year long	Ongoing

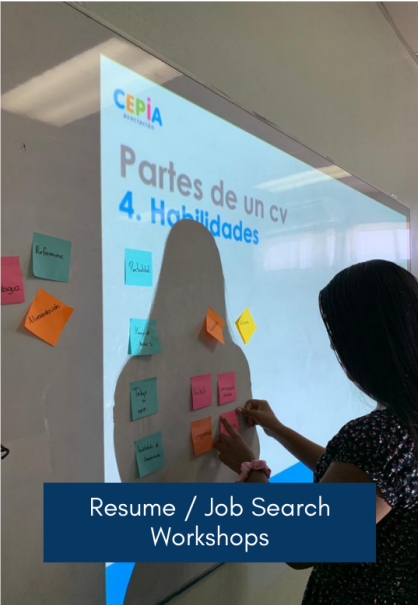
Summary

2174	187	140
Total Hours	Initial # of students	Final # of students

Pictures



New classroom - Huacas by the soccer field



Resume / Job Search Workshops



Computer Lab - New chairs



Pool Operator Students



Boat Basics Practice



Electricity Course Practice

