# Training on Public Employment Services in North Sudan

**UN Joint Programme on Creating Opportunities for Youth Employment in Sudan-2011**

# Training On Public Employment Services In North Sudan

Extensive On-the-job training on Public Employment Services was undertaken for labour officers representing four States of North Sudan; Khartoum, North Kordofan, South Kordofan, Blue Nile. Training sessions comprised two weeks of in-house training in Khartoum followed by field level training. Trainings were executed from 1st April to 2nd June 2011. This report compiles the training modules and the methodology utilized in training labour officers on Public Employment Services.

## UN Joint Programme on Creating Opportunities for Youth Employment in Sudan-2011

# Contents

Abbreviation ..... 5
Acknowledgement ..... 6
Background ..... 7
Objective of the JP programme and its link to strengthening Public Employment Services in North Sudan ..... 9
Scope of the On-the-job training sessions ..... 10
Training methodology ..... 12
Training time plan ..... 17
Participants ..... 18
Limitations of the study ..... 20
Overview of the modules ..... 21
Module 1: Training on core functions of Public Employment Services ..... 22
Module 2: Training on Public Employment Services under Emergencies ..... 24
Module 3: On the job training on flexible response strategies to identified crisis needs ..... 28
Module 4: On-the-Job training on the procedures of jobseeker registration ..... 30
Module 5: On the job training on undertaking vocational counselling for young jobseekers ..... 35
Module 6: On the job training on servicing self-employment seekers ..... 36
Module 7: On-the-Job training on servicing the needs of special categories of jobseekers ..... 38
Module 8: On-the-Job training on contacting employers and registering job vacancies ..... 40
Module 9: On-the-Job training on occupation and industry codes ..... 43
Module 10: On-the-Job training on matching jobseekers to vacancies and referral for interviews ..... 45
Module 11: On-the-Job training on setting standard procedures for Employment Services ..... 49
Module 12: On-the-Job training on activities focused on referrals for vocational training ..... 51
Module 13: On-the-job training on management of special employment and training measures ..... 52
Module 14: On-the-job training on handling computerised databases ..... 54
Module 15: On the job training on collecting labour market statistics and generating labour market information ..... 56
Module 16: On the job training on developing publicity and promotional material for Employment Services ..... 58
Module 17: On the job training on undertaking surveys ..... 61
Module 18: on the job training on strategically managing Public Employment Services ..... 63
Module 19: On the job training on preparing career guidance booklets for diverse professions to be used for career guidance ..... 64

Annexure 1: Simplified jobseeker registration form for mobile registration ..... 65
Annexure 2: Jobseeker registration form..... 67
Annexure 3: Vocational counselling steps at the point of jobseeker registration..... 71
Annexure 4: Jobseeker registrations register ..... 72
Annexure 5: Letter of verification..... 73
Annexure 6: Letter of registration ..... 74
Annexure 7: Form for updating jobseeker information..... 75
Annexure 8: Identifying the skills in young jobseekers ..... 78
Annexure 9: Identifying career values of young jobseekers..... 80
Annexure 10: Ability of young jobseekers to start their own business ..... 82
Annexure 11: Employer registrations form ..... 88
Annexure 12: Business directory ..... 91
Annexure 13: Job vacancy registration form..... 93
Annexure 14: Job vacancy register..... 96
Annexure 15: Vacancy registration letter ..... 97
Annexure 16: Jobseeker referrals letter ..... 98
Annexure 17: Referrals for interview form ..... 99
Annexure 18: Results of the interview form..... 100
Annexure 19: Register for job matching, referrals for interviews and results of interview form..... 101
Annexure 20: Register of training institutions..... 102
Annexure 21: Jobseekers database ..... 103
Annexure 22: Job vacancy database..... 104
Annexure 23: Training institutions database ..... 105
Annexure 24: Quarterly statistical reporting format ..... 106
Annexure 25: Track for jobseekers/employers and training providers (North Kordofan State)..... 111
Annexure 26: Track for jobseekers (North Kordofan State) ..... 113
Annexure 27: Poster for jobseekers (Khartoum State)..... 114
Annexure 28: Quarterly newsletter ..... 116
Annexure 29: Jobseeker satisfaction survey format..... 117
Annexure 30: Employer satisfaction survey format..... 119
Annexure 31: Disaster survey format..... 120
Annexure 32: Vision/Mission statements..... 125
Annexure 33: Work plan..... 126
Annexure 34: Performance appraisal of the Ministry staff recommended as PES trainers: Ms Amna Ahmed Ali Kohail..... 132
Annexure 35: Terms and references for the Employment Services Specialist..... 133

## Abbreviation

| | |
|---|---|
| CPA | Comprehensive Peace Agreement |
| EPES | Emergency Public Employment Services |
| ESC | Employment Services Centre |
| FMoL | Federal Ministry of Labour |
| GM | General Manager |
| IDP | Internally Displaced Persons |
| ILO | International Labour office |
| ISCO | International Standard Classification of Occupations |
| ISIC | International Standard Industrial Classification |
| JP | Joint Program |
| MDG | Millennium Development Goals |
| PES | Public Employment Services |
| LO | Labour Office |
| UN | United Nations |
| UNIDO | United Nations Industrial Development Organization |

## Acknowledgement

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Special thanks to Mr Graham Boyd, Program Manager UN Joint Programme on Creating Opportunities for Youth Employment in Sudan for identifying the importance of Employment Services in sourcing employment for youth.

Support from the Federal Ministry of Labour in making the training program effective is noteworthy. This opportunity is also taken to thank the officials of State Ministries of Local Governments and labour officers for their support on this initiation.

Special thanks to Ms Amna Ahmed Ali Kohail for the support extended in Arabic translation during the entire training program.

## Background

Signing of the Comprehensive Peace Agreement (CPA) in January 2005 brought an end to the civil war between the Government of Sudan and the SPLM. After twenty one years of civil war, the country's population was estimated at 37 Mn, of which 17 Mn was under the age of 18. War resulted in forced, migrations on a massive scale resulting in the highest number of Internally Displaced Persons (IDPs) in the world. Close to 1Mn fled to neighbouring countries to become refugees. Mass population exodus created a vacuum in the local markets thus resulting in inefficient market conditions. Destruction of local infrastructure and systems established for the operation of the local economy marked the collapse of the established market structures. With the collapse of the market economy, consumer demand hit the rock bottom with a major blow on the local job market. Mass unemployment became a common phenomenon among the young Sudanese. Many young Sudanese were separated from their families depriving them of their education and vocational skills needed in acquiring gainful employment. With the signing of the CPA many returned back to their places of origin. Yet for many finding suitable employment is a nightmare. Lack of suitable livelihood opportunities puts them at high risk of being involved in violent acts including sexual abuse which increases their vulnerability to HIV. This is especially true for ex-combatants and former child-soldiers. Thus there is a clear need to develop youth capacities.

The Sudan Joint Programme (JP) "Creating Opportunities for Youth Employment in Sudan" aims to provide skills development and livelihood opportunities to youth with particular attention on migrant youth, including returnees and demobilised soldiers. Twenty-one years of civil war have left an entire generation without access to education. The programme helps mainstreaming youth employment in national development frameworks and creates employment opportunities to deliver peace dividends. The JP targets three priority states in the North – Northern Kordofan, Southern Kordofan and Blue Nile. The implementation of the JP coincided with the beginning of a new programme cycle set by the UNDAF 2009-2012 in Sudan. The UNDAF Outcome which both North and South partners work towards under this joint programme is as follows:

> *"By 2012, poverty, especially amongst vulnerable groups is reduced and equitable economic growth is increased through improvements in livelihoods, decent employment opportunities, food security, sustainable natural resource management and self reliance".*

The joint programme is expected to contribute to the following related UNDAF sub-outcome: "Individuals and communities especially youth and vulnerable groups (particularly ex-combatants, mine victims, children and women associated with armed groups) have access to improved income generation opportunities and employment through decent work". The joint programme contributes to the attainment of the Millennium Development Goals (MDG). The development of the Youth Employment Programme mirrors the approach adopted in the UNDAF. Hence, joint programme outcomes and outputs were identified by UN agencies and partners in both North and Southern Sudan. To support national efforts adequately in North Sudan, a UNIDO has been appointed as lead agency by the UN team in the south ILO was selected.

The Federal Ministry of Culture, Youth and Sports is the national focal point for the Joint programme in the North. The Ministry of Labour plays a technical advisory role in the development of the youth employment action plan and it directly supports the establishment/strengthening of the labour market intermediation process through a network of labour offices/Public Employment Services, which receive technical guidance from the federal level and administrative support by the State authorities. The ILO is a partner in the North based JP, led by UNIDO. ILO Cairo base Decent Work Team of specialists provides continuous backstopping with the support of the Youth Employment programme based at ILO HQs in Geneva.

## Objective of the JP programme and its link to strengthening Public Employment Services in North Sudan

At the national and sub-national level, the joint programme has a two-fold objective:

1. Relevant line ministries and the CBOS/BOSS are strengthened within their mandate areas in relation to youth employment policies.

2. An inter-ministerial approach is adopted to ensure individual strategies and action plans are coordinated.

Outcomes

The joint programme Outcomes are:

1. Employment creation for migrant youth is mainstreamed into national development framework.
2. Policies and measures are in place to help young returnees enter and remain in the labour market.
3. Innovative interventions to create concrete employment and training opportunities for the youth developed and implemented.

Training labour officers of the four States in North Sudan falls under the Joint Programme Outcome 2 above.

## Scope of the On-the-job training sessions

The scope for the training sessions is stipulated by the TOR for the consultant. At a macro level the consultant is to ensure the following skills are imparted to labour officers.

**Basic on-the-job-training for staff on the registration processes addressing:**

1. How to sketch job seekers' individual profile, to identify their skills, work experience, professional aspirations, and skills needs, and spot possible socio-psychological problems for referral
2. How to organize and deploy PES staff to temporary/mobile registration centres to provide rapid response when large numbers of people need assistance
3. How to organize registration programmes to help people who have lost their jobs
4. Organize an outreach team per each one of the LO that is capable of accessing employers, canvass for vacancies and monitor feedback from employers.

**Basic training on vocational information, professional guidance, and career counselling:**

1. How to liaise with other agencies and local community networks to assist in identifying job seekers with particular skills in demand
2. How to link with institutions to provide opportunities for training job-seekers
3. How to provide advice and information to job-seekers and employers on employment alternatives, small business development and sustainable livelihood options
4. How to organize special job-seekers registration campaigns
5. Establish a database for available vocational and livelihood skills training in the state and access modalities.

**Basic on-the-job training on contacting employers and registering vacancies to be carried out:**

1. How to urge employers to use the ESC
2. How the ESC can organize to collect on a regular basis the information concerning job vacancies ,
3. How to establish and maintain contacts with employers to assist them in filling their vacancies and to gather information on labour market
4. How to lobby for employment-intensive methodologies
5. How to organize special recruitment arrangements for public works programmes, How to establish linkages with major projects to assist with their recruitment requirements

**Train staff on Occupation and industry codes:**

1. How to classify vacancies according to ISCO
2. How to match the occupational vacancy code with the job seeker registration form

3. How to classify businesses according to ISIC and register employers in the system
4. How to execute the matching process on the computer to match vacancies with job-
   seekers

**Basic on-the-job-training on addressing the needs of special categories to be carried out:**

1. What are the specific needs of the special categories of jobseekers
2. How to design and implement new creative, innovative and efficient ways of addressing needs of each of the special categories (such as job counselling techniques, job search techniques, career counseling, career day, job fair programmes etc
3. What kind of flexible targeted responses to assist specific groups with special needs can be organized and implemented

**Basic on-the-job training on strategic Public Employment Services:**

1. The core functions of the ESC.
2. A new definitive mandate of the ESC.
3. Set some objectives for the ESC.
4. A strategy to reach to objectives defined.
5. An annual operational work plan.

## Training methodology

The international consultant operates under the leadership of the YEM based in Juba and the technical guidance of Senior Specialist on Skills and Employability based in the Decent Work country Support Team in Cairo. The consultant was to develop an on-going working relationship with the Ministry of Labour in Khartoum, State Ministries of Labour, Employers and workers organization at federal and state level. The ILO EPES manual on Management of special employment and training measures was utilized as a basis for the whole exercise. The consultant was assisted by a staff member from the Federal Ministry of Labour for Arabic translation.

A training course module was developed by the consultant for conducting the training sessions. Training curricular was devised to suite the local conditions. The training curricular consisted of 19 modules. Each module was divided into sub modules. Training curricular was developed in addressing the main theoretical foundations of Public Employment Services and to impart on-the-job training in operating and establishing an efficient system of public employment services. Following materials were referred in shaping the course curricular.

1. Emergency Public Employment Services Manual (EPES) - ILO
2. Advanced Employment Services –Sajith de Mel
3. The Public Employment Services in a Changing Labour Market-Ellen Hansen
4. ESC Training Manual-Gregor Schulz

Additional material referred in developing the course curricular:

1. Livelihood and Employment Creation: Food for Work-ILO
2. Livelihood and Employment Creation: Cash for Work-ILO
3. Livelihood and Employment Creation: Microfinance-ILO
4. Livelihood and Employment Creation: Micro and Small Enterprise Promotion-ILO
5. Livelihood and Employment Creation: Start and Improve Your Business-ILO
6. Livelihood and Employment Creation: Labour Based Infrastructure Projects-ILO
7. Livelihood and Employment Creation: Community Contracting in Urban Setting-ILO

In developing the course curricular the consultant brought in the following experiences on employment services. Following documents were reviewed for this purpose:

1. Status of Employment Services in South Sudan (2009) –Sajith de Mel
2. Training on Public Employment Services in South Sudan (2010)-Sajith de Mel
3. Four Year of Labour Market Statistics on operating a system of Public Employment Services in Afghanistan (2008)-Sajith de Mel and Marc Vansteenkiste
4. Skills Mismatch in Sri Lanka (Employment Services/2007)-Sajith de Mel
5. Vocational Training Demands and Constraints in Sri Lanka 2007-Sajith de Mel

Following survey documents were reviewed by the consultant in understanding the local labour conditions in North Sudan.

1. Youth Labour Market Survey: South Kordofan State Report (2010)
2. Youth Labour Market Survey: North Kordofan State Report (2010)
3. Youth Labour Market Survey: Blue Nile State Report (2010)

Following forms essential for operating an employment services office was developed with the assistance of the labour officers. The forms stipulated in the EPES manual were used as the basis and modifications introduced to suite the local labour market conditions.

Registration forms introduced

1. Jobseeker registration form
2. Employer registration form
3. Job vacancy registration form
4. Form for updating jobseeker information
5. Referrals for interview form
6. Results of the interview form
7. Jobseeker registration form for mobile registrations

Registers introduced

1. Register of training institutions
2. Jobseeker registration register
3. Register for job matching, referrals for interview and results of the interview form
4. Register for recording visits to employers and training institutions

Survey formats introduced

1. Jobseeker satisfaction survey format
2. Vocational training provider survey
3. Employer satisfaction survey
4. Disaster survey

Planning documents introduced

1. Work plans
2. Business directory format
3. Quarterly variance reporting format
4. Quarterly statistical report

Letters introduced

1. Letter of jobseeker registration
2. Letter of verification
3. Jobseeker referral letter
4. Vacancy registration letter

Publication materials

1. Track for jobseekers
2. Jobseeker-employer-training provider leaflet

3. Newsletter for employment services
4. Jobseeker poster

Computerized databases

1. Jobseekers database
2. Job vacancy database
3. Training provider database

Career guidance documents

1. Providing career guidance to self employment seekers
2. Getting to know how jobseekers like to work
3. Reviewing jobseeker interests
4. Determining jobseeker work values
5. Writing success stories
6. Finding a job that interests the jobseeker
7. Identifying jobseeker skills
8. Interviewing and counselling a jobseeker
9. Guide for making effective presentations

Simulation exercises were undertaken in training the labour offices on utilizing above materials developed.

Simulation exercises with regard to Registration forms introduced

1. Filling the Jobseeker registration form with reference to jobseeker details
2. Filling the Employer registration form with reference to employer details
3. Filling the Job vacancy registration form with reference to vacancy announcements
4. How to undertake a database draining exercise
5. Filling the Referrals for interview form with reference to a matching list
6. Filling the Results of the interview form
7. How to undertake a mobile registration campaign for jobseekers

Simulation exercises on updating Registers

1. How to update the Register of training institutions
2. How to update the Jobseeker registration register with reference to jobseeker registration forms
3. How to update the Register for job matching, referrals for interview and results of the interview form with reference to the matching list, referrals and interview and results of the interview form
4. How to update the Register for recording visits to employers and training institutions

Simulation exercises undertaken on Survey formats introduced

1. How to develop and execute a jobseeker satisfaction survey
2. How to develop and execute a training provider satisfaction survey
3. How to develop and execute an Employer satisfaction survey
4. How to develop and execute a Disaster survey

Simulation exercises on working with planning documents

1. How to develop Work plans and to monitor the progress
2. How to develop a Business directory
3. How to develop a Quarterly variance reporting format and to update with reference to work plans and to monitor deviations
4. How to update Quarterly statistical reports with reference to the databases

Simulation exercise on developing Letters for employment services

1. How to develop a Letter of jobseeker registration
2. How to develop a Letter of verification
3. How to develop a Jobseeker referral letter
4. How to develop a Vacancy registration letter

Simulation exercises on designing and developing Publication materials

1. How to design a Track for jobseekers
2. How to design a Jobseeker-employer-training provider leaflet
3. How to design a Newsletter for employment services
4. How to design a Jobseeker poster

Simulation exercises on developing and updating computerized databases

1. How to develop and to update the Jobseekers database
2. How to develop and update the Job vacancy database
3. How to develop and update the Training provider database

Simulation exercises on conducting Career guidance

1. How to assist a self employment seekers
2. Enabling a jobseeker in Getting to know how his/her work interests
3. Reviewing jobseeker interests
4. Enabling a jobseeker in identifying work values
5. How to write success stories on employment services
6. Enabling jobseekers in finding a job that interests
7. Enabling jobseekers in identifying their skills
8. counselling for jobseekers
9. How to make effective presentations to groups of jobseekers, employers and other stakeholders

Discussions were undertaken with the following personal

1. Adam Hamad Mohammed Fudllula (Undersecretary, FMoL)
2. Dr Salaam Abdulgarda(GM, Planning department)
3. Sedig Juma Arbab(GM, Human Resources and Financial Department, FMoL)
4. Aysha Babo (GM, Labour Affairs department, FMoL)
5. Mohamed Hassen (GM, Khartoum labour office)
6. Salwa Mohammed Abdala (General Department of External Relationships)
7. Mohammed Salih Al Basheer (Manager-Labour office, Elobied)
8. Abdul Rahman Hassen (Manager-Information Centre, Elobied)
9. Ahamed Abdul Al Magid Al Makee (Undersecretary, General Secretariat, North Kordofan State)

10. Mutasm Meragani ( Governor/Wali- General Secretariat, North Kordofan State)
11. Ahmed Hussain Mohammed (Vice-Wali, General Secretariat, North Kordofan State)
12. John Deng Riyag (General Manager, Ministry of local Government)
13. Khalid Hassen Abrahim (Vice-Manager, General Department of Labour)

## Training time plan

| | | |
|---|---|---|
| April | | |
| | Week 1 | Program preparation |
| | Week 2 | Joint Workshop in Khartoum |
| | Week 3 | Joint Workshop in Khartoum |
| | Week 4 | Field level training in Khartoum State |
| May | | |
| | Week 2 | Field level training in North Kordofan |
| | Week 3 | Field level training in Blue Nile |
| | Week 4 | Field level training in South Kordofan |
| June | | |
| | Week 1 | Report writing and discussion |

## Participants

Fifty (50) numbers participated for the training sessions on Public Employment Services. Trainees composed of officers from the Federal Ministry of Labour and the State labour offices.

Khartoum State

- Khartoum labour office
- Bahary labour office
- Omdurman labour office

South Kordofan State

- Muglad labour office
- Alfola labour office
- Babanosa labour office
- Kadouglu labour office
- Kadouglu local area labour office

North Kordofan State

- El-Obeid labour office
- Nohoud labour office
- Omrawaba labour office

Blue Nile State

- Damazeen labour office
- Rosares labour office
- Baw labour office
- Gizan labour office
- Tadaman labour office
- Alarmok labour office
- Damazeen local area labour office

**Participant list**

| Name | State | Title | Sex |
|---|---|---|---|
| Amira Mohamed | Khartoum | Manager | F |
| Salwa Mohamed | Khartoum | Manager | F |
| Amna Khider | Khartoum | Manager | F |
| Rugia Mustafa | Khartoum | Inspector | F |
| Awadhi Gibriel | Khartoum | Head of department | F |
| Abeer Ahmed | Khartoum | Inspector | F |
| Ahmed Hassan | Khartoum | Inspector | M |
| Waleid Mohamed | Khartoum | Inspector | M |
| Eltyt Suliman | Blue Nile | Sup-inspector | M |
| Saadia Eltib | North Kordofan | First inspector | M |
| Hikmat Hamad | Blue Nile | First inspector | F |
| Layat Aumer | Blue Nile | Inspector | F |
| Hamid Easa | Blue Nile | Sup-inspector | M |
| Arif Mohomad | Blue Nile | First inspector | M |
| Nafisa Mohamed | South Kordofan | Sup-inspector | F |
| Mohamed Hamid | South Kordofan | Sup-inspector | M |
| Yasien Abdella | South Kordofan | Sup-inspector | M |
| Ihap Jadkaren | Blue Nile | Inspector | M |
| Maki Master | North Kordofan | Health & safety inspector | M |
| Khalid Morgani | North Kordofan | Health & safety inspector | M |
| Kamal Eldin | NPSRB-Khartoum | Secretary General | M |
| Amira Ibrahim | Ministry of labour | Head-Statistics | F |
| Georjet Franco | Ministry of labour | Inspector | F |
| Sauda Omet | Ministry of labour | | F |
| Al Ather | Khartoum | Inspector | M |
| Rushdi Mustafa | Khartoum | Supervisor | M |
| Mohamed Austham | Khartoum | Inspector | M |
| Elsadis Hamid | South Kordofan | Inspector | M |
| Musa Abdeen | South Kordofan | Inspector | M |
| Sulfa Hasan | North Kordofan | Inspector | M |
| Rahana Almer | North Kordofan | Sup-Inspector | F |
| Dalia Mohamed | Blue Nile | Inspector | F |
| Sara Mustafa | Blue Nile | Inspector | F |
| Nazer Fuad | Blue Nile | Inspector | F |
| Zaheer Yousif | Blue Nile | Inspector | M |
| Mohamed Salih | North Kordofan | Inspector | M |
| Pauelbeit Osman | North Kordofan | Inspector | M |
| Elssadiq Abdalla | Khartoum | Inspector | F |
| Idris Juma | South Kordofan | Inspector | M |
| Adam Mohamed | South Kordofan | Inspector | M |
| Hafiz Ibrahim | South Kordofan | Inspector | M |
| Abbelgadir | South Kordofan | Inspector | M |
| Monira Flazaki | Khartoum | Inspector | M |
| Khedga Ibrahim | Khartoum | Inspector | M |
| Munira Abdelk | South Kordofan | Sup-inspector | F |
| Ali Rabih | North Kordofan | Inspector | M |

## Limitations of the study

1. The number of days allocated for on-the-job training at State level was insufficient. Field level training in each State should be 10-14 days in undertaking following on-the-job training activities.

    a. Training on registering jobseekers on the jobseeker registration form
    b. Training on vocational counselling jobseekers at the point of registration
    c. Training on inserting jobseeker details to the computerised jobseekers database
    d. Training on undertaking mobile jobseeker register campaigns
    e. Training on canvassing among employers for vacancies and registering employers
    f. Training on inserting the canvassed vacancies to the vacancy registration database
    g. To match a group of jobseekers and to undertake a pre-submission interview
    h. To refer the matched group of jobseekers for an interview with the employer
    i. To update the jobseeker and vacancy registration form in tandem with the employer response subsequent to the interview.
    j. Training on extracting statistical data from the databases
    k. Training on generating LMI from the statistical data collected
    l. Training on capturing LMI from the vacancies appearing on national newspapers
    m. Training on developing a data base
    n. Training on conducting a business meeting for employers and training providers
    o. Training on organising a job fair
    p. Training on undertaking career guidance sessions in school students
    q. Training on undertaking career guidance sessions for university students
    r. Training on preparing career guidance booklets for diverse occupations
    s. Training on developing an educational guide
    t. Training on developing promotional material for PES (leaflets/posters/brochures)
    u. Training on developing a quarterly bulletin for PES
    v. Training on reporting on the progress of PES on a quarterly basis
    w. Training on presentation skills
    x. Training on writing success stories

2. In some States field level on-the-job training was attended by labour officers who did not participate for the in-house training sessions. On-the-job training sessions should only be attended by labour officers who participate for in-house training sessions.

## Overview of the modules

Module 1 focuses on the core functions of public employment services. Trainees are introduced to basic activities undertaken by a public employment services unit. Module 2 highlights diverse emergencies to which employment officers are required to respond. Natural disasters, post conflict situations, political transitions and periods of economic and financial depressions are discussed in length. Module 3 focuses on the response strategies in cases of emergencies. Module 4 is on jobseeker registration procedures. The trainee is exposed to all types of forms, letters and registers utilised in registering jobseekers. Module 5 elaborates on the vocational counselling for jobseekers at the point of registration. Module 6 addresses the issue of serving jobseekers opting to start their own business. Trainees are equipped with tools in determining the readiness of the jobseeker in starting its own business. Labour officers are trained on enabling self employment seekers in formulating a business proposal. Module 7 discusses the needs of special categories of jobseekers in the labour market. Module 8 deals with the procedures for registering employers and their vacancies. Trainees are exposed to all letters, forms and registers used in registering employers and vacancies. Module 9 discusses on ISCO and ISIC codes for coding jobseekers and employers. Module 10 elaborates on procedures of job matching and referrals for interviews. This module train labour officers on matching jobseekers to vacancies and to refer candidates for interviews with employers. Module 11 is on standardising procedures on jobseeker registration, employer and vacancy registration and the matching process. Module 12 and 13 discusses on referring jobseekers for vocational training and on the management of special training measures. Module 14 focuses on computerised databases for employment services. Labour officers are extensively trained on operating the jobseekers database, job vacancy database and the training provider's database. In addition labour officers were trained on developing databases. Module 15 is on extracting statistics from the computerised databases and on generating labour market information. Module 16 discusses on developing promotional campaigns for employment services. Trainee is trained on developing tracks, leaflets and posters focusing jobseekers, employers and training institutions. Module 17 discusses on undertaking surveys for employment services. Trainee is trained on undertaking surveys in measuring the quality of the services provided to jobseekers, employers and training providers. Module 18 is on strategic planning for employment services. The labour officers are trained on developing a strategic plan for employment services and to develop a work plan. Module 19 is on preparing career guidance literature for employment services.

# Module 1: Training on core functions of Public Employment Services

**Module objectives**

This module enlightens labour officers on the need for an efficient system of Public Employment Services. At the conclusion of this module trainees are expected to exhibit:

- An excellent understanding of the system of Public Employment Services.
- An excellent understanding on the core functions of Public Employment Services and their role as employment officers.
- Labour officers are able to rapidly identify the changes in the labour market in their States and respond to it.
- Labour officers are better equipped in fine-tuning the Public Employment Services in relation to the changes in the labour market

| Sub-training Module | Training Coverage and methodology |
|---|---|
| 1.1<br>On the core functions of a Public Employment Services (PES) office. | 1. Core functions of an Employment Services office was explained to the labour officers. These functions were introduced at a basic level prior to commencement of detailed discussions.<br>• Registering jobseekers.<br>• Counselling jobseekers.<br>• Canvassing for vacancies among employers.<br>• Appraising jobseekers to job vacancies and thereby the matching process.<br>• Canvassing among jobseekers and employers for jobseeker registrations and vacancies respectively.<br>• On the types of referral services providing by an ESC.<br><br>2. Adequate time was allocated for labour officers to clarify themselves on the core functions. |
| 1.2<br>On the 'Changing labour market' with a special focus on North Sudanese labour market | 1. The changing labour market and the forces of change were introduced to labour officers. Following forces that results in sizable changes were discussed.<br>• Changes in demographic and social trends.<br>• Global competition as force.<br>• Information technology as a force.<br>• Changing size of the public sector as a force.<br>• Changes in occupational structures as a force. |

| | |
|---|---|
| | 2. Labour officers were required to explain the major changes in the labour market in Khartoum, North and South Kordofan and the Blue Nile States and to reason out the forces of change.<br><br>3. This exercise was undertaken to emphasize the importance of been vigilant in identifying the changes in the labour market. |
| 1.3<br>Explaining the 'Changing context of PES' | 1. Labour officers were explained on the evolution of PES and its modern roles.<br>• The changing context of job brokering.<br>• Provision of labour market information.<br>• Administering labour market adjustment programs.<br>• Administering unemployment benefits.<br>• Integration of services.<br>• Acting as a gate way of lifelong learning.<br>• Use of information and communication technologies.<br><br>2. Examples were quoted on the use of kiosks and websites for registering jobseekers and employer vacancies from developed countries. A practical demonstration of the websites used globally was shown to labour officers by connecting on-line |
| 1.4<br>Explaining the ILO convention governing Public Employment Services | The Employment Services Convention of 1948 (No.88) with its Articles from 1 to 12 was explained to labour officers.<br><br>Specially the fact that PES is a free of charge service to all jobseekers and employers were stressed on. |

# Module 2: Training on Public Employment Services under Emergencies

**Module objectives**

This module enables labour officer to appreciate the volatile environment in which PES operate and to flexibly adopt strategies in responding to emergencies. At conclusion of the module trainees are expected to develop:

- Skills in dealing on PES subsequent to natural disasters
- Skills in dealing on PES under post war conditions.
- Skills on undertaking PES under economic and financial transitions
- Skills on undertaking PES under social and political transitions
- Skills to adopt innovative service techniques in servicing targeted groups of jobseeker and employers.
- Skills to devise flexible PES operational structures under emergencies.

| Sub-training Module | Training Coverage and methodology |
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| 2.1<br><br>PES subsequent to natural disasters | 1. Labour officers were required to identify diverse categories of natural disasters.<br><br>2. Tsunami waves which recently hit Japan were taken as a case study to emphasize on the need for PES.<br><br>3. Employment and skills effects on youth jobseekers due to natural disasters were discussed.<br><br>4. Special PES programmes focusing youth subsequent to natural disasters were discussed.<br><br>5. Post crisis issues such as:<br>• relocation needs<br>• reconstruction<br>• Job losses and skills shortages that surfaces subsequent to natural disasters were discussed with the labour officers.<br><br>6. PES response strategies in each of the above post crisis issues were discussed in length.<br><br>7. Natural disasters may also have damaged PES offices and the lives of employment officers. Strategy the PES needs to adopt in such circumstances was |

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| | discussed.<br><br>8. Labour officers were enlightened on the importance of networking with other specialized UN agencies/NGO in dealing with situations subsequent to natural disasters. |
| 2.2<br><br>Public Employment Services subsequent to Financial and economic down turns | 1. Labour officers were required to quote examples of economic and financial crisis situations and to identify their impact on jobs and wages.<br><br>2. Underlying causes of economic and financial crisis was explained quoting examples from the East-Asian Crisis (1997) and the recent Financial Crisis (2008/09).<br><br>3. A published article on "Financial Crisis: Economics of Greed Fear and Recklessness" by Sajith de Mel was made available to the participants as in-depth background reading material.<br><br>4. Employment and skills effects on youth jobseekers during financial and economic crisis were discussed.<br><br>5. Post crisis issues following an economic downturn such as:<br>• Large scale retrenchments.<br>• High rates of unemployment and underemployment.<br>• Industry reorganizations.<br>• Limited social protection and their impact on the world of work were discussed.<br><br>6. PES intervention points in case of above situations were discussed. |
| 2.3<br><br>Public Employment Services subsequent to an Arms conflict | 1. Labour officers were made to identify impacts of war and conflict on diverse sectors of the economy with a special focus on jobs and wages.<br><br>2. Employment and skills effects particularly on youth jobseekers in cases of conflict situations were discussed.<br><br>3. The intervention strategies in above cases were too |

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| | discussed.<br><br>3. Post crisis issues following an armed conflict such as<br>• Resettlement of IDP's.<br>• Demobilization of ex-combatants.<br>• Reconstruction.<br>• Addressing the needs of various target groups and economic recovery was discussed<br><br>4. PES intervention points under cases above were subjected to in-depth dialogue with the labour officers.<br><br>7. Post crisis scenario's from the long standing conflict in Sri Lanka was discussed with regard to;<br>• Registering jobseekers and ex-combatants for the available jobs during ceasefire and subsequent to the conflict<br>• Referral of jobseekers to vocational training institutions during ceasefire and subsequent to the conflict. |
| 2.4<br><br>Public Employment Services subsequent to social and political transitions by an ESC | 1. Adoption of the Market Economy by the Chinese and its effects on the job market was taken as a case study and discussed.<br><br>2. The role of the PES in these situations was discussed.<br><br>3. Separation of the South from North Sudan and its impact on the labour market was discussed. The role of PES in this case was analysed closely.<br><br>4. Employment and skills effects particularly on youth jobseekers during times of social and political transitions were discussed.<br><br>5. Programs specially targeting youth by PES in times of social and political transitions were discussed.<br><br>6. Crisis issues following social and political transitions such as:<br>• Retrenchment of surplus workers.<br>• Skills shortages with the coming of new industries.<br>• Weak institutional capacities.<br>• Limited social protection.<br>• Restructuring of the economy were discussed together with response options of a PES office. |

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| 2.5<br><br>Conducting a disaster survey | Labour officers were trained on undertaking a survey in estimating the labour market situation subsequent to a disaster.<br><br>A case study of a natural disaster was presented to labour officers. Based on the scenario the officers were made to develop a survey tool. A rapid assessment tool was developed. |

## Module 3: On the job training on flexible response strategies to identified crisis needs

### Module objectives

This module is an attempt to train labour officers to adopt flexible strategies in providing employment services under crisis contexts. At the conclusion of this training module, labour officers are to develop:

- Skills on undertaking mobile jobseeker registration campaigns
- Skills on undertaking jobseeker registration campaigns in IDP camps
- Skills on undertaking on-site jobseeker registrations at employer premises
- Skills on undertaking employment services to demobilised soldiers and ex-combatants
- Skills on providing on-site career guidance to jobseekers

| Sub training module | Training coverage and methodology |
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| 3.1<br>Deployment of PES staff to temporary and mobile centres | 1. Importance of temporary PES units was explained to labour officers<br>2. The need for a simplified jobseeker registration forms was emphasised.<br>3. A simplified jobseeker registration form was developed to be used for mobile jobseeker registration campaigns. (Annexure 1:Simplified jobseeker registration form)<br>4. The importance of verifying the jobseekers' information gathered during mobile registration campaigns was explained<br>5. The need for frequent visits to these locations and the importance of transportation was discussed. |
| 3.2<br>A programme of visits to designated venues to provide information at pre-arranged times | 1. The importance of visiting jobseekers and providing career information was discussed.<br>2. The need to take career literature to these sites were explained |
| 3.3<br>Joint selection arrangements at employer premises in assisting for recruitment of workers for construction and | 1. The importance of undertaking joint selection schemes with employers were explained<br>2. The methodology of undertaking joint selection schemes were discussed |

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| emergency relief projects | 3. The need to register jobseekers were discussed |
| 3.4<br>Temporary on-site offices at employer premises in providing information on pre-retrenchment and registration services | 1. The need and circumstances for PES officers to discuss opening an on-site temporary office at the employer premises was discussed<br>2. The need to register jobseekers and match for vacancies at temporary onsite offices was discussed.<br>3. The need to provide career information at temporary onsite offices to workers was discussed<br>4. The need to refer workers undergoing trauma to psychosocial assistance programs were discussed |
| 3.5<br>Participation in demobilization programmes in providing ex-combatants pre-discharge seminars and information of referral services | 1. The importance of contacting UN and government agencies handling DDR projects was discussed<br>2. The importance of registering demobilised soldiers and ex-combatants was discussed<br>3. The need to refer these groups for psychosocial counselling sessions were discussed<br>4. The need for referring these groups for vocational training was discussed<br>5. The need for a wage-subsidy for these groups during their period of training and the risks were discussed. |
| 3.6<br>Registration services at IDP camps | Following were discussed with the labour officers during training sessions.<br>1. Importance of visiting IDP camps for registering jobseekers.<br>2. Importance of undertaking skills assessments.<br>3. Need to contact employers and match the jobseekers at IDP camps.<br>4. Need to promote self employment among the IDPs.<br>5. Need to refer IDPs for vocational training. |

## Module 4: On-the-Job training on the procedures of jobseeker registration

### Module objectives

This module imparts hands on experience to labour officers on the procedures of jobseeker registration. At the conclusion of this training module, labour officers are expected to develop:

- Skills on sketching jobseekers individual profile, to identify skills, work experience, professional aspirations, skill needs and psychological problems.
- Appreciate principals governing jobseeker registration.
- Skills on registering jobseekers on standard jobseeker registration forms
- Skills on entering jobseeker details to the computerized system.
- Skills on maintaining the whole system of jobseeker registration and the related administrative tasks involved.
- Skills on updating jobseeker records.

| Sub-training Module | Training Coverage and methodology |
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| 4.1<br>Developing the 'Jobseeker registration form' | 1. Jobseeker registration form captures the profile of jobseekers. A jobseeker registration form for the employment services unit was developed with the assistance of the labour officers.(Annexure 2: Jobseeker registration form)<br>2. This jobseeker registration form was introduced across all labour offices in ensuring unanimity.<br>3. Labour officers were advised to translate the Jobseekers registration form to Arabic.<br>4. Practical sessions were undertaken at the field level to register jobseekers using the jobseeker registration form.<br>5. Labour officers were advised to change the fields appearing on the Jobseeker registration form when the labour market conditions change and the jobseeker form needs modification. |
| 4.2<br>On-the-job training on filling a dummy Jobseeker registration form | 1. Labour offices are required to guide jobseekers at the point of registration. A jobseeker that arrives at the employment services unit will be given a jobseeker |

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| | registration form. Respectively, jobseeker is required to fill the form. In practise jobseekers find it difficult in understanding some information fields. As such labour officers are required to scrutinise the jobseeker registration form subsequent to the form been filled by jobseekers to identify missing fields/omissions.<br><br>2. Labour officers were made to presume themselves as jobseekers and to fill the jobseeker registration form. These forms were checked on an individual basis and errors corrected. |
| 4.3<br>On-the-job training on counselling jobseekers at the point of registration. | 1. A jobseeker seeking registration needs to be guided and counselled at the point of registration.<br><br>2. Jobseeker aspirations together with the jobseekers educational qualifications, prior experiences and other details need to be gauged prior to counselling. The importance of counselling jobseekers at the point of registration was discussed.<br><br>3. During field visits, counselling jobseekers at the point of registration was practiced.<br><br>4. A detailed 'guideline on vocational counselling steps' was handed over to officers (Annexure 3: Vocational counselling steps) |
| 4.4<br>Developing the 'Jobseeker Registration Register' | 1. The Jobseeker Registration register captures summarised details of jobseekers registered on a daily basis. Active participation of the labour officers was sort in developing the jobseeker registration register. (Annexure 4: Jobseeker registration register)<br><br>2. This register captures the date of jobseeker registration, jobseeker registration number, ISCO code, post applied for, training needs and the name of the Employment Service centre officer who entered the details of the jobseeker to the computerised system. This register will have to be updated and sent for the review of the senior labour officer in charge of the employment services unit. This register would become a handy tool for the senior labour officer in ascertaining the daily status of jobseeker registration with the labour office.<br><br>3. With regard to administrative discipline, a separate |

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| | file in each office was opened in maintaining this register. |
| 4.5<br>Training on updating the Jobseeker Registration Register | 1. A classroom simulation session was undertaken in training officers on updating the Jobseeker Registration Register by reference to dummy jobseeker registration forms.<br><br>2. This exercise was re-practised by requesting labour officers to update the 'Jobseeker registration register' with reference to the 'Jobseeker registration forms' filled by the jobseekers at the point of registration. |
| 4.6<br>Developing the 'computerized jobseekers database' | A new computerized jobseekers database was introduced in line with the introduced Jobseekers registration form. |
| 4.7<br>Training on inserting Jobseeker data to the Computerized Jobseeker database | Labour officers were trained on entering jobseeker details from the 'Jobseeker registration form' to the Jobseeker computerised database. During this exercise, the mistakes with regard to the entered data were identified and corrected. |
| 4.8<br>Developing the 'letter of verification' | 1. Labour officers need to verify the authenticity of the details provided by jobseeker on the jobseeker registration form. In practise many jobseekers attempt to provide bogus qualifications in getting into employment. Thus the importance of verifying the details provided by jobseekers was highlighted to labour officers.<br><br>2. Labour officers were instructed to abstain from registering jobseekers that do not provide the supporting documents for verification.<br><br>3. The letter of verification was developed with the inputs from labour officers. This was subsequently translated to Arabic (Annexure 5: Letter of verification)<br>4. Labour officers were advised to issue the letter of verification when a jobseeker had filled the jobseeker registration form without providing the necessary supporting documents for completing the registration process. |

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| 4.9<br>Developing the 'Jobseeker registration letter' and issuing a Jobseeker registration number | 1. Labour officers were advised on issuing the 'Jobseeker registration letter' only to jobseekers that had submitted the required supporting documents for verification.<br><br>2. Labour officers were advised to instruct jobseekers to introduce themselves by the 'Jobseeker number' issued specified on the 'Jobseeker registration letter'<br><br>3. The 'Jobseeker registration letter' was developed with the assistance of the labour officers. (Annexure 6: Jobseeker registration letter) |
| 4.10<br>Training on maintaining separate files for 'active' and 'inactive' jobseekers | 1. During field level on-the-job training, separate files were opened for filing jobseeker registration and vacancy registration forms. Labour officers were advised to file these forms in two files. One file was labelled 'active' jobseekers while the other as 'inactive'.<br><br>2. Each of the above two files were again classed using separators in the order of ISCO codes. Each ISCO was subsequently classed in the alphabetical order of the jobseekers surname. |
| 4.11<br>Principals governing registering jobseekers | 1. The concept of 'neutrality' in dealing with jobseekers was explained to labour officers.<br><br>2. The concept of 'confidentiality' and 'privacy' in dealing jobseekers information was explained to labour officers. |
| 4.12<br>Training on dealing with non-responding jobseekers | 1. Once a jobseeker is matched for a vacancy, the jobseeker needs to be contacted for an interview with the employment services unit. In some situations jobseekers will not respond to the calls of the labour office. In these circumstances, these jobseekers are to be given notice and removed from the database. The procedure for dealing with non-responding jobseekers was explained to labour officers. |
| 4.13<br>Renewing jobseeker records and data base draining | 1. The profiles of jobseekers are subjected to change. Accumulation of job experience, qualifications, and changes in the demographic status are some reasons. The procedures for updating the records of the |

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| | jobseekers were explained to the labour officers.<br><br>2. Jobseeker database needs to be updated with the lapse of at least three years. Labour officers were trained on the procedures for updating the database.<br>• Drafting the 'form for updating jobseeker information'. (Annexure 7: Form for updating jobseeker information)<br>• Selecting the records of jobseekers for which the records need to be updated.<br>• Sending the 'form for updating jobseeker information' to jobseekers for their response.<br>• Draining the old database.<br>• Re-entering new jobseeker details to the database. |
| 4.14<br>Handling jobseeker grievances | 1. A jobseeker grievance procedure should be in place. Labour officers were advised to maintain a complain box for jobseeker and employers to vent their grievances. |
| 4.15<br>Training on informing short listed jobseekers | 1. Jobseekers matched for an interview needs to be informed of the internal and external interview procedures. The methodology that needs to be adopted in this regard was explained to labour officers. |

## Module 5: On the job training on undertaking vocational counselling for young jobseekers

### Module objectives

This module focuses on training labour officers in undertaking vocational counselling. At the conclusion of this module, labour officers are expected to identify:

- Jobseekers basic competencies at work
- Jobseekers skills at work
- Jobseekers work values

| Sub-training Module | Training Coverage and methodology |
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| 5.1<br>Understanding the basic competencies at work | Labour officers were educated on the basic competencies young jobseekers needs to demonstrate at work. |
| 5.2<br>Identifying skills in young jobseekers | 1. Labour officers were trained on identifying the basic competencies of young jobseekers seeking registration.<br>2. Officers were trained on the major categories of skills; people skills, data skills, thing skills and idea skills.<br>3. An exercise was presented to labour officers which enabled them to identify their skills. In-turn labour officers were requested to execute the same exercise for young jobseekers in making them realise their skills. (Annexure 8: Identifying the skills in young jobseekers) |
| 5.3<br>Helping young jobseekers to identifying their values at work | 1. Labour officers were educated on 'work values'. The need to find employment which matches jobseeker work values was emphasised.<br>2. An exercise was undertaken to identifying the work values of the labour officers. In turn the officers were requested to execute the same for young jobseekers when undertaking career guidance sessions. (Annexure 9: Career values in jobseekers) |

## Module 6: On the job training on servicing self-employment seekers

### Module objectives

This module focuses on training labour officers on servicing self-employment seekers. At the conclusion of this module, labour officers are expected to develop:

- A greater understanding on the importance of servicing self employment seekers.
- Skills on advising self employment seekers on the methodology of developing a business plan.

| Sub-training Module | Training Coverage and methodology |
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| 6.1<br>Helping self employment seekers to identify their potential for starting their own business | 1. Labour officers were explained on the importance of servicing self employment seekers.<br><br>2. An exercise was performed on labour officers to identify their potential for starting their own business.<br><br>Officers were advised in turn to execute the same exercise for self employment seekers to test their potential to 'start their own businesses. This exercise will be an eye opener for self employment seekers.<br><br>This exercise tests self employment seekers on diverse aspects such as:<br>• On the motivation to start their own business<br>• Strength to face risk<br>• Motivation and skills to solve business problems<br>• Family support for undertaking self employment<br>• Initiation<br>• Balancing work and family life<br>• Ability to make business decisions<br>• Ability to adjust according to the needs of the business<br>• Level of sacrifice for the business<br>• Negotiation skills<br>(Annexure 10: Testing the ability to start your own business) |
| 6.2<br>Referring self-employment seekers for institutions 'helping to start their own business' | 1. Labour officers were briefed on the importance of referring self employment seekers for micro-financing credit and other forms of financing required to start their own business. |

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| 6.3<br>Helping self employment seekers in developing their marketing plan/business plan | 1. Labour officers were explained on the importance for a business plan for those who plan to start their own business<br><br>2. Labour offices were trained on 'how to draw a business plan for self employment seekers'. Following aspects were covered in this module.<br>• Step 1: Generating the business idea<br>• Step 2: Marketing (Market research and the marketing plan)<br>• Step 3: Form of business<br>• Step 4: Staff<br>• Step 5: legal responsibilities and insurance<br>• Step 6: Costing<br>• Step 7: Financial planning (sales plan and cost plan)<br>• Step 8: Required start up capital<br>• Step 9: Sources of start up capital |

## Module 7: On-the-Job training on servicing the needs of special categories of jobseekers

### Module objectives

This module imparts hands on experience to labour officers on serving the needs of special categories of jobseekers. At the conclusion of this training module, labour officers are expected to develop:

- Skills on identifying jobseekers with special needs.
- Customized and flexible strategies in catering special categories of jobseekers.
- To design and implement creative, innovative and efficient ways of addressing the needs of special categories of jobseekers.

| Sub-training Module | Training Coverage and methodology |
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| 7.1<br>Serving the needs of IDPs | Discussed the status of the internally displaced and the role of employment services quoting examples from Sri Lanka |
| 7.2<br>Serving the needs of women | 1. Following were discussed on serving women jobseekers.<br>• Why women are considered a special group<br>• Discrimination women encounter in the job market<br>• Why work is important for women<br>• Why education and training is important for women<br>• How public employment services could assist women<br>2. Labour officers were instructed to document a list of women organisations in Khartoum, South/North Kordofan and the Blue Niles States and to make contacts with these agencies. |
| 7.3<br>Servicing the needs of jobseekers with disabilities | 1. Following were discussed during training sessions<br>• Difficulties people with disabilities face in the labour market<br>• Why work is important for people with disabilities<br>• How pubic employment services could assist disabled jobseekers. |

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| | 2. labour officers were advised to contact agencies dealing with the disabled and to promote employment services among disabled jobseekers |
| 7.4<br>Serving the needs of youth and school leavers | 1. Following were discussed in serving youth jobseekers:<br>• Why youth employment is important for a country<br>• Ways of improving youth employability<br>• How public employment services could assist youth jobseekers<br><br>2. Labour officers were advised to visit schools, universities in North/South Kordofan and Blue Nile States and to promote employment services in helping young jobseekers. |
| 7.5<br>Serving the needs of demobilized soldiers and ex-combatants | 1. Status of the labour market subsequent to a conflict was discussed<br><br>2. Discussions were held on the status of demobilized soldiers and ex-combatants and the role of employment services with quoted examples of serving these groups in Afghanistan.<br><br>3. Labour officers were advised to make contacts with organizations both government and NGO dealing with ex-combatants and to promote employment services among these groups. |
| 7.6<br>Video on servicing special categories of jobseekers | 1. A video by ILO on employing disabled, “Ability Asia” was shown to the officers during the training session.<br><br>2. This was an eye opener for most officers as most of them were surprised to see as to how the blind, the deaf and the disabled could be gainfully employed. |

## Module 8: On-the-Job training on contacting employers and registering job vacancies

### Module objectives

This module imparts hands on experience to labour officers on canvassing among employers and registering vacancies. At the conclusion of this training module, labour officers are expected to develop:

- Skills on convincing employers to use public employment services
- Skills on collecting and organising information concerning vacancies.
- Skills on establishing and maintaining contacts with employers and assisting them in filling their vacancies and to gather information on labour market
- Skills on lobbying for employment-intensive methodologies
- Skills to organize special recruitment arrangements for public works programmes.
- Skills to establish linkages with major projects to assist with their recruitment requirement

| Sub-training Module | Training Coverage and methodology |
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| 8.1<br>On the importance of contacting/canvassing among employers and registering vacancies | 1. The importance of contacting employers was stressed during training sessions. Labour officers were requested to pay visits to the following frequently:<br>• Employers both private and public<br>• visits to major project sites<br>• Visits to international agencies.<br><br>2. Labour officers were trained on the methodology of selecting employers in the region for a visit, making an appointment with employers for a meeting, introducing themselves to the employers, on briefing employers of the services of ES.<br><br>3. At the field level, the labour officers were trained on making visits to employers. As such a group of labour officers were selected and sent to visit employers. |
| 8.2<br>Developing the 'Employer Registration Register'. | 1. Employer registration register enables to track employers interested in the services offered by the Employment Services Centre. 'Employer registration register' was developed with the assistance of the labour officers. (Annexure 11: Employer registration register)<br><br>2. Employer registration register was introduced across all States. |

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| | 3. Labour officers were advised to open a separate file to maintain the employer registration forms for administrative purposes. |
| 8.3<br>Developing and updating a business directory | Labour officers were trained on developing a business directory (Annexure 12: Business directory) and to update and maintain. |
| 8.4<br>Developing the 'job vacancy registration form' | 1. Labour officers were briefed on the importance of the vacancy registration form.<br>2. A vacancy registration form suitable for the local conditions were developed during training sessions with the assistance of the labour officers. (Annexure 13: Job vacancy registration form)<br>3. This vacancy registration form was introduced across all centres in ensuring consistency.<br>4. Labour officers were advised to translate the job vacancy registration form into Arabic. |
| 8.5<br>Training on filling job vacancy registration forms | 1. Job vacancy registration form is to be filled and signed by the employer. In certain cases employers merely phone labour officers and the labour officers are required to fill the details of the job order. In some other cases, employer merely handover the vacancy notice to the labour office requesting a labour officers to fill the vacancy registration form with reference to the vacancy notice. As such all officers were handed over a dummy vacancy advertisement and the officers were required to fill the vacancy registration form with reference to the vacancy advertisement. Subsequently the mistakes made in this process were highlighted and corrected. |
| 8.6<br>Developing the 'vacancy register' | 1. Administrative importance of a 'vacancy register' was stressed during training sessions. In addressing this, a vacancy register was developed with the active involvement of the labour offices. (Annexure 14: Vacancy register) |
| 8.7<br>Training on updating the vacancy register | 1. Labour officers were trained on extracting data from the vacancy registration forms to the vacancy register. |

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| | 2. A series of filled dummy vacancy registration forms were handed over to the labour officers to extract the information thereof to the vacancy register and mistakes highlighted. |
| 8.8<br>On filing of completed job vacancy registration forms | Labour officers were trained on the methodology of filing the completed job vacancy registration forms in the order of ISCO. This level of administrative discipline will smooth the daily operations of the ESC |
| 8.9<br>Developing a 'computerized vacancy database' | A new computerized vacancy database was developed in line with the newly developed vacancy registration form. |
| 8.10<br>Training on extracting and transferring data from the job vacancy registration forms to the computerized job vacancy database | 1. Labour officers were trained on inserting vacancy data to the vacancy database with reference to job vacancy registration forms.<br><br>2. A series of completed dummy job vacancy registration forms were handed-over to labour officers to update the computerized database. Errors made during this session were highlighted and discussed in-depth. |
| 8.11<br>Developing the 'vacancy registration letter' | A vacancy registration letter is important in advising employers of the job vacancy number allocated for the employer's job order. This enables employers to verify the status of the job order with the employment services unit.<br><br>The vacancy registration letter was developed based on the inputs of the labour officers. (Annexure 15: Vacancy registration letter) |
| 8.12<br>Levying fees on employers and jobseekers | Labour officers were strictly advised not to charge the employers for the services rendered. |

## Module 9: On-the-Job training on occupation and industry codes

### Module objectives

This module imparts hands on experience to labour officers on understanding and applying the proper ISCO and ISIC codes when registering jobseekers and vacancies. At the conclusion of this training module, labour officers are expected to develop:

- Skills on classifying vacancies and jobseekers according to ISCO occupational codes
- Skills on matching the occupational vacancy code with the job seekers
- Skills on classify businesses according to ISIC

| Sub-training Module | Training Coverage and methodology |
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| 9.1<br>On the job training on ISCO-08 : Structure , groups titles and codes | ISCO-08; major groups, sub-major groups, minor groups and unit groups were introduced and the *index* handed over to all officers who attended the training workshop.<br><br>ISCO-08 "*Definitions Manual*" (Pg 586 manual) for all unit groups was handed over. Labour officers were trained on the definitions of a given occupations. Labour officers were trained on using the manual when unclear as to what activities are carried out under a given occupation.<br><br>A mock examination was organized to identify the relevant four digit ISCO codes for given occupations from the ISCO-08 index, manually.<br><br>Labour officers were trained on the methodology of identifying ISCO codes for a given set of occupations using the 'search' mode on the computer.<br><br>Highlighted the importance of correctly identifying the occupational categories for jobseekers and vacancies in the matching process.<br><br>Labour officers were made to insert dummy jobseeker registration details to the computerised jobseekers database and to identify the correct ISCO pertaining to the jobseekers preferred occupation.<br><br>Officers were made to insert dummy vacancy details to the computerised vacancy database and to identify the correct ISCO code for the vacancy in request. |

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| 9.2<br>On the job training on Industry codes | Industry groups/codes were introduced and the index handed over to all centres.<br><br>A mock examination was organized for the labour officers to identify the relevant code of a given industry from the major industry groups. |

# Module 10: On-the-Job training on matching jobseekers to vacancies and referral for interviews

## Module objectives

This model imparts practical training on the procedures of matching jobseekers to vacancies and referring for interviews with employers. At conclusion of this training module, labour officers are expected to develop:

- Skills on generating a matching list for a job order placed.
- Skills on contacting the matched jobseekers.
- Skills on undertaking pre-submission interviews for jobseekers.
- Skills on administrative procedures related to maintaining relevant forms and registers essential for job matching and referrals.

| Sub-training Module | Training Coverage and methodology |
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| 10.1<br>Matching jobseekers to job vacancies | Labour officers were trained on:<br>• Examining the current vacancy.<br>• Assessing the skills, experience, qualifications of job seekers against vacancy requirements.<br>• Contacting employer to discuss jobseeker details.<br>• Determining the interview arrangements, confirming with the jobseekers and providing them with employer details. |
| 10.2<br>Training on matching a vacancy to jobseekers from the jobseeker database. | 1. Labour officers were demonstrated a practical example of matching a group of jobseekers for a given vacancy and to select the most suitable list of candidates.<br>2. Completed dummy vacancy registration forms were handed over to officers and the steps required to match jobseekers to vacancies by drilling the jobseekers database was demonstrated. |
| 10.3<br>Training on informing the short listed jobseekers | Subsequent to short listing jobseekers, these jobseekers need to be contacted in ascertaining their consent to appear for an interview. Labour officers were trained on informing the short listed jobseekers to appear for an interview. |
| 10.4 | |

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| Training on 'jobseeker pre-submission interviews' | 1. Once jobseekers consent has been received to appear for an interview with the employer, a pre-submission interview has to be organised by the labour office. Here a labour officers interviews and prepares jobseekers to face the interview with the employer. A pre-submission interview enables a jobseeker in deriving important background details of the employer prior to facing the interview.<br><br>2. Labour officers were highlighted on the need to conduct a 'pre-submission interview' for the jobseekers.<br><br>3. A 'basic guideline' for undertaking a pre-submission interview was given. |
| 10.5<br>Developing the 'jobseeker referral letter' | 1. The jobseeker needs to be handed over a 'jobseeker referral letter' in introducing him/herself to the employer. This letter is used to provide details of the pre-submission of the interview to the jobseeker as well as to introduce the jobseeker to the employer.<br><br>2. The jobseeker referral letter was developed with inputs from the labour officers. Officers were actively involved in phrasing the letter. (Annexure 16: Jobseeker referral letter) |
| 10.6<br>Developing the 'referrals for interview' form | 1. The 'referral for interview form' lists all jobseekers which consented to appear for the interview with the employer.<br><br>2. This form notifies the employer the details of jobseekers (jobseeker number, name, address, gender, contact details) that will be appearing for an interview. This form has to be sent to the employer together with the jobseekers registration form and other relevant supporting documents before the jobseeker faces the interview with the employer.<br><br>3. The importance of this form was elaborated during training session and the form was developed with the assistance of the labour officers. (Annexure 17: Referrals for interview form)<br><br>4. Labour officers were required to update the 'referrals for interview form' with reference to a given list of jobseekers that had consented to appear for an |

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| | interview with the employer as a practical exercise. |
| 10.7<br>Developing the 'results of the interview form'. | 1. 'Results of the interview form', is used by the employer to notify the labour office of the status of the jobseekers sent for an interview. This captures the following details:<br>• Jobseekers selected<br>• Jobseekers who did not appear for the interview<br>• Jobseekers who were selected but declined the position<br><br>2. This form facilitates the administrative functions of the ESC and to gather statistical information regarding the progress and effectiveness of the ESC on field. (Annexure 18: Results of the interview form)<br><br>3. As a simulation exercise, a list of jobseekers with their results of the interview were handed over to the labour officers and was made to fill in the 'results of the interview form' to get hands on experience. |
| 10.8<br>Developing the 'Register for job matching ,referrals for interviews and the results of the interview' | 1. The register for 'job matching-referrals for interviews-results for interview' is critical in tracking the job matching process. This register monitors the jobseekers matched, jobseekers referred for an interview and the jobseekers placed.<br><br>2. Labour officers were explained on the importance of this register as an administrative tool. The register was developed with the active participation of the officers. (Annexure 19: Register for job matching, referrals for interview and results for interview) |
| 10.9<br>Updating the 'Register for job matching-referrals for interviews-results of the interview' | 1. Labour officers were trained on updating the 'Register for job matching-referrals for interview-results of interview' using the 'referrals for interview form' and the 'results of interview form'.<br><br>2. A simulation exercise was undertaken in enabling the officers to update the register. |
| 10.10<br>Updating the individual jobseeker registration forms | Labour officers were trained on updating the section on the 'official use' on the jobseeker registration form subsequent to them (jobseeker) been sent for an interview. Labour officers were trained on updating the individual |

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| | jobseeker registration forms with reference to the results of the interview form |
| 10.11<br>Updating the individual job vacancy registration forms | Labour officers were trained on updating the section on the 'official use' on the job vacancy registration forms subsequent to identifying a suitable candidate for the job. Labour officers were trained on updating the individual job vacancy forms with reference to the results of the interview form |

# Module 11: On-the-Job training on setting standard procedures for Employment Services

## Module objectives

This module attempts to standardize the procedures and activities related to jobseeker registration, employer and vacancy registration, matching and referrals for interview. At conclusion of this training module, labour officers are expected to develop:

- Skills on registering jobseekers as per the standardized procedures
- Skills on registering employers and vacancies as per standardized procedures.
- Skills on matching jobseekers to vacancies as per standardized procedures.

| Sub-training Module | Training Coverage and methodology |
|---|---|
| 11.1<br>Developing the flow chart for the 'jobseeker registration procedure' | 1. Labour officers were involved in developing the flow chart for 'jobseeker registration'.<br>2. This exercise was undertaken with a view of preventing possible mistakes and errors that could be committed during the process of jobseeker registration.<br>3. This will also enable new labour officers to master the process of jobseeker registration easily.<br>4. Labour officers were requested to display these flow charts in their offices. |
| 11.2<br>Developing the flow chart for the 'Employer and vacancy registration procedure' | 1. Labour officers were involved in developing the flow chart with regard to employer and vacancy registration procedure.<br>2. This exercise was undertaken with a view of preventing possible mistakes and errors that could be committed during the process of employer and vacancy registration procedure.<br>3. This will also enable new labour officers to master the process of jobseeker registration easily.<br>4. Labour officers were requested to display these flow charts in their offices. |

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| 11.3<br>On developing the flow chart for 'matching and referrals for interview procedure' | 1. Labour officers were involved in developing the flow chart with regard to matching and referrals for interview procedure.<br><br>2. This exercise was undertaken with a view of preventing possible mistakes and errors that could be committed during the process of matching and referrals for interview procedure.<br><br>3. This will also enable new labour officers to master the process of jobseeker registration easily.<br><br>4. Labour officers were requested to display these flow charts in their offices. |

## Module 12: On-the-Job training on activities focused on referrals for vocational training

### Module objectives

This module trains the labour officers on referring jobseekers for vocational training. At the conclusion of this module, labour officers are expected to develop:

- Skills on identifying training requirements of jobseekers.
- Skills on referring jobseekers for vocational training.
- Skills on negotiating with training providers on diverse mechanisms in helping the referred jobseekers.
- Skills on liaising with other agencies and local community networks in identifying job seekers with particular skills
- Skills on linking with institutions to provide opportunities for training job-seekers.
- Establish a database for available vocational and livelihood skills training in the state and access modalities.

| Sub-training Module | Training Coverage and methodology |
|---|---|
| 12.1<br>Educating labour officers on the importance of referring jobseekers for vocational training and the critical value of liaising with training providers | 1. Importance and the role of employment services in referring jobseekers for training were highlighted.<br><br>The role of labour officers as employment service officers in identifying skills in demand in the local area, the need to negotiate with the training institutions for courses, referring jobseekers for accredited courses, supporting jobseekers by way of subsidizing courses, and other details were discussed in-depth. |
| 12.2<br>Developing the 'Register of Training Institutions' | 1. A 'Register of training institutions' was developed in line with the specifications given in the manual for Emergency Public Employment Services. Labour officers were briefed on the importance and the value of this register. (Annexure 20: Register of training institutions)<br><br>2. Labour officers were trained on updating the register through a simulated exercise. |
| 12.3<br>Developing a computerized database for 'Training Institutions and the available courses' | 1. A computerized 'Training institutions and training courses database' was developed.<br>2. Labour officers were trained on updating the computerised database by reference to the manual register. |

## Module 13: On-the-job training on management of special employment and training measures

### Module objectives

This module focuses on training labour officers in undertaking special employment and training measure. At the conclusion of this module, labour officers are expected to develop:

- Skills on referring jobseekers for psychosocial counselling
- Skills on referring jobseekers for vocational and entry level training schemes
- Skills on referring jobseekers for youth training schemes
- Skills on undertaking labour intensive public works programs for jobseekers
- Skills on undertaking community employment programs for jobseekers

| Sub-training Module | Training coverage and methodology |
|---|---|
| 13.1<br>Providing information to jobseekers on psychosocial support services | 1. Labour officers were informed of the vulnerable groups such as ex-combatants, refugees, IDPs and other parties who might need to be referred for psychosocial support services prior to referring for employment.<br>2. Psychosocial support measures undertaken in Afghanistan and Sri Lanka were explained to the participants. |
| 13.2<br>Vocational and entry level training schemes | 1. The need for organizing training schemes were explained to labour officers<br>2. The importance of identifying funds for undertaking training schemes were explained<br>3. The need for discussions with the training providers for undertaking special training schemes was discussed. |
| 13.3<br>Youth training schemes | 1. The need for organizing training schemes for the youth were discussed<br>2. The need for identifying funds for training measures and referring youth for these schemes were discussed |
| 13.4<br>Labour intensive public works programs | 1. Labour officers were educated on when to undertake public works programs and who should be targeted for these programs. |

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| | 2. Labour officers were explained on the need to focus on activities of social benefit in undertaking labour intensive public works programs |
| 13.5<br>Community employment programs | 1. When to organize community employment programs were discussed<br>2. Whom to target under community employment programs were discussed<br>3. The need for employing those referred by the employment services centre was stressed<br>4. Other relevant criteria's that needs to be fulfilled in undertaking community employment programs were discussed |
| 13.6<br>Labour migration and foreign employment opportunities | The possibility of registering jobseekers for foreign employment by the employment services office was discussed. |
| 13.7<br>Handling mass-redundancies | 1. The need for the employment services office to interfere in cases of mass redundancies was explained.<br>2. The need for designing compensation packages by the employer for the workers and the involvement of the PES office was discussed<br>3. The role of the PES office in finding suitable employment for the retrenched staff was discussed |

## Module 14: On-the-job training on handling computerised databases

### Module objectives

This module focuses on training labour officers on handling the computerised databases. At the conclusion of this module, labour officers are expected to develop:

- Skills on registering jobseekers using the jobseekers database.
- Skill on registering job vacancies using the vacancy database.
- Skills on updating the training provider's database.
- Skills on generating a matching list using the computerised databases.
- Skills to develop a computerised database on their own.

| Sub-training Module | Training coverage and methodology |
|---|---|
| 14.1 Developing a 'Computerized jobseekers database' | 1. A computerised jobseekers database was developed for capturing jobseeker information. (Annexure 21: Jobseekers database)<br>2. Labour officers were trained on capturing jobseeker data from the jobseeker registration form to the data base.<br>3. The mistakes labour officers commit during data insertion was highlighted. |
| 14.2 Developing a 'Computerized vacancy database' | 1. A computerised vacancy database was developed for capturing vacancy information. (Annexure 22: Job vacancy database)<br>2. Labour officers were trained on capturing vacancy data from the vacancy data base.<br>3. The mistakes labour officers commit during data insertion was highlighted. |
| 14.3 Developing a 'Training database' | 1. Labour officers were trained on updating the training provider database using the register of training providers. (Annexure 23:Training provider data base)<br>2. Officers were also trained on indentifying a suitable training provider as per the needs of the jobseekers/training seekers. |

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| 14.4<br>Training on developing a database using Ms Access as the platform | Labour officers were trained on developing databases on their own. With the changes in the labour market, the need for modifying the current information fields of the database will become obvious. In this regard, the officers were trained on developing databases on their own. |

## Module 15: On the job training on collecting labour market statistics and generating labour market information

### Module objectives

This module imparts skills on generating labour market information to labour officers. At conclusion of this training module, labour officers are expected to develop:

- Skills on accessing data from the computerised databases.
- Skills on generating labour statistics on a quarterly basis.
- Skills on generating labour market information and the dissemination of the same using the collected labour statistics.

| Sub-training Module | Training Coverage and methodology |
|---|---|
| 15.1<br>Educating on the importance of 'labour market information' | Labour officers were briefed on the importance of generating labour market information and its use. |
| 15.2<br>Developing the quarterly statistical format | With the assistance of the labour officers, a statistical format to report labour statistics (generated from the computerized jobseeker and the vacancy databases) was developed. (Annexure 24: Quarterly statistical format) |
| 15.3<br>Training on generating LMI from the computerized databases | 1. Labour officers were trained on generating labour statistics from the computerised databases. This included extracting labour statistics to the statistical format from the databases.<br><br>2. Labour officers were trained on generating the following fields of labour stats:<br><br>From the jobseekers database:<br>o Jobseeker registrations by occupational code and sex<br>o Jobseeker registrations by age group and sex<br>o Jobseeker registrations by marital status and sex<br>o Jobseeker registrations by disability type and sex<br>o Jobseeker registrations by the number of years of experience and sex<br>o Jobseeker registrations by job preference and sex<br>o Jobseeker registrations by career level and sex<br>o Jobseeker registrations by work type preference and sex<br>o Jobseeker registrations by position type and sex |

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| | From the vacancy database:<br>o Vacancies by occupational code and sex<br>o Vacancies by industry type and sex<br>o Vacancies by career level<br>o Vacancies by position type<br>o Vacancies by work type<br>o Jobseekers referred and placed by sex and ISCO<br>o Training referrals<br>o Visits to employers and MFI's<br><br>Officers were trained on interpreting the statistical data and to produce LMI. In practising this, a statistical exercise was given to officers to produce LMI. |

## Module 16: On the job training on developing publicity and promotional material for Employment Services

### Module objectives

This module focuses on training labour officers on developing publicity and promotional materials. At the conclusion of this module, labour officers are expected to develop:

- Skills on developing leaflets and promotional materials focusing jobseekers.
- Skills on developing leaflets and promotional materials focusing employers.
- Skills on developing leaflets and promotional material focusing vocational training providers.
- Skills on developing quarterly newsletters for employment services.
- Skills on developing posters for employment services.
- Skills on undertaking promotional visits to employers, jobseeker and training providers.
- Skills on writing success stories to be published.

| Sub-training Module | Training Coverage and methodology |
|---|---|
| 16.1<br>Introducing the usefulness of publicity campaigns | Labour officers were educated on the usefulness of publicity and promotional campaigns in operating an employment services centre. |
| 16.2<br>Developing a 'jobseeker/employer/training provider leaflet' | 1. A leaflet for jobseekers/employers/training providers providing basic information on the services offered by the employment services unit was designed with the active participation of the labour officers. Full autonomy for designing the leaflet was given to labour officers. As such the leaflet from one State would differ from the other. (Annexure 25: Jobseeker/employer/training provider leaflet)<br>2. Publicity materials used by the ESC's of other countries were also demonstrated |
| 16.3<br>Developing a 'track for jobseekers' | 1. An information leaflet targeting jobseekers was developed with the active involvement of labour officers. (Annexure 26: Track for jobseekers) |
| 16.4<br>Developing a 'poster for jobseekers' | 1. Active involvement of the labour officers was sort in developing a poster targeting jobseekers. Officers |

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| | were also advised to identify places of mass gathering and to have posters in these places.<br><br>2. The poster was designed by the labour officers and as such the design and the wording of the poster differ from one state to another. (Annexure 27: Poster for jobseekers) |
| 16.5<br>Training on developing a 'newsletter' | Labour officers were trained on the methodology of designing a 'newsletter', and the information that needs to go to it. As a start the officers were advised to start with a six monthly newsletter and then to produce a quarterly newsletter at a later point of time. (Annexure 28: Quarterly newsletter) |
| 16.7<br>Training on 'making effective presentations' | 1. Labour officers are required make presentations on employment services to employers/training providers or to undertake career guidance sessions to jobseekers.<br><br>2. As such the officers were trained on making effective presentations. Simulation exercises were undertaken in this regard.<br><br>3. Officers were provided a detailed guideline for making effective presentations. |
| 16.8<br>Training on undertaking job-fairs for employers and jobseekers | 1. Labour officers were educated on the concept of job-fairs focusing employers and jobseekers.<br><br>2. Labour officers were trained on organising a job fair. Officers were also trained on the logistical arrangements in undertaking job fairs. |
| 16.9<br>Training on writing success stories and publishing | 1. Officers were trained on the importance of capturing 'success stories' of jobseekers, training seekers, employers and the training institutions for publicity purposes.<br><br>2. Each participant was required to identify themselves as an employment officer capturing a success story of a jobseeker/employer/training provider and to write a brief narrative. Subsequently the narratives were checked and common errors highlighted. |

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| 16.10<br>Promotional visits to employers, training providers for promoting Employment Services | 1. Labour officers were educated on the importance of paying promotional visits to employers and training institutions.<br><br>2. The officers were trained on 'presenting and introducing' themselves to employers and training providers.<br><br>3. A simulation exercise was executed on training the officers on the above aspect.<br><br>4. Officers were also advised to take with them the register of employers/register of training institutions/ job vacancy forms and employer/training provider information leaflets when making visits. |

## Module 17: On the job training on undertaking surveys

### Module objectives

This module focuses on training labour officers on undertaking surveys for various purposes of employment services. At the conclusion of this module, labour officers are expected to develop:

- Skills on developing a questionnaire and to undertake a survey in testing the jobseeker satisfaction towards employment services.
- Skills on developing a questionnaire and to undertake a survey in testing the employer satisfaction towards employment services.
- Skills on developing a questionnaire and executing a survey subsequent to a disaster in identifying post crisis needs and the role of employment services.

| Sub-training Module | Training Coverage and methodology |
|---|---|
| 17.1<br>Undertaking a jobseeker satisfaction survey | 1. The importance of undertaking a jobseeker satisfaction survey.<br>2. Labour officers were trained on developing a jobseekers satisfaction survey format (Annexure 29: Jobseeker satisfaction survey format)<br>3. Labour officers were trained on the methodology of selecting a sample of jobseekers in executing a survey<br>4. Labour officers were trained on analysing the results of the resurvey and to report |
| 17.2<br>Undertaking a employer satisfaction survey | 1. The importance of undertaking an employer satisfaction survey.<br>2. Labour officers were trained on developing an employer satisfaction survey format (Annexure 30: Employer satisfaction survey format)<br>3. Labour officers were trained on selecting a sample of employers in executing a survey<br>4. Labour officers were trained to analyse the results of the resurvey and to report |
| 17.3<br>Undertaking a survey for training providers | 1. The need to undertake a training provider satisfaction survey and its importance was explained to labour officers<br>2. Labour officers were trained on developing a training provider satisfaction survey format<br>3. Labour officers were trained on selecting a sample of training providers and to execute the survey<br>4. Labour officers were trained to analyse the results of |

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| | the resurvey and to report |
| 17.4<br>Undertaking a survey in assessing the employment status and the vulnerability of the people after a disaster | 1. The need to undertake a survey in assessing the status of the labour market was explained to labour officers<br>2. Labour officers were trained on developing a disaster survey format (Annexure 31: Disaster survey format)<br>3. Labour officers were trained on when and how to execute a disaster survey<br>4. Labour officers were trained to analyse the results of the survey and to report |

## Module 18: on the job training on strategically managing Public Employment Services

### Module objectives

This module focuses on training labour officers on managing an employment services unit strategically. At the conclusion of this module, labour officers are expected to develop:

- Skills to develop a strategic plan for employment services.
- Skills to develop a work plan for employment services
- Skills to monitoring the work plan
- Skills on variance reporting

| Sub-training Module | Training Coverage ,methodology and gaps addressed |
|---|---|
| 18.1<br>Training on developing a strategic plan for employment services | 1. Labour officers were briefed on the importance of a strategic plan for the employment services unit.<br>2. Sessions were used to develop a vision, mission for employment services in North Sudan. These were developed by the labour officers.(Annexure 32: Vision and Missions statements for Public Employment Services in North Sudan)<br>3. A common set of objectives were developed for employment services subsequent to detailed discussions with the labour officers.<br>4. Based on the set of objectives, officers were trained on setting achievable targets |
| 18.2<br>Training on developing a work plan | 1. Labour officers were trained on developing work plans for their respective employment services units. (Annexure 33: Work plan for Public Employment Services)<br>2. Officers were also trained on disaggregating the overall work plan on a monthly basis and to divide the workload among the employment officers. |
| 18.3<br>Training on developing a plan for variance reporting | 1. Labour officers were educated on the importance of developing a variance reporting format (Annexure 34: Quarterly variance reporting format)<br>2. Training sessions were utilised for developing a quarterly variance reporting format and to identify the respective individual responsible for achieving the targets. |

## Module 19: On the job training on preparing career guidance booklets for diverse professions to be used for career guidance

### Module objectives

This module focuses on training labour officers on preparing career guidance booklets for diverse occupations. At the conclusion of this module, the officers are expected to develop:

- Skills on identifying different trades and to develop career guidance booklets for diverse occupations

| Sub-training Module | Training Coverage and methodology |
|---|---|
| Preparing job description booklets | Labour officers were educated on the importance of developing career guidance booklets for undertaking career guidance sessions for young jobseekers<br><br>Labour officers were trained on the methodology of developing career guidance booklets focusing job descriptions for diverse occupations |

**Annexure 1: Simplified jobseeker registration form for mobile registration campaigns**

| | | | | |
|---|---|---|---|---|
| Date of registration …… | | | Jobseeker registration number …….. | |
| **Simplified Jobseeker registration form for mobile registrations** | | | | |
| 1.Full name of jobseeker : | | | | |
| 2.Address of jobseeker : | | | | |
| 3.ID number : | 4.Phone numbers : | | 5.Sex: Male ( ) Female ( ) | |
| 6.E-mail: | 7.Nationality: | 8.Date of Birth(dd/mm/yy) | 9.Age group:<br>15-24( ), 25-34( ), 35-54( )<br>55-64( ), 65+( ) | |
| 10.Marital status:<br>Married ( )Single ( ) Widowed ( ) | 11. If disabled; state its type:<br>Visual ( ) Aural ( ) Physical ( ) NA ( ) | | | |
| 15. Are you a returned refugee? Yes ( ) No ( ) | | | 12. Occupation (preferred work type): | |
| 16.Are/were you internally displaced Yes ( ) No ( ) | | | 13: Main ISCO: | 14.Sub ISCO in four digits) |
| 17.Were you an ex-combatant Yes ( ) No ( ) | | | | |
| 18. Education | | | | |
| Academic Qualification (please write the highest qualification first) | | | Institution/university/school | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| 19. Job History | | | | |
| Employer | | | Designation | |
| | | | | |

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| | |
| | |
| | |
| 20. State the number of years of working experience you have: | Less than 1 yr ( ) 1 to 5 yrs ( ) More than 5 yrs ( ) |
| 21.Choose job type preference: | Public ( ) Private ( ) NGO ( ) Any of above ( ) |
| 22.Choose work type preference: | Full time ( ) Part time ( ) Any of above ( ) |
| 23.Choose position type: | Permanent ( ) Temporary ( ) Any of above ( ) |

## Annexure 2: Jobseeker registration form

| | | | | |
|---|---|---|---|---|
| Date of registration …… | | | Jobseeker registration No: …….. | |
| **Jobseeker registration form** | | | | |
| 1.Full name of jobseeker : | | | | |
| 2.Address of jobseeker : | | | | |
| 3.ID number : | 4.Phone numbers : | | 5.Sex: Male ( ) Female ( ) | |
| 6.E-mail: | 7.Nationality: | 8.Date of Birth(dd/mm/yy) | 9.Age group:<br>15-24( ), 25-34( ), 35-54( )<br>55-64( ), 65+( ) | |
| 10.Marital status:<br>Married ( )Single ( ) Widowed ( ) | 11. If disabled; state its type:<br>Visual ( ) Aural ( ) Physical ( ) NA ( ) | | | |
| 15. Are you a returned refugee? Yes ( ) No ( ) | | | 12. Occupation (preferred work type): | |
| 16.Are/were you internally displaced Yes ( ) No ( ) | | | 13: Main ISCO: | 14.Sub ISCO in four digits) |
| 17.Were you an ex-combatant Yes ( ) No ( ) | | | | |

| 18. Education | | | |
|---|---|---|---|
| Academic Qualification (please write the highest qualification first) | Institution/university/school | From | To |
| | | | |
| | | | |
| | | | |
| | | | |

| 19. State the vocational training courses you have undergone (Course title/Institution/Institution address) |
|---|

| |
|---|
| |
| |
| |
| 20. If you like to follow a vocational training course; please specify(state the title/area of the course) |
| |
| |
| |
| 21. Language competency (Please state-Poor/Fair/Good) |

| Language | Read | Write | Speak |
|---|---|---|---|
| | | | |
| | | | |
| | | | |

| 22. Computer literacy: Please state the computer programs you can handle (eg: Ms Word/Ms Excel/…...…others.. | | | |
|---|---|---|---|
| 1. | 2. | 3. | 4. |

| 23. Job History | | | |
|---|---|---|---|
| Employer | Designation | From | To |
| | | | |
| | | | |
| | | | |
| | | | |

| | |
|---|---|
| 24. State the number of years of working experience you have: | Less than 1 yr ( ) 1 to 5 yrs ( ) More than 5 yrs ( ) |
| 25. State the career level you are applying for: | Apprentice ( ) Entry level ( ) Senior ( ) Manager ( ) |
| 26.Choose job type preference: | Public ( ) Private ( ) NGO ( ) Any of above ( ) |
| 27.Choose work type preference: | Full time ( ) Part time ( ) Any of above ( ) |
| 28.Choose position type: | Permanent ( ) Temporary ( ) Any of above ( ) |
| 29. The minimum salary of the job offer per month should be at least | 30. Would you prefer to undertake work in other areas other than the place of application? Comment. |

| | |
|---|---|
| 31. Please list briefly the activities/duties you were responsible for in your present/previous job | |
| | |
| 32.Sate two referees | |
| (name/address/contact) | (name/address/contact) |

---
Jobseekers signature

---
Interviewers signature

| For official use only | | | | |
|---|---|---|---|---|
| 33.Supporting documents received and verified : Yes ( ) No ( ) | | 34. Name of the ESC | | |
| 35.A detailed Bio-data received from jobseeker Yes( ) No ( ) | | 36.Name of the official responsible for data entry: | | |
| 37.Detaials on referrals for interviews | | | | |
| Referral date for an interview | Vacancy number for which the jobseekers has been sent for an interview | Name of the employer for which the jobseeker has been sent for an interview | Position/job title for which the jobseeker appeared for an interview | Result (Placed, Not Engaged, Failed to attend interview, Declined the position) |
| | | | | |
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**Annexure 3: Vocational counselling steps at the point of jobseeker registration**

1. Build rapport with the jobseeker
    a. Introduce yourself by providing your name and explain your role
    b. Make the jobseeker feel ease
    c. Confirm that the jobseeker has come to the ESC for vocational assistance

2. Check that the details written on the jobseeker registration form is accurate

3. If the jobseeker has a disability discuss;
    a. The nature of disability
    b. General mobility
    c. Needs relating to the disability

4. Discuss the jobseekers
    a. interests and aspirations
    b. types of work/jobs that are of interest

5. examine the jobseekers vocational options by;
    a. identifying the careers that would suit the client
    b. inform the jobseeker of the requirements to pursue the identified career

6. if the jobseeker is interested in training;
    a. provide the jobseeker with information about training opportunities;
        i. types of suitable training
        ii. training providers-location, course, course duration, cost
        iii. probability of obtaining employment after completion

7. if the jobseeker is interested in obtaining employment;
    a. provide the jobseeker with information about employment opportunities including;
        i. types of suitable employers and employment
        ii. current vacancies
        iii. probability of obtaining employment

8. ask the jobseeker whether he/she has got any questions and answer them

9. update the jobseekers record on the database

10. take the appropriate action with the jobseeker

## Annexure 4: Jobseeker registrations register

| Jobseeker registration register | | | | | | |
|---|---|---|---|---|---|---|
| **Date of registration** | **Jobseeker registration number** | **Sex** | **ISCO code** | **Post applied for (occupation)** | **Training needs specified (Training course on….)** | **Jobseeker details Entered to the computer system by** |
| | | | | | | |
| | | | | | | |
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| | | | | | | |

**Annexure 5: Letter of verification**

Dear jobseeker,

date……..

Thank you for your interest shown in registering with the Employment Services Centre. You will need to furnish the following documents in order to complete the registration process. Only after the furnishing of these documents, you will be matched for job vacancies.

1. Birth certificate/certificate for the assessment of age
2. National certificate
3. School certificates
4. Testimonials from previous employers (if any)
5. A complete Bio-data

Thank you,

……..
Employment officer,
Employment Services Centre

**Annexure 6: Letter of registration**

Your registration number: …….

Date……..

Dear jobseeker,

Thank you for registering with the Employment Services Centre. We trust you have given complete and comprehensive details enabling us to assist you in your job search. Your registration number shown above should be used as your reference number in your future correspondence with the Employment Centre.
We wish you a successful career in your chosen field!

…….
Employment officer
Employment Services centre

## Annexure 7: Form for updating jobseeker information

Your jobseeker registration No: …….

Dear Jobseeker,

| Form for updating Jobseeker information (to be used in database draining) | | | |
|---|---|---|---|
| 1.Full name of jobseeker: | | | |
| 2.Address of jobseeker: | | | |
| 3.Phone numbers : | 4. Email:<br><br>5. .Marital status:<br>Married ( )Single ( ) Widowed ( ) | 6.Age group:<br>15-24( ), 25-34( ), 35-54( )<br>55-64( ), 65+( ) | |
| 7. Are you a returned refugee? Yes ( ) No ( ) | | 10. Occupation (preferred work type): | |
| 8..Are/were you internally displaced Yes ( ) No ( ) | | 11: Main ISCO: | 12.Sub ISCO in four digits) |
| 9.Were you an ex-combatant Yes ( ) No ( ) | | | |

*We are in the process of updating your record. Please fill in your current status with changes and send us your current details with 14 days of receipt of this document. We will modify your records accordingly and continue to provide you our services in the future. If you fail to send the details, we will presume you as not interested in our services and we will accordingly delete your record from our database. Please note that in event of a matching your new profile will be verified prior to been referred for an interview.*

| 18. Education | | | |
|---|---|---|---|
| Academic Qualification (please write the highest qualification first) | Institution/university/school | From | To |
| | | | |
| | | | |
| | | | |
| 19. State the vocational training courses you have undergone (Course title/Institution/Institution address) | | | |
| | | | |
| | | | |

| 20. If you like to follow a vocational training course; please specify(state the title/area of the course) | | | |
|---|---|---|---|
| | | | |
| | | | |
| 21. Language competency (Please state-Poor/Fair/Good) | | | |
| Language | Read | Write | Speak |
| | | | |
| | | | |

| 13. Computer literacy: Please state the computer programs you can handle (eg: Ms Word/Ms Excel/…...…others.. | | | |
|---|---|---|---|
| 1. | 2. | 3. | 4. |

| 14. Job History | | | |
|---|---|---|---|
| Employer | Designation | From | To |
| | | | |
| | | | |
| | | | |

| 15. State the number of years of working experience you have: | Less than 1 yr ( ) 1 to 5 yrs ( ) More than 5 yrs ( ) |
|---|---|
| 16. State the career level you are applying for: | Apprentice ( ) Entry level ( ) Senior ( ) Manager ( ) |
| 17.Choose job type preference: | Public ( ) Private ( ) NGO ( ) Any of above ( ) |
| 18.Choose work type preference: | Full time ( ) Part time ( ) Any of above ( ) |
| 19.Choose position type: | Permanent ( ) Temporary ( ) Any of above ( ) |
| 20. The minimum salary of the job offer per month should be at least | 21. Would you prefer to undertake work in other areas other than the place of application? Comment. |

| 22. Please list briefly the activities/duties you were responsible for in your present/previous job | |
|---|---|
| | |
| 23.Sate two referees | |
| (name/address/contact) | (name/address/contact) |

---

Jobseekers signature

**Annexure 8: Identifying the skills in young jobseekers**

**Exercise on identifying the skills in the young jobseekers**

**Types of skills**

A-Communication skills (eg/speech, announcing, writer ship, presentation)
B-Statistical and mathematical skills
C-Analytical and design skills
D-Relational skills

Instructions

- Write 'yes' or 'no' in front of the spaces below with regard to each point
- Add the totals under each column
- The column which presents the highest number of 'yes's gives the best skills in you.

State 'yes' or 'No' with regards to the below activities you are able to do better

| | |
|---|---|
| 1. Solving a cross word | 31. using pictures to best explain a subject |
| 2. Maintaining accounts in a corporative society | 32. rolling balls or coins according to a direction |
| 3. Decorating your room | 33. telling ghost stories |
| 4. Play football, cricket | 34. using computers |
| 5. Cracking jokes | 35. solving jog-saw-puzzles |
| 6. Solving complicated mathematical problems | 36. throwing balls (cricket/baseball) |
| 7. Designing your garden | 37. writing stories and writing letter to a newspaper or to a magazine |
| 8. Playing a musical instrument | 38. using measurement techniques |
| 9. Writing letters | 39. being a panel to judge a fine arts performance |
| 10. Playing cards | 40. |
| 11. Drawing posters | 41. reading papers and magazines |
| 12. Dancing | 42. recording your incomes and expenses |
| 13. Using a dairy | 43. creating fancy dresses |
| 14. Playing cards for money | 44. renovating/reconstructing a damaged article |
| 15. Making bulletin boards | 45. using a radio |
| 16. Playing hide and seek | 46. creating mathematical problems |
| 17. Walking in between books and racks of a library | 47. identifying tress, plants, flowers and birds and a like |
| 18. Playing chess | 48. having to walk through a road full of barriers |
| 19. Collecting leaves and other natural material | 49. singing songs |
| 20. Catching a ball, throwing a ball in correct direction | 50. undertaking surveys and writing reports |
| 21. Formulating a secret communication system or speaking a foreign language | 51. collecting stamps and coins |

| | |
|---|---|
| 22. Using calculators | 52. performing magic |
| 23. Photography | 53. reading aloud |
| 24. Playing with the bow and arrow | 54. drawing graphs and maps |
| 25. Taking part in a drama, play, concert | 55. finding an object in a confused and a complicated road |
| 26. Selling tickets, groceries and other items | 56. playing with furniture |
| 27. Selecting the photos you like from an exhibition | 57. sorting books in the order of subjects |
| 28. Using manually driven machines | 58. recording marks of a game |
| 29. Communicating over the phone | 59. decorating for ceremonies and events |
| 30. Recording the attendance in a school/class | 60. constructing buildings using playing cards |

| A | B | C | D |
|---|---|---|---|
| 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | 32 |
| 33 | 34 | 35 | 36 |
| 37 | 38 | 39 | 40 |
| 41 | 42 | 43 | 44 |
| 45 | 46 | 47 | 48 |
| 49 | 50 | 51 | 52 |
| 53 | 54 | 55 | 56 |
| 57 | 58 | 59 | 60 |

| Total | |
|---|---|
| A | |
| B | |
| C | |
| D | |

## Annexure 9: Identifying career values of young jobseekers

| | Not Important | | | | Very Important |
|---|---|---|---|---|---|
| Challenge<br>You enjoy being stretched and given new problems to work on | 1 | 2 | 3 | 4 | 5 |
| Communication<br>You enjoy being able to express ideas well in writing or in speech | 1 | 2 | 3 | 4 | 5 |
| Creativity<br>Thinking up new ideas and ways of doing things is important to you | 1 | 2 | 3 | 4 | 5 |
| Expertise<br>You like being known as someone with special knowledge or skills | 1 | 2 | 3 | 4 | 5 |
| Freedom<br>You would like to have flexible work hours | 1 | 2 | 3 | 4 | 5 |
| Helping others<br>It's important to you to help individuals or groups in your work | 1 | 2 | 3 | 4 | 5 |
| Helping society/community<br>You like your work to be worthwhile for the community | 1 | 2 | 3 | 4 | 5 |
| Independence<br>You like working your way without others telling you what to do | 1 | 2 | 3 | 4 | 5 |
| Learning<br>It is important for you to learn new things in the course of your work | 1 | 2 | 3 | 4 | 5 |
| Location<br>You want to work only in particular places and not in others | 1 | 2 | 3 | 4 | 5 |
| Money<br>Earning a large amount of money is important to you | 1 | 2 | 3 | 4 | 5 |
| Organisation<br>You would enjoy being a part of a well-known organisation | 1 | 2 | 3 | 4 | 5 |
| Peace<br>You prefer not to have pressure or uncomfortable demands at work | 1 | 2 | 3 | 4 | 5 |
| People contact<br>You enjoy having a lot of contact with people | 1 | 2 | 3 | 4 | 5 |
| Physical activity<br>You want to be physically active | 1 | 2 | 3 | 4 | 5 |
| Precision<br>You like working at things which involve care and concentration | 1 | 2 | 3 | 4 | 5 |

| | Not Important | | | | Very Important |
|---|---|---|---|---|---|
| Pressure<br>You like working to deadlines | 1 | 2 | 3 | 4 | 5 |
| Promotion<br>You like to work where there is good chance of promotion | 1 | 2 | 3 | 4 | 5 |
| Recognition<br>You want your work to be appreciated by others | 1 | 2 | 3 | 4 | 5 |
| Routine<br>You prefer regular tasks and work patterns | 1 | 2 | 3 | 4 | 5 |
| Security<br>You would prefer work which seems to offer job security | 1 | 2 | 3 | 4 | 5 |
| Status<br>You enjoy being in a position which leads people to respect you | 1 | 2 | 3 | 4 | 5 |
| Supervision<br>You enjoy being responsible for work done by others | 1 | 2 | 3 | 4 | 5 |
| Surroundings<br>You want to work in pleasant surroundings | 1 | 2 | 3 | 4 | 5 |
| Supervision<br>You enjoy being responsible for work done by others | 1 | 2 | 3 | 4 | 5 |
| Teamwork<br>You like to work in a team alongside others | 1 | 2 | 3 | 4 | 5 |
| Work alone<br>You like to work on your own | 1 | 2 | 3 | 4 | 5 |
| Other (please specify) | 1 | 2 | 3 | 4 | 5 |

**Annexure 10: Ability of young jobseekers to start their own business**

**To be used in career guidance sessions: testing the ability to start your own business (self employment)**

If column A is true to you, please indicate '2' alongside that row. If column B is true for you, please indicate '2' alongside that row.

| A | **1. Motivation to start up your own business** | | B |
|---|---|---|---|
| | I have a job | I do not have a job | |
| | Before deciding to start a business, I had a good job | Before deciding on starting a business, I did not have a job | |
| | From every job that I have been, I have learnt something. I like to work | I work only to earn money. Working does not motivate me or satisfy me | |
| | I would like to make my business, my career | I operate a business as I do not have any other option | |
| | To let my family have a good life, I need to be a business owner | I operate the business with a view of making it a success. The wealthy have got their own business | |
| | The success and the failure of mine dependent on my stances and abilities | What ever I do, in order to make the business a success, I will need the help and assistance of others | |
| | Total | Total | |
| | | | |
| A | **2. Strength to face risk** | | B |
| | In order to achieve in life, we have to seek ways and means where we do not come across losses | Even though there is a potential in making great achievements, I don't like to face risk | |
| | By facing risk there is potential for achieving better results | When I'm faced with alternative opportunities, I would go for the most risk averse option | |
| | Before I undertake a specific task, I evaluate the loss and the gain of the activity | If I like a specific idea, I will undertake this irrespective of its profits and losses | |
| | I am prepared to face the risk of loosing my money after investing in a business | I am scared to even think of loosing my money invested in business | |
| | In executing a specific task, I do not want to have control over the whole system; but I do get involved in controlling when time demands in specific circumstances | I would like to control everything I do | |
| | Total | Total | |

| | | | |
|---|---|---|---|
| A | **3. Motivation and the skill to solve problems** | | B |
| | Even though I have to face critical problems, I will not let my grip loose | There is no point in facing a large number of problems and barriers in achieving a specific favourable target | |
| | Losses and dismal performance will not make me depress for a long time | Being unsuccessful and facing losses effects me a lot | |
| | I am confident that I have the ability of diverting unfavorable instances to favorable events | There is a limit a person could do on behalf of himself. Luck and destiny plays a major role | |
| | When people say 'no' to me, I do not take care of it. I try to change their mind then | When people say 'no' to me I get de-motivated and drop the idea easily | |
| | When I am in troubled situations, I stay calm and strategies the best options | When problematic situations arises, I get panic | |
| | Total | Total | |
| | | | |
| A | **4. Family support** | | B |
| | I get the opinion of the family members for the business when business decisions affects the family members | I do not get the family members engaged for decisions that affects them | |
| | Since I am involved with the business activities, my family members will understand that I have less | Family members are not happy that I have less time for them because of my involvement in the business | |
| | My family members would tolerate me had I made losses in the business initially | Family members would be angry with me and not tolerate had a made losses in the business initially | |
| | My family members will help and assist me when I am going through hard business times | In times of business turbulence my family members will not come for my assistance and they would be angry | |
| | Family members think that its wise decision that I started my own business | Family members are not happy over my decision to start my own business | |
| | Total | Total | |

| A | **5. Initiation** | | B |
|---|---|---|---|
| | I am not scared of problems. I accept problems as a part of life. I try to find a solution for a the problem | It's hard for me to solve problems. I worry about them or try not to think of the problems | |
| | When problems to occur, I try to solve them. When problems to challenge me, I get a satisfaction | When problems do come up I try to forget them. Or else I wait until they are over | |
| | I don't sit and wait for things to happen. I try to do something | I follow the trends. I just wait to see until good things to turn up | |
| | I always try to do things differently | I like to do the things I can do best | |
| | Any idea could be useful. I try to pursue any idea and try my success | People cannot pursue all the ideas they get. | |
| | Total | Total | |
| | | | |
| A | **6. Balancing work and family life** | | B |
| | When taking money out of my business for my personal and family matters, I only take sufficient amounts that is bearable by the organization | I will take out the total money needed for my family matters from my business | |
| | When a family member or a friend of mine faces a financial distress I help them even using the funds for my personal use. But I will not take money from my business | When my family and friends are facing financial difficulties, I will take money out of the business even though it would effect the business | |
| | I cannot sacrifice time that I have to spent with the business with the family and social activities | My first preference is for the family and social activities. I give preference to then than the business | |
| | Like other customers, even the family members and friend will have to pay for the products and services of my business. This system will be followed when using the assets of the business | I will provide special benefits to family and my friends from the business | |
| | I will not give financial assistance or loans to my family members and friends based on these relationships | Usually I give loans to family and friends | |
| | Total | Total | |

| A | **7. Ability to make decisions** | | B |
|---|---|---|---|
| | I take decisions easily. I get satisfaction from taking decisions | Taking decisions is a difficult task for me | |
| | I can take even very hard decisions | Before taking hard decisions I take advise from others | |
| | When a decision I needed, I know what to do instantly | I postpone the decisions to be made | |
| | Before taking a decisions I always to consider the alternatives | I take decisions based on how I feel. What I need to do instantly does not come to my mind | |
| | I am not scared for making mistakes as I learn from the mistakes I make | I always regret of the mistakes I make | |
| | Total | Total | |
| | | | |
| A | **8. Ability to adjust according to the needs of the business necessities** | | B |
| | I supply only the good and services needed for the customer | I only supply the goods and services that satisfy me | |
| | I ascertain how I could supply the good and services to customers at a lower price | If my customers needs goods and services at reduced prices, then they should find another producer | |
| | I am prepared to provide the customer credit if they need it in a manner that does not affect the business activities | I will not provide goods and services to anybody on credit | |
| | If I could more revenue by having the business in another location I would consider that option | I am not prepared to locate my business in another place. Where ever I am, the customers will have to find and come to me | |
| | I am prepared to identify the trends of the market and change the way I work and the way I think | The best thing is to work the way that I already know. I am not prepared to change my goods and services as per the new world trends | |
| | Total | Total | |
| | | | |
| A | **9. Level of sacrifice for the business** | | B |
| | I work better under pressure. Challenges satisfy me | I cannot work under pressure. I like to live peacefully | |
| | I like to work for long hours. I even like to work in my spare times and the holidays | I am of the opinion that we need spend some time relaxed apart from work. Should not work under severe time constraints | |

| | | | |
|---|---|---|---|
| | I am prepared to spend less time with family and friends for the sake of my business | I am not prepared to spend less time with family and friends for the sake of the business | |
| | In case needed I am even prepared to let loose the social contacts and my hobbies for the sake of my business | I need to spend more time on social activities and pursuing hobbies | |
| | I am prepared to work a lot until I get tired | Even though I like to work, I will only do what is needed | |
| | Total | Total | |
| | | | |
| A | **10. Negotiation skills** | | B |
| | I like to get work done through discussions. I prefer to get work done by not hurting others | I don't like to solve problems through discussions. The most convenient is to do what others tell you. | |
| | I have the ability to communicate better with others | It's very difficult for me to have effective communication with others. | |
| | I like to give an ear to ideas and the thinking of others | Usually I don't like the idea and the ideologies of others | |
| | When having discussions, I think of what benefits me as well as what benefits the others | I like to hear to what others say during discussions rather than to express my thoughts | |
| | In my thinking the best way to achieve something is to find a method that both parties as well off | My ideas are more important that the others. So when it comes to decisions, one party must win while the other should loose | |
| | Total | Total | |

Aggregates

| | | A | B |
|---|---|---|---|
| 1 | Motivation to start up your own business | | |
| 2 | Strength to face risk | | |
| 3 | Motivation and the skills to solve problems | | |
| 4 | Family support | | |
| 5 | Initiation | | |
| 6 | Balancing work and family life | | |
| 7 | Ability to make decisions | | |
| 8 | Ability to adjust according to the needs of the business necessities | | |
| 9 | Level of sacrifice for the business | | |
| 10 | Negotiation skills | | |
| | Total | | |

Marking scheme

- If the total in column A is greater than 50 marks then you can be a good businessmen
- If you have 6 marks or more for each of the specialties, then you are a sound businessmen
- If the total of column B is greater than 50 then you should try to reduce and lessen your weaknesses

**Annexure 11: Employer registrations form**

| **Registration of Employers**<br>**(Information to be collected at the point of Employer Registration with the ESC)** | |
|---|---|
| Employer name | |
| Employer address | |
| Business type | |
| Industry code | |
| Employer license no | |
| Contact name of employer | |
| Phone numbers | |
| Fax number of employer | |
| <u>Main activities of the business</u><br>(state the different types of trades the employer is in to) | |
| Number of employees | By sex Male: Female: |
| Number of employees | By age: 15-24( ) 25-34 ( )<br>35-54 ( ) 55-64 ( ) 65+( ) |

| | |
|---|---|
| Total number of foreign employees working | |
| Number of paid employees | |
| Number of own a/c workers | |
| Actual weekly hours of work | |
| No of shifts | |
| Work force categories and their monthly average salary: | |
| Pressing training needs for employees: | |

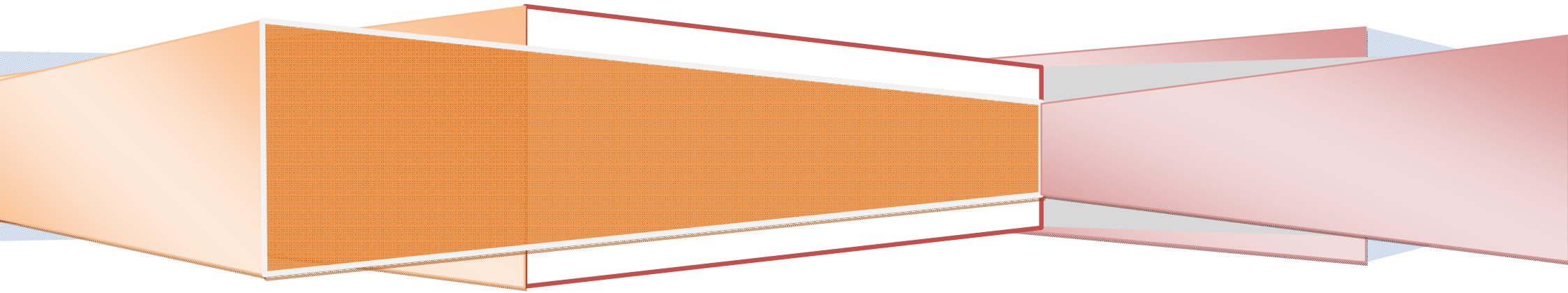
| |
|---|
| Types of skills in shortage encountered by the employer |

**Annexure 12: Business directory**

# Business Directory

## Directory of Employers, Vocational Training Institutions and Micro-Finance Institutions

### Employment Services Centre



| Name of organization | Address | Type of organization (Employer/VT provider/MFI) | Contact name and designation | Phone | Email | Industry |
|---|---|---|---|---|---|---|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

## Annexure 13: Job vacancy registration form

| Job Vacancy registration form | | | |
|---|---|---|---|
| Employer name: | | | |
| Employer address: | | | |
| Business type: | Industry code: | Organization type: Public ( ) Private ( ) NGO ( ) | |
| Contact person: | Contact person designation: | Phone: | Email |
| **Vacancy information** | | | |
| Job title: | | Major ISCO code: | Four digit Sub ISCO code: |
| Reports to/supervisor: | | | |
| Job description: | | | |
| Educational Qualifications required: | | | |
| Special skills required (computer, language, other..) and other special remarks: | | | |

<table>
<tr><td>No of vacancies:</td><td colspan="2">Salary offered:<br>Minimum:<br>Maximum:</td><td colspan="2">Place of work (Address):</td></tr>
<tr><td rowspan="4">Age range:</td><td colspan="2" rowspan="4">Other benefits:</td><td colspan="2">No of years of experience:</td></tr>
<tr><td colspan="2">Career level:<br>Apprentice ( ) Entry ( ) Senior ( ) Manager ( )</td></tr>
<tr><td>Working hours:</td><td>Duration of contract:</td></tr>
<tr><td>Vacancy closing date:</td><td>Work start date:</td></tr>
<tr><td rowspan="2">Sex:<br>Male ( )<br>Female ( )<br>Unspecified ( )</td><td>Overtime work:<br>Yes ( ) No ( )<br>Overtime paid:<br>Yes ( ) No ( )</td><td>Over time payment rate:</td><td colspan="2">Position type: Permanent ( ) Temporary ( )</td></tr>
<tr><td colspan="2">Work type:<br>Part time ( ) Full time ( )</td></tr>
</table>

---

Employer's signature

---

Name of data entry officer

| For official use only | | | | |
|---|---|---|---|---|
| Date referred for an interview | Name of jobseeker referred for an interview for this vacancy | Registration number of jobseeker referred for an interview for this vacancy | Occupational code (ISCO) | Results of the interview (Placed, Not Engaged, failed to attend interview, declined the position) |
| | | | | |
| | | | | |

| | | | | |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

**Annexure 14: Job vacancy register**

| Job Vacancy register | | | | | |
|---|---|---|---|---|---|
| **Date** | **Company name** | **Vacancy number** | **Position/vacancy title** | **Number of vacancies** | **Vacancy closing date** |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

**Annexure 15: Vacancy registration letter**

Date……..

Dear employer,

Thank you for registering your vacancy with the Employment Services Centre. Employment Centre provides both employers and jobseekers a totally free service. Please use the below vacancy number/s in your future correspondence with the centre regarding these vacancy/vacancies. One of the Employment officers will get in touch with you once a pool of potential candidates is found.

| | |
|---|---|
| Vacancy number: …… | Job title/vacant position: …… |
| Vacancy number: ……. | Job title/vacant position: …… |
| Vacancy number: …… | Job title/vacant position: …… |
| Vacancy number: ……. | Job title/vacant position: …… |

---

Thank you,
Employment Services Centre

**Annexure 16: Jobseeker referrals letter**

**Jobseeker referral letter**

Name of employer
……...

Address of employer
……
……

Contact person
……..

Interview for the post of
……..

Vacancy no……
Interview date ……
Interview time……

The bearer of this letter has been selected for an interview with your organization for the above post. Please be kind enough to permit the bearer to your office premises.

Name of jobseeker
……

Jobseeker registration number…….

……..
Employment Services Centre officer

## Annexure 17: Referrals for interview form

| **Referrals for interview (To be filled by the Employment Service Centre staff and sent to the Employer prior to the interview takes place)** | | | | | |
|---|---|---|---|---|---|
| Company name | | | Address of company | | |
| Vacancy number | Title of the vacancy interviewed: | | Number of vacancies: | Date the vacancy was submitted: | Vacancy closing date: |
| Jobseeker registration number | Name of the jobseeker | Sex: M/F | Address of jobseeker | | Phone No of jobseeker: |
| | | | | | |
| | | | | | |
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| | | | | | |
| | | | | | |
| | | | | | |

## Annexure 18: Results of the interview form

| **Results of the Interview form (To be filled and sent by the employer to the Employment Services Centre stipulating the results of the interview with regard to each candidate which appeared for the interview)** | | |
|---|---|---|
| Jobseeker number | Name of the jobseeker which appeared for the interview | Result: (Placed/Not Engaged, Failed to attend interview/ Declined the position) |
| | | |
| | | |
| | | |
| | | |
| | | |
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| | | |
| | | |

**Annexure 19: Register for job matching, referrals for interviews and results of interview form**

| **Register for job matching ,referrals for interviews and the results of the interview** | | | | |
|---|---|---|---|---|
| **Date** | Job vacancy number | Job seekers matched for the vacancy (write the jobseeker registration numbers of jobseekers matched for the vacancy) | Jobseekers referred for interview (write jobseeker registration numbers of jobseekers ultimately referred for the interview) | Status of the jobseeker after interview (placed ,Not engaged, did not appear for interview, declined post) |
| | | | | |
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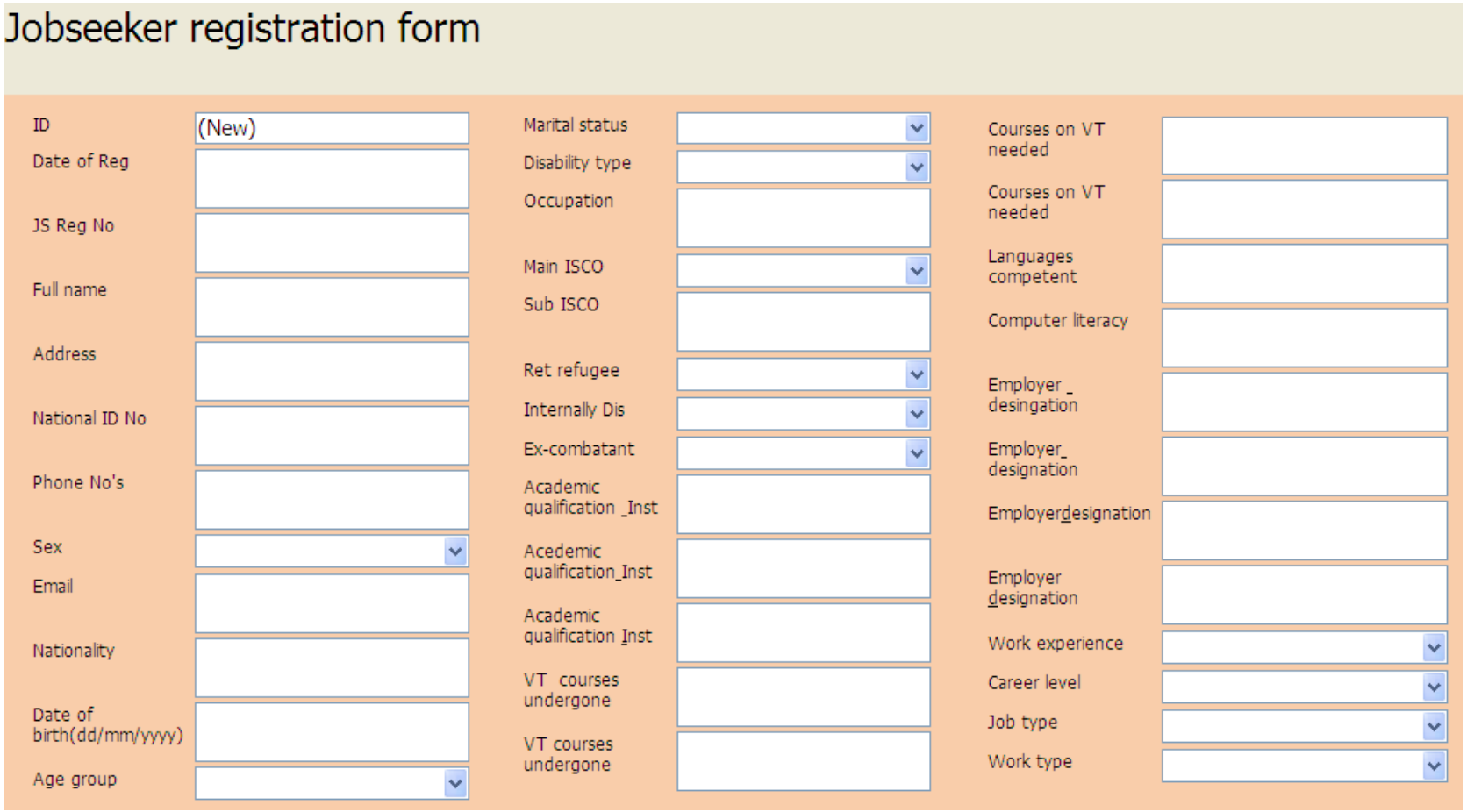
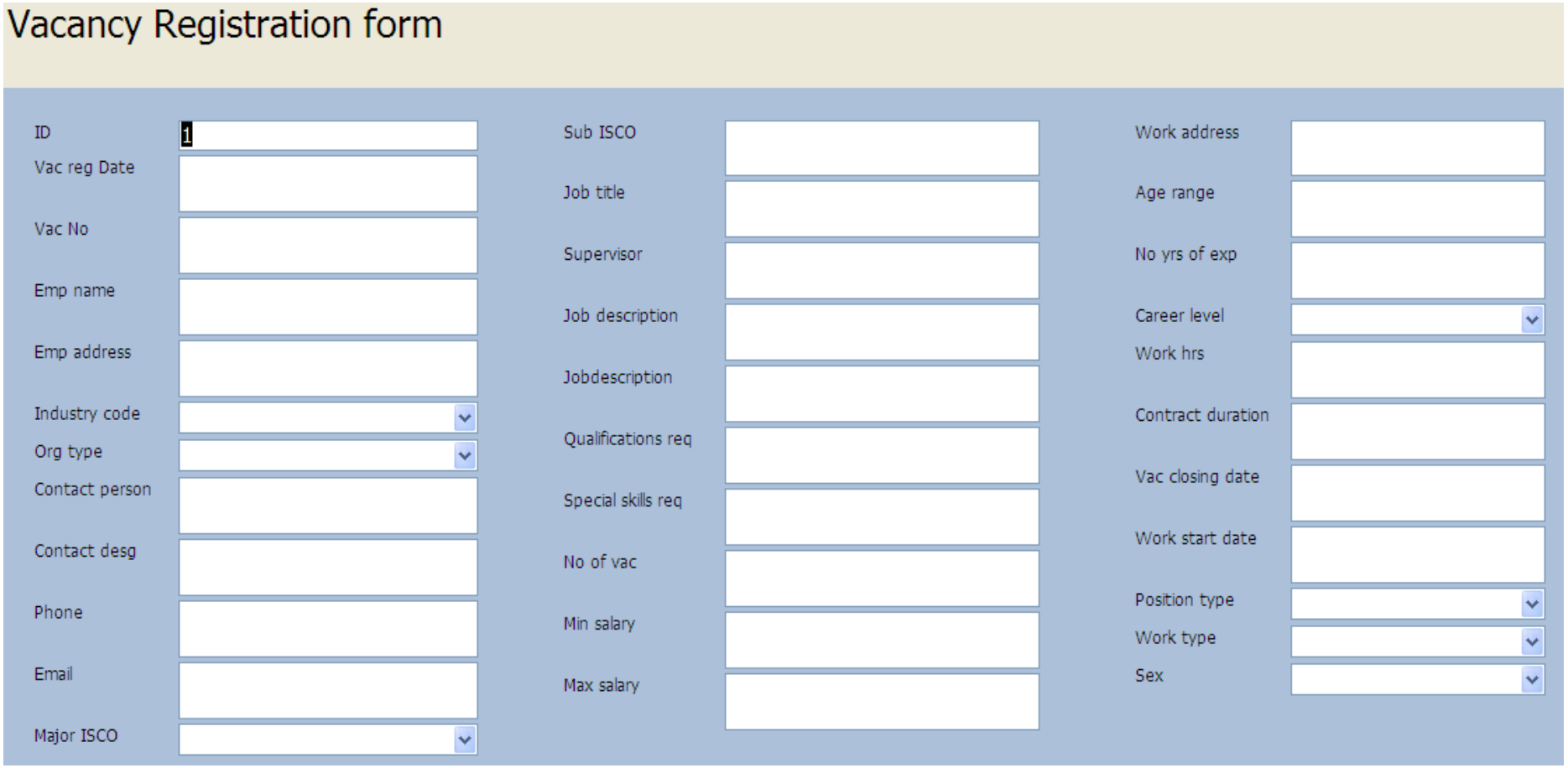
**Annexure 20: Register of training institutions**

| **Register of training institutions** | | | | | | | |
|---|---|---|---|---|---|---|---|
| **General information** | | | | | | | |
| Training institution name: | | Training institution code: | | | Training institution address: | | |
| Contact name from the training institution: | | Training institution Phone: | | Fax: | | Email: | |
| **Training course details:** | | | | | | | |
| Name of course | Course starting date | Duration | Course fee | Number of training places | Entry requisites/qualifications required | Age group | Employment opportunity |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

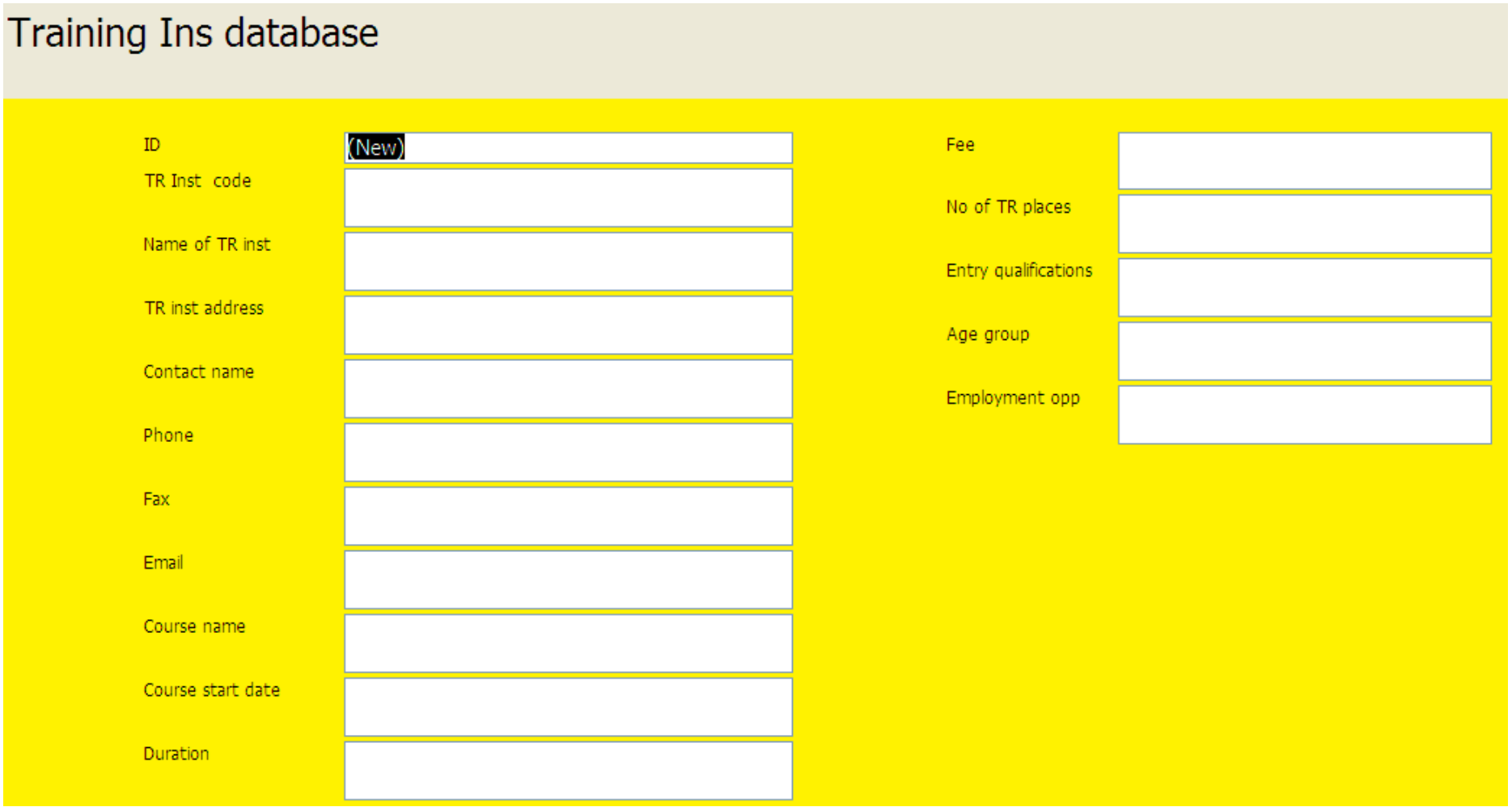
**Annexure 21: Jobseekers database**



**Annexure 22: Job vacancy database**



**Annexure 23: Training institutions database**



## Annexure 24: Quarterly statistical reporting format

| Employment Services Center -Quarterly statistical report | | | | |
|---|---|---|---|---|
| Centre | Quarterly statistical report as at: | Checked by | Prepared by | Authorized by |

**Jobseeker registrations** (update using the jobseeker Ms-Access database)

| Table 1.1Registered jobseekers by occupational code and sex | | | |
|---|---|---|---|
| | | Female | Male |
| **1** | legislators, senior officials managers | | |
| **2** | professionals | | |
| **3** | technicians and associate professionals | | |
| **4** | clerks | | |
| **5** | service workers, shop and market sales workers | | |
| **6** | skilled agriculture and fisheries workers | | |
| **7** | craft and related workers | | |
| **8** | plant and machine operators and assemblers | | |
| **9** | elementary occupations | | |
| **10** | armed forces | | |

| Table 1.2 Registered jobseekers by age group and sex | | |
|---|---|---|
| | Female | Male |
| 15-24 | | |
| 25-34 | | |
| 35-54 | | |
| 55-64 | | |
| 65+ | | |

| Table 1.3 Jobseekers registrations by disability type and sex | | |
|---|---|---|
| | Female | Male |
| Visual | | |
| Aural | | |
| Physical | | |
| Not applicable (NA) | | |

| Table 1.4 Jobseeker registrations by number of years of experience and sex | | |
|---|---|---|
| | Female | Male |
| less than 1 yr | | |
| 1-5 yrs | | |
| More than 5 yrs | | |

| Table 1.5 Jobseeker registrations by job type preference and sex | | |
|---|---|---|
| | Female | Male |
| **Public** | | |
| **Private** | | |
| **NGO** | | |
| **Any of above** | | |

| Table 1.6 Jobseeker registrations by career level and sex | | |
|---|---|---|
| | Female | Male |
| Apprentice | | |
| Entry level | | |
| Senior | | |
| Manager | | |

| Table 1.7 Jobseeker registrations by work type preference and sex | | |
|---|---|---|
| | Female | Male |
| Full time | | |
| Part time | | |
| Any of above | | |

| Table 1.8 Jobseeker registrations by position type and sex | | |
|---|---|---|
| | Female | Male |
| Permanent | | |
| Temporary | | |
| Any of above | | |

**Job vacancy registrations** (update using the job vacancy Ms-Access database)

| **Table 2.1 Job vacancies by occupational code and sex** | | **Female** | **Male** | **Unspecified** |
|---|---|---|---|---|
| **1** | legislators, senior officials managers | | | |
| **2** | professionals | | | |
| **3** | technicians and associate professionals | | | |
| **4** | clerks | | | |
| **5** | service workers, shop and market sales workers | | | |
| **6** | skilled agriculture and fisheries workers | | | |
| **7** | craft and related workers | | | |
| **8** | plant and machine operators and assemblers | | | |
| **9** | elementary occupations | | | |
| **10** | armed forces | | | |

| Table 2.2 Job vacancies by industry type and sex | | | | |
|---|---|---|---|---|
| **Type** | **Description** | **Female** | **Male** | **Unspecified** |
| **A** | Construction/buildings/ground maintenance | | | |
| **B** | Customer services/restaurant/food services | | | |
| **C** | Education/science | | | |
| **D** | Finance/banking/economics | | | |
| **E** | Government/policy/administration | | | |
| **F** | Health care | | | |
| **G** | IT/telecommunications | | | |
| **H** | Manufacturing and production | | | |
| **I** | Media | | | |
| **J** | Non-profit | | | |
| **K** | Sales/distribution | | | |
| **L** | Supply chain/logistics | | | |

| Table 2.3 job vacancies by organization type | |
|---|---|
| **Organization type** | **No. of vacancies** |
| Public | |
| Private | |
| NGO | |

| Table 2.4 job vacancies by career level | |
|---|---|
| **Career level** | **No. of vacancies** |
| Apprentice | |
| Entry level | |
| Senior | |
| Manager | |

| Table 2.5 job vacancies by position type | |
|---|---|
| **Position type** | No. of vacancies |
| Permanent | |
| Temporary | |

| Table 2.6 job vacancies by work type | |
|---|---|
| **Work type** | **No. of vacancies** |
| Full time | |
| Part time | |

---

**Job Referrals** (update using the Register for job matching , referrals for interviews and the results of the interview)

| Table 3.2 .Jobseekers referred for job interviews and placed by sex and ISCO | | | | | |
|---|---|---|---|---|---|
| **ISCO** | **Occupation** | **Referred** | | **Placed** | |
| | | **Female** | **Male** | **Female** | **Male** |
| **1** | legislators, senior officials managers | | | | |
| **2** | professionals | | | | |
| **3** | technicians and associate professionals | | | | |
| **4** | clerks | | | | |
| **5** | service workers, shop and market sales workers | | | | |
| **6** | skilled agriculture and fisheries workers | | | | |
| **7** | craft and related workers | | | | |
| **8** | plant and machine operators and assemblers | | | | |
| **9** | elementary occupations | | | | |
| **10** | armed forces | | | | |

**Training referrals**

| Table 4. 1 Training vacancies | |
|---|---|
| Proposed candidates | |
| accepted candidates | |

**Table 5.1 Employer visits**

| **Total visits to employers** | |
|---|---|
| Visits to private sector employers | |
| Visits to public sector employers | |
| Visits to NGO organizations | |
| Visits by employers to ESC | |

**Table 6.1 Vocational training provider and Micro-finance institutions visits**

| **Total visits to employers** | |
|---|---|
| Visits to vocational training providers | |
| Visits to micro-finance institutions | |
| Visits by vocational training providers to ESC | |
| Visits by micro-finance institutions to ESC | |

**Annexure 25: Track for jobseekers/employers and training providers (North Kordofan State)**

خدماتنا للباحث عن عمل
تسجيلك بمكتب التوظيف
يوفر لك الوظيفة التى تناسبك
نملكك معلومات عن سوق العمل
نساعدك فى كتابة السير الذاتية
نساعدك فى تحضير نفسك للمعاينة
نقدم لك الارشاد الوظيفى
اذا كنت صاحب مركز تدريب
نساعدك فى توفير المتدربين
فقط سجل بمكتب خدمات التوظيف كافة الخدمات
مكتب خدمات التوظيف
العنوان ولاية شمال كردفان / الابيض
تلفون :- 0924834 511
رقم البريد الالكترونى
Obied
p.e.s@gmail.com
اذا كنت ترغب فى التدريب
دعنا نعرفك بمراكز التدريب بالابيض و الكورسات التى تجبنك لايجاد فرصة العمل المناسبة.
اذا كنت من أصحاب العمل
حضورك مهم لمكتب خدمات التوظيف للتسجيل مجاناً
نساعدك فى توفير الكوادر الجيدة التى تحتاجها لتطوير أعمالك و أزدهارها
ماذا نقدم من خدمات
يقدم مكتب خدمات التوظيف بمكتب عمل الابيض عدد من الخدمات للمخدمين والباحثين عن عمل و مراكز التدريب بالولاية.
هدفنا مساعدة الباحث عن عمل و ايجاد الوظيفة المناسبة له و التنسيق مع مراكز التدريب لتدريب الباحثين و العمال المهره (فنيين).
اذا كنتم من الباحثين عن عمل فقط عليكم الحضور لمكتب خدمات التوظيف بأدارة العمل بالابيض جوار الادارة العامة للجوازات و الهجرة

## Annexure 26: Track for jobseekers (North Kordofan State)

لاصحاب العمل

اننا لانجد المهارات المطلوبة و المنافسين الجيدين

الباحث عن العمل

انني حادب في البحث عن وظيفة مناسبة و لكني لااجدها

نحن كمركز تخديم نتفهم ذلك و على استعداد لمساعدة الباحث للوصول لوظيفة مناسبة و كل صاحب عمل للحصول على متنافسين جيدين

حتى الذين يحتاجون الى تدريب نساعدهم بايجاد فرص تدريب مناسبة

هل يمكنكم الاتصال بنا لتلبية احتياجاتكم

كيف أسجل؟

فقط إذهب إلى مركز التسجيل بمكتب العمل وأملأ إستمارة التسجيل المجانية لمساعدتك في إيجاد الوظيفة المناسبة.

متطلبات التسجيل

- ✓ شهادة الميلاد او تقدير العمر
- ✓ شهادة الجنسية
- ✓ الشهادة العلمية أو العملية
- ✓ شهادات التدريب (إن وجدت )
- ✓ شهادات الخبرة ( إن وجدت)

ساعدنا لنساعدك

رقم تسجيلك مهم لنا

ضرورة الاتصال عند تغير البياناتك

أهمية تحديث بياناتك باستمرار عند اى تغيير فى المؤهلات

فقط تسجيل المعلومات و التفاصيل الصحيحة

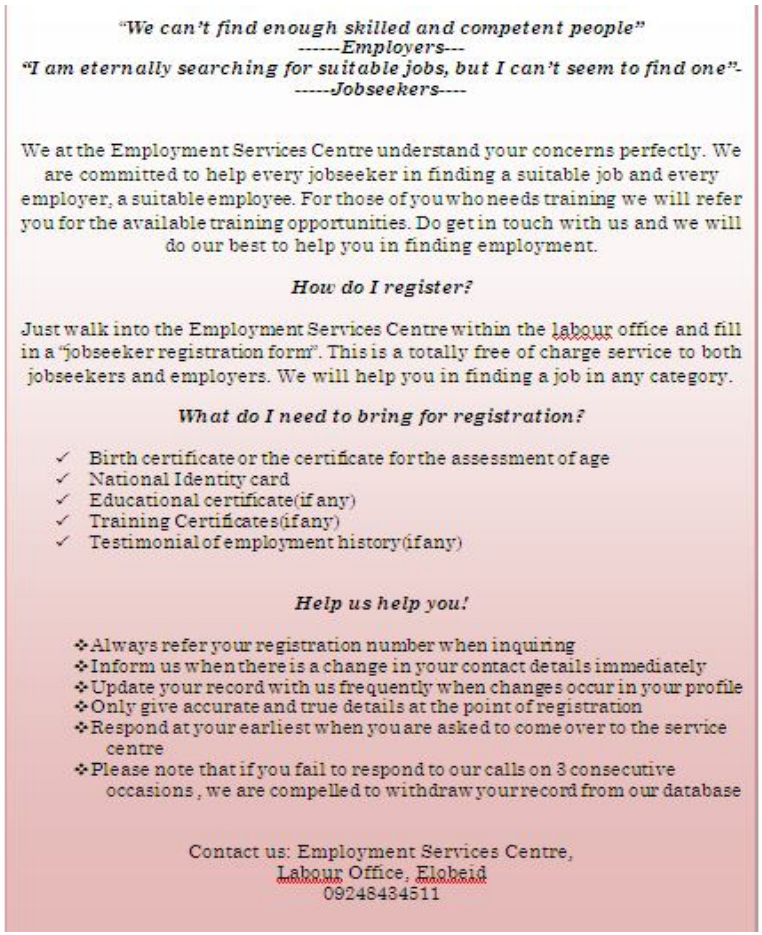
حضورك مهم للمكتب عند الطلب

عند عدم الاستجابة بالحضور لثلاث مرات متتالية يسحب تسجيلك

العنوان :- مركز خدمات التوظيف

مكتب العمل / الابيض

0924834511



*"We can't find enough skilled and competent people"*
*------Employers---*
*"I am eternally searching for suitable jobs, but I can't seem to find one"-*
*-----Jobseekers----*

We at the Employment Services Centre understand your concerns perfectly. We are committed to help every jobseeker in finding a suitable job and every employer, a suitable employee. For those of you who needs training we will refer you for the available training opportunities. Do get in touch with us and we will do our best to help you in finding employment.

***How do I register?***

Just walk into the Employment Services Centre within the labour office and fill in a "jobseeker registration form". This is a totally free of charge service to both jobseekers and employers. We will help you in finding a job in any category.

***What do I need to bring for registration?***

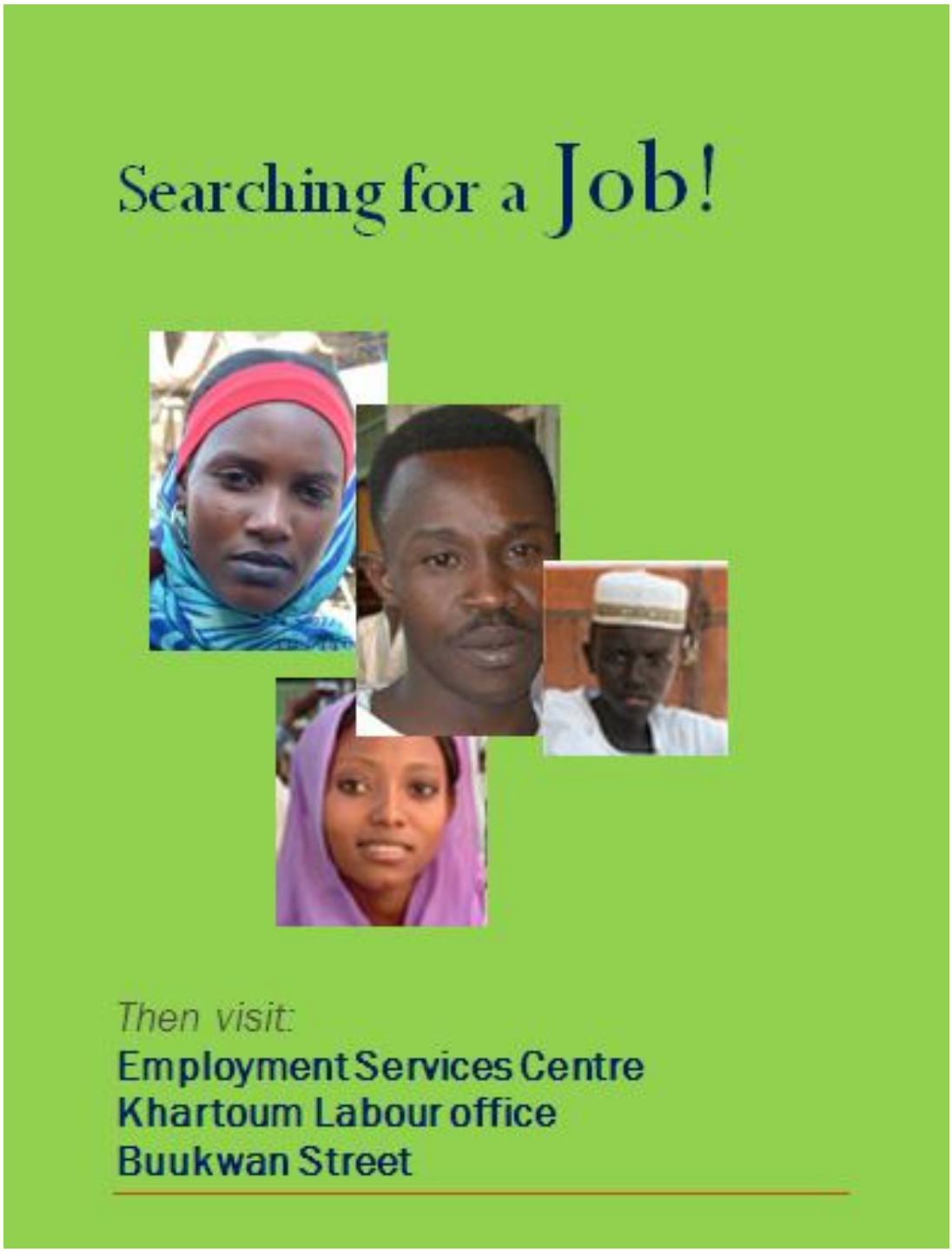
- ✓ Birth certificate or the certificate for the assessment of age
- ✓ National Identity card
- ✓ Educational certificate(if any)
- ✓ Training Certificates(if any)
- ✓ Testimonial of employment history(if any)

***Help us help you!***

- ❖ Always refer your registration number when inquiring
- ❖ Inform us when there is a change in your contact details immediately
- ❖ Update your record with us frequently when changes occur in your profile
- ❖ Only give accurate and true details at the point of registration
- ❖ Respond at your earliest when you are asked to come over to the service centre
- ❖ Please note that if you fail to respond to our calls on 3 consecutive occasions , we are compelled to withdraw your record from our database

Contact us: Employment Services Centre,
Labour Office, Elobeid
09248434511

**Annexure 27: Poster for jobseekers (Khartoum State)**



نحن نبحث عن عمل
إذا زورونا بمكتب الإستخدام بالإداره العامة للعمل المهاجرين
0155401778

**Annexure 28: Quarterly newsletter**

Employment Services in Khartoum

Volume I, Issue I | Newsletter Date

Special points of interest:

- Briefly highlight your point of interest here.
- Briefly highlight your point of interest here.
- Briefly highlight your point of interest here.
- Briefly highlight your point of interest here.

Inside this issue:


| | |
|---|---|
| Inside Story | 2 |
| Inside Story | 2 |
| Inside Story | 2 |
| Inside Story | 3 |
| Inside Story | 4 |
| Inside Story | 5 |
| Inside Story | 6 |


Imparting employment services

Job fair

CV training workshop for jobseekers

Career guidance program at

Mobile jobseeker registration campaign

ESC promotions

Poster campaign for jobseekers

Leaflet for jobseekers and employers

Meeting employers , training providers, and work unions

## Annexure 29: Jobseeker satisfaction survey format

**Jobseeker satisfaction survey questionnaire**

1. Initially how did you get to know about the Employment services with the local labour office

| | |
|---|---|
| 1.Through a friend | |
| 2.Employment service centre leaflet | |
| 3.Employment service centre radio campaign | |
| 4.Employment service centre posters | |
| 6.Any other employment service centre marketing material | |
| 7.Other | |

If 'other', please state ……

2. In filling the jobseeker registration form was it easier to understand by yourself or did you need the assistance of the employment service centre staff?

| | |
|---|---|
| 1.I found it easier to understand by my self | |
| 2.I needed help from an employment service centre staff member | |

3. For the above question 2 if you 'needed help from the employment service centre staff' how would you rate the assistance received?

| | |
|---|---|
| 1.Assistance was not available at all | |
| 2.Assistance was available , but was extremely unsatisfactory | |
| 3.Satisfactory | |
| 4.Extremely satisfactory | |

4. At the point of registering, did you receive a brief explanation of the career options (career guidance) available for you in the job market and of the present trends in the labour market?

| | |
|---|---|
| 1.Yes | |
| 2.No | |

5. Have you ever been referred for an interview with an employer through the employment service centre?

| | |
|---|---|
| 1.Yes | |
| 2.No | |

6. If the answer for the above is 'yes', prior to sending you for the interview was there a pre-interview session with the employment service centre staff?

| | |
|---|---|
| 1.Yes | |
| 2.No | |

7. for which of the following programs had you been called for by the employment service centre

| | |
|---|---|
| 1.CV-preparation program | |
| 2.Career guidance program | |
| 3.Interview preparation program | |
| 4.None of the above | |

8. If you had been for any of the above programs with the employment service centre, how satisfied are you with the programs conducted?

| | Unsatisfied | neutral | Satisfied |
|---|---|---|---|
| CV-preparation program | | | |
| Career guidance program | | | |
| Interview preparation program | | | |

9. What other programs have you participated with the employment service centre. please state

10. Were you charged by employment service centre at the point of registering or referring you for an interview or when you were placed on a job?

| | Yes | No |
|---|---|---|
| 1. I was charged money at the point of registering | | |
| 2.I was charged money at the point of referring for an interview | | |
| 3.I was changed money at the point of placing me on the job | | |

11. I had been contacted by employment service centre for a job/training/ in the last

| | |
|---|---|
| 2 months | |
| 4months | |
| 6 months | |
| 9 year | |
| Never | |

12. Are you presently employed?

| | |
|---|---|
| 1.Yes | |
| 2.No | |

13. If 'yes' for the above, did you find it through the assistance of employment service centre?

| | |
|---|---|
| 1.I found it through the assistance of employment service centre | |
| 2.I found it without the assistance of employment service centre | |

14. Have you ever found a job previously with the assistance of employment service centre?

| | |
|---|---|
| 1.Yes | |
| 2.No | |

15. Do you think that, in future been registered with employment service centre will help you to find a job?

| | |
|---|---|
| 1.Yes | |
| 2.No | |

16. If the answer for the above is 'no', state the reason/s…..

17. Any compliments which you wish to state with respect to the services of employment service centre?.....

## Annexure 30: Employer satisfaction survey format

1. Have you been invited for any job fairs organised by the employment service centre?

| | |
|---|---|
| 1.Yes | |
| 2.No | |

2. do you have any complaints with respect to referring unsuitable candidates for interviews by the employment service centre?

3. How confident are you that employment service centre is capable of meeting your staff requirements?

| | |
|---|---|
| 1.No confidence at all | |
| 2.Confident | |
| 3.Extremely confident | |

4. Would you prefer to have the services of the employment service centre in future?

| | |
|---|---|
| 1.Yes | |
| 2.No | |

6. Did employment service centre understand your specific needs?

| | |
|---|---|
| 1.Yes | |
| 2.No | |

7. Willingness of employment service centre staff to help you and provide prompt service-how satisfied are you

| | |
|---|---|
| 1.Dissatisfied | |
| 2.Neutral | |
| 3.Satisfied | |
| 4.Very satisfied | |

8. Timelines of response to inquiries made by you from employment service centre- how satisfied were you

| | |
|---|---|
| 1.Dissatisfied | |
| 2.Neutral | |
| 3.Satisfied | |
| 4.Very satisfied | |

9. Which of the following categories that describes of your last experience of employment service centre?

| | |
|---|---|
| 1.Very pleasant | |
| 2.Pleasant | |
| 3.Some what pleasant | |
| 4.Unpleasant | |

10. In Your opinion the services offered by employment service centre have been;

| | |
|---|---|
| 1.Not useful | |
| 2.Useful | |
| 3.Very useful | |

## Annexure 31: Disaster survey format

Date
…….
Interviewer
…….
State ……
Questionnaire number …….

| household type | |
|---|---|
| Host family (unrelated) | 1 |
| Displaced camp | 2 |
| Displaced family friends | 3 |
| Affected but remained at home | 4 |

**1. information about respondent**

1.1 Are you the head of the household

| | |
|---|---|
| Yes | 1 |
| No | 2 |

1.2 What is your relationship to the head of the household?

| | |
|---|---|
| Spouse | 1 |
| Child | 2 |
| Other | 3 |

1.3 Sex of respondent

| | |
|---|---|
| Male | 1 |
| Female | 2 |

**2 .household composition**

2.1 What is the current composition of your household

| Household composition | number of people |
|---|---|
| Boys less than 5 yrs | |
| Girls less than 5 yrs | |
| Boys 5-17 | |
| Girls 5-17 | |
| Men 18-65 | |
| Women 18-65 | |
| Men over 65 | |
| Women over 65 | |

**3. Household assets**

3.1 Has your house been affected. If yes what is the level of destruction

| | |
|---|---|
| Unaffected | 1 |

| | |
|---|---|
| Partially destroyed | 2 |
| Totally destroyed | 3 |

3.2 Could you tell whether any property owned by your household that you used to generate income has been affected , and if yes the level of damage

| | unaffected | partially damaged | Totally damaged |
|---|---|---|---|
| Buildings | 1 | 2 | 3 |
| Crops | 1 | 2 | 3 |
| Livestock | 1 | 2 | 3 |
| Equipment | 1 | 2 | 3 |
| Vehicles | 1 | 2 | 3 |

**4. Household income and future plans**

| 4.1 What were your household three main sources of income before the disaster? What are they now? What do you expect they will be in the next Smonth? Please rank | | | |
|---|---|---|---|
| Sector | main source of income before | current main source of income | expected main source of income in the next month |
| Agriculture | | | |
| Livestock | | | |
| Forestry | | | |
| Fishing | | | |
| Mining and quarry | | | |
| Manufacturing | | | |
| Electricity , gas , water | | | |
| Construction | | | |
| Wholesale and retail | | | |
| Hotels and restaurants | | | |
| Transport and communication | | | |
| Banking, insurance and real estate | | | |
| Ownership of dwellings | | | |
| Government services | | | |
| Private services | | | |

4. 2 How many people are currently are earning an income in your household? No of people …….

4.3 How many people are currently without a job but able and willing to work? No of people…….

4.4 Are you a member of a social security scheme?

| | |
|---|---|
| Yes | 1 |
| No | 2 |

4.5 Was your household receiving any form of social security before the disaster?

| | |
|---|---|
| Yes | |
| No | |

**5. Respondents labour market situation and plans for the future**

| 5.1 Do you plan to work in this area or somewhere else? | |
|---|---|
| In this area | 1 |
| Somewhere else | 2 |

(If no future plans or does not plan to work, go to part 7)

| 5.2 Do you have the right skills to do the work you are planning to do? | |
|---|---|
| Yes | 1 |
| No | 2 |

| 5.4 Are you planning to be self-employed, run a business or be in wage employment? | |
|---|---|
| Self-employment/in business | 1 |
| Wage employment | 2 |

(if wage employment)

| 5.5 Are the business that offers this kind of work in this area operational? | |
|---|---|
| Yes | 1 |
| No | 2 |

**6. Resources needed for self employment/ in business**

(If self employed/ running a business)

| 6.1 Do you have experience in being self employed or doing business? | |
|---|---|
| Yes | 1 |
| No | 2 |

6.2 Do you have funds to do this?

| | |
|---|---|
| Yes | 1 |
| No | 2 |

if no;

6.3 How do you plan to get those funds?

| | |
|---|---|
| Get grant | 1 |
| Get assistance from family and friends | 2 |
| Get a loan | 3 |

6.4 Will you need skilled or unskilled workers for your business?

| | |
|---|---|
| Get unskilled workers | 1 |
| Get skilled workers | 2 |
| None of the above | 3 |

**7. Household expenditure**

| 7. 1 What was your household's monthly expenditure before the disaster? | |
|---|---|
| Less than SDP XXX | 1 |

| | |
|---|---|
| SDP XXX-XXX | 2 |
| SDP XXX-XXX | 3 |
| More than XXX | 4 |

| 7.2 What percentage of your expenditure did you spend on food before the disaster? | |
|---|---|
| Less than 50% | 1 |
| 50% to 70% | 2 |
| More than 70% | 3 |

7.3 What has been your households total expenditure in the last 7 days?.....

| 7.4 What percentage of your expenditure did you spend on food in the last 7 days? | |
|---|---|
| Less than 50% | 1 |
| 50% to 70% | 2 |
| More than 70% | 3 |

**8. Household food consumption/food source**

8.1 What is the households main source of food?

| | Before | current |
|---|---|---|
| Own production | | |
| Market purchases | | |
| Food from friends and family | | |
| Food on credit | | |
| Aid | | |

8.2 How many full meals are eaten in your household per day?.....

8.3 How many days a week does your household consume the following ?

| | Before | Current |
|---|---|---|
| Rice | | |
| Bread | | |
| Pulses | | |
| Vegetables | | |
| Fish | | |
| Meat | | |
| Fruits | | |
| Eggs | | |
| Maize | | |
| Potato | | |
| Sugar | | |
| Curd | | |
| Milk | | |

**9. Relief**

| 9.1 Has your household received any of the following relief assistance since the disaster ? | |
|---|---|
| Shelter | |

| | |
|---|---|
| Food | |
| Medicine | |
| Clothing | |
| Bedding | |
| Cooking utensils | |
| Cash | |
| | |
| Others……. | |

9.2 What are your households three most urgent needs ?

| | |
|---|---|
| Shelter | |
| Food | |
| Medicine | |
| Clothes | |
| Work | |
| Cash/credit | |
| Other……..... | |

## Annexure 32: Vision/Mission statements

**Vision**

Improving the standard living of the people of Sudan through an efficient network of Public Employment Services

**Mission**

To be the unique provider of Employment Services in sourcing gainful employment

**Annexure 33: Work plan**

| ***Work plan for Employment services Centre*** | | | | | | | | | ***2011*** |
|---|---|---|---|---|---|---|---|---|---|
| **Objective** | **Strategy** | **Annual target** | | **Quarter 1target** | **Quarter 2 target** | **Quarter 3 target** | **Quarter 4 target** | **Remarks** | **Responsible personal for achieving the targets** |
| Improving jobseeker registration numbers | Registering jobseekers at universities (final year university students) | No of registrations | | | | | | | |
| | Registering jobseekers at schools (students who does not plan for higher education) | No of registrations | | | | | | | |
| | Registering jobseekers at public places /mobile jobseeker registration campaigns | No of registrations | | | | | | | |
| | Registering jobseekers at training institutions | No of registrations | | | | | | | |
| | Registering jobseekers coming to ESC premises | No of registrations | | | | | | | |
| Enhancing other employment services to jobseekers | Undertaking career guidance sessions in schools | No of sessions | | | | | | | |
| | Undertaking career guidance sessions in universities | No of sessions | | | | | | | |
| | Undertaking career guidance sessions to a selected group of jobseekers | No of sessions | | | | | | | |
| Improving job vacancy registrations | Registering job vacancy registration by visiting the employers | No of vacancies | | | | | | | |
| | Registering job vacancies by employers visiting the ESC | No of vacancies | | | | | | | |
| | Registering job vacancies by deriving vacancy information from public notice boards with the prior approval of the employers | No of vacancies | | | | | | | |
| Improving registration of training vacancies | No of training vacancies registered | No of training vacancies | | | | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Improving referrals | No of referrals for job vacancies | No of vacancies | | | | | | | |
| | No of referrals for training vacancies | No of vacancies | | | | | | | |
| Improving placements | No of job placements | No of job placements | | | | | | | |
| | No of training placements | No of training placements | | | | | | | |
| Making knowledgeable the public of employment services offered | Distribution of ESC leaflets to general public at public places | No of leaflets to be distributed | | | | | | | |
| | Distribution of leaflets to employers | No of leaflets to be distributed | | | | | | | |
| | Display of ESC posters at public places | No of posters to be placed | | | | | | | |
| | Organizing participatory meetings with employers, training providers, worker organizations and chambers | No of meetings | | | | | | | |
| | Organizing job fairs | No of job fairs | | | | | | | |
| | Undertaking mobile jobseeker registration campaigns | No of campaigns | | | | | | | |
| Generation and dissemination of labour market information | Publishing the employment services bulletin incorporating labour market information | No of bulletins | | | | | | | |
| | Distribution of “bulletins” to employers | No to be distributed | | | | | | | |
| | Distribution of “bulletins” to training providers | No to be distributed | | | | | | | |
| | Distribution of “bulletins” to schools and universities | No to be distributed | | | | | | | |
| | Publishing quarterly statistical reports | No to be published | | | | | | | |
| | Publishing the quarterly progress reports | No of reports | | | | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Enhancing the quality of employment services | Updating jobseeker records | | | | | | | | |
| | Undertaking jobseeker satisfaction survey | No of surveys | | | | | | | |
| | Undertaking employer satisfaction survey | No of surveys | | | | | | | |
| | Undertaking training provider satisfaction survey | No of surveys | | | | | | | |

**Annexure 34: Quarterly variance reporting format**

| ***Quarterly variance reporting for Employment services Centre 2011*** | | | | | | ***Quarter ……..*** |
|---|---|---|---|---|---|---|
| **Objective** | **Strategy** | **Quarter target** | | **Quarter Actual** | **Reason for the variance** | **Responsible personal for achieving the targets** |
| Improving jobseeker registration numbers | Registering jobseekers at universities (final year university students) | No of registrations | | | | |
| | Registering jobseekers at schools (students who does not plan for higher education) | No of registrations | | | | |
| | Registering jobseekers at public places /mobile jobseeker registration campaigns | No of registrations | | | | |
| | Registering jobseekers at training institutions | No of registrations | | | | |
| | Registering jobseekers coming to ESC premises | No of registrations | | | | |
| Enhancing other employment services to jobseekers | Undertaking career guidance sessions in schools | No of sessions | | | | |
| | Undertaking career guidance sessions in universities | No of sessions | | | | |
| | Undertaking career guidance sessions to a selected group of jobseekers | No of sessions | | | | |
| Improving job vacancy registrations | Registering job vacancy registration by visiting the employers | No of vacancies | | | | |
| | Registering job vacancies by employers visiting the ESC | No of vacancies | | | | |
| | Registering job vacancies by deriving vacancy information from public notice boards with the prior approval of the employers | No of vacancies | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| Improving registration of training vacancies | No of training vacancies registered | No of training vacancies | | | | |
| Improving referrals | No of referrals for job vacancies | No of vacancies | | | | |
| | No of referrals for training vacancies | No of vacancies | | | | |
| Improving placements | No of job placements | No of job placements | | | | |
| | No of training placements | No of training placements | | | | |
| Making knowledgeable the public of employment services offered | Distribution of ESC leaflets to general public at public places | No of leaflets to be distributed | | | | |
| | Distribution of leaflets to employers | No of leaflets to be distributed | | | | |
| | Display of ESC posters at public places | No of posters to be placed | | | | |
| | Organizing participatory meetings with employers, training providers, worker organizations and chambers | No of meetings | | | | |
| | Organizing job fairs | No of job fairs | | | | |
| | Undertaking mobile jobseeker registration campaigns | No of campaigns | | | | |
| Generation and dissemination of labour market information | Publishing the employment services bulletin incorporating labour market information | No of bulletins | | | | |
| | Distribution of “bulletins” to employers | No to be distributed | | | | |
| | Distribution of “bulletins” to training providers | No to be distributed | | | | |
| | Distribution of “bulletins” to schools and | No to be | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | universities | distributed | | | | |
| | Publishing quarterly statistical reports | No to be published | | | | |
| | Publishing the quarterly progress reports | No of reports | | | | |
| Enhancing the quality of employment services | Updating jobseeker records | | | | | |
| | Undertaking jobseeker satisfaction survey | No of surveys | | | | |
| | Undertaking employer satisfaction survey | No of surveys | | | | |
| | Undertaking training provider satisfaction survey | No of surveys | | | | |

**Annexure 35: Performance appraisal of the Ministry staff recommended as PES trainers: Ms Amna Ahmed Ali Kohail**

| | Poor | | | | Excellent |
|---|---|---|---|---|---|
| Challenge<br>Ability to take challenge in learning new knowledge | 1 | 2 | 3 | 4 | (5) |
| Communication<br>Ability to express ideas to a group | 1 | 2 | 3 | | (5) |
| Helping others<br>Ability in helping participants to understand the exercises | 1 | 2 | 3 | 4 | (5) |
| Motivation<br>Motivation to work on Public Employment Services as a trainer | 1 | 2 | 3 | 4 | (5) |
| Enjoying<br>Extent of enjoyability in the task undertaken | 1 | 2 | 3 | 4 | (5) |
| Precision<br>Care and concentration in undertaking work | 1 | 2 | 3 | 4 | (5) |

The figure above specifies the ratings across several drivers for Ms Amna Ahmed Ali Kohail. Ms Amna assisted the employment specialist in translating all training sessions from English to Arabic. She is well positioned in conducing refresher trainings for labour officers of the employment services unit. While commenting on her excellent attitude towards work, Ms Amna should practically get involved in operating employment services at the field level prior to undertaking a trainer's role. Practical experience at the field level will enable a better grip on solving day to day problems that would arise in an employment services unit.

## Annexure 36: Terms and references for the Employment Services Specialist

### Duties and responsibilities of the international consultant

The mission is envisaged from 20 March 2011 to 13 May 2011 for a total of 48 working days and 55 calendar days).

The international consultant will work under the leadership of the YEM based in Juba and the technical guidance of the Senior Specialist on SKILLS and Employability based in the Decent Work country Support Team in Cairo. He will develop and maintain on-going working relationships with the Ministry of Labour, in Khartoum, State Ministries of Labour, Employers and workers organization at federal and state level.

The ILO EPES manual on Management of special employment and training measures will be utilized as a basis for the whole exercise. The manual will be utilized in the Arabic Version. The consultant will be assisted by 2 staff of the Ministry of Labour that he will coach to work as a team for the entire duration of the exercise. The MoL colleagues will act as translators and co-trainers and are expected to gather sufficient know how to be able to provide technical assistance and training to PES colleagues in other states.The consultant may suggest innovative ideas concerning methods and contents of the training and will share with the Senior Specialist before applying them.

To conclude the assignment, the consultant will have 5 days in Khartoum to hand over a final report presenting key findings and recommendations for follow up.

### Implementation work plan

| | |
|---|---|
| 20 March | Arrival Khartoum and programme preparation |
| 26 April | 2 week training to labour officers from Damazin, El Obeid, Kadougli, Khartoum state in Khartoum, including training on the Job and Database at the Mol |
| 10 April | 4 week Technical Assistance on Implementation to ES in Damazin, El Obeid, Kadougli, Khartoum state in Khartoum |
| 7 May | Recommendations for monitoring plan and follow up action, as well as preparation of the final report in Khartoum. |
| 13 May | End of mission, departure from Khartoum |

### Recommendation

Expectations from Job seekers and employers should be inline with the limited initial capacity of the newly established ES and they can be raised only when they will be better equipped and tested. Since ES have job matching and counseling functions, it is also important not to create expectations on job creation and this should be clearly communicated. The ES are expected to be utilized by all initiative concerning reintegration (Ex combatants, returnees,IDPs) in addition to youth job seekers. Emphasis should be placed on the vocational and employment guidance functions. As

a by-output of the exercise, the Ministry of Labour will have at its disposal two officers capable of supporting colleagues in the PES establishe by the project and in new one. The consultant will provide the Senior Specilaist with the appraisal of their performance that the ILO formally transmit to the Ministry.

**International consultant's qualification and experiences**

**Qualification**
Advanced university degree in public administration, economics- or equivalent, additional degree in facilitating training and capacity building, with demonstrated expertise in the relevant technical field is an advantage.

**Language**
Excellent command of English.

**Experience**
- Have working experience in carrying training for public administration;
- Have proven knowledge of employment services related issues, strategies, and policies;
- Have significant experience with institutional and technical capacity building;
- Prior working experiences in Anglophone Africa region and in post-conflict situation is an advantage.

**Duration of the assignment**

The mission will last from 18 Aril to 9 July 2010, for a total of 12 weeks, 60 working days and 82 calendar days.

**Activity Description**

The international consultant will introduce the staff of the PES from the selected areas to :
- The core functions of the ESC;
- A new definitive mandate of the ESC;
- Set some objectives for the ESC;
- A strategy to reach to objectives defined;
- An annual operational work plan;

(refer to p.35-36 of the EPES manual)

The ESC will be provided with standard forms for job-seekers registration under the guidance of the international consultant who will follow the EPES manual methodology on registering and advising job seekers
In particular the competences of the PES staff will be built around the following learning milestones:

**I) Basic on-the-job-training for staff on the registration processes**

**addressing:**

5. How to sketch job seekers' individual profile, to identify their skills, work experience, professional aspirations, and skills needs, and spot possible socio-psychological problems for referral
6. How to organize and deploy PES staff to temporary/mobile registration centres to provide rapid response when large numbers of people need assistance
7. How to organize registration programmes to help people who have lost their jobs
8. Organize an outreach team per each one of the LO that is capable of accessing employers, canvass for vacancies and monitor feedback from employers.

**II) Basic training on vocational information, professional guidance, and career counseling:**

6. How to liaise with other agencies and local community networks to assist in identifying job seekers with particular skills in demand
7. How to link with institutions to provide opportunities for training job-seekers
8. How to provide advice and information to job-seekers and employers on employment alternatives, small business development and sustainable livelihood options
9. How to organize special job-seekers registration campaigns
10. Establish a database for available vocational and livelihood skills training in the state and access modalities.

**III) Basic on-the-job training on contacting employers and registering vacancies to be carried out:**

6. How to urge employers to use the ESC
7. How the ESC can organize to collect on a regular basis the information concerning job vacancies ,
8. How to establish and maintain contacts with employers to assist them in filling their vacancies and to gather information on labour market
9. How to lobby for employment-intensive methodologies
10. How to organize special recruitment arrangements for public works programmes, How to establish linkages with major projects to assist with their recruitment requirements

**IV) Train staff on Occupation and industry codes:**

5. How to classify vacancies according to ISCO
6. How to match the occupational vacancy code with the job seeker registration form
7. How to classify businesses according to ISIC and register employers in the system
8. How to execute the matching process on the computer to match vacancies with job-seekers

**IV) Basic on-the-job-training on addressing the needs of special categories to be carried out:**

4. What are the specific needs of the special categories of jobseekers
5. How to design and implement new creative, innovative and efficient ways of addressing needs of each of the special categories (such as job counselling techniques, job search techniques, career counseling, career day, job fair programmes etc
6. What kind of flexible targeted responses to assist specific groups with special needs can be organized and implemented

The expected outputs are:

- PES New functions defined.
- PES Staff Trained.
- Legislation reviewed.
- Recommendation for immediate changes delivered.
- 300 Youth contacted and registered for by new PES.
- 100 Youth assisted in job placement placed into jobs.