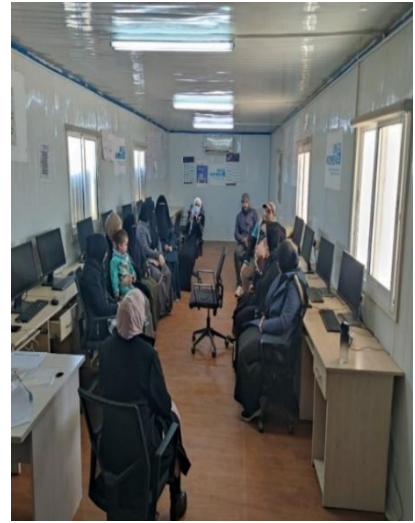


Background:

Since 2012, UN Women has operated in Jordan's Za'atari and Azraq refugee camps through the Oasis model—an innovative, multi-sectoral approach to humanitarian action that promotes gender equality and the empowerment of women and girls. Initially launched with a single centre in Za'atari camp, the model has since expanded to 22 centres across camps and host communities, reaching nearly 90,000 individuals—predominantly Syrian refugees and vulnerable Jordanian women. In November 2024, UN Women established a strategic partnership with the Agency for Technical Cooperation and Development (Acted) to enhance support for the most vulnerable populations in Za'atari and Azraq refugee camps. The project “Support to the Running of Oasis Centers to Support and Empower Women in Azraq and Za'atari Camps” aims to enhance access to comprehensive humanitarian services and bolster long-term resilience for Syrian women refugees. In partnership with Acted and SIGI, four Oasis Centres will offer integrated services focused on three pillars: livelihood opportunities, protection, and leadership. Through the project, over 800 Incentive-Based Volunteers (IBVs) will be trained in essential roles such as childcare, tailoring, agriculture, handicrafts, and beauty services. In parallel, daycare and after-school programmes will be provided to support women's full participation. The centres will host regular activities addressing cultural engagement, physical and mental well-being, and leadership development. Employability services—including CV writing, career counselling, and skills matching—will empower women to transition into sustainable livelihoods. Additionally, targeted sessions will raise awareness on protection issues and gender-based violence for at least 1,000 participants, with select IBVs trained in Psychological First Aid and case management.



FGD Session with IBVs from Azraq camp, Village 3 center –
15.12.2024

Objective:

Acted's Monitoring, Evaluation, Accountability, and Learning Unit (MEALU) conducted a consultations and needs assessment for women in Za'atari and Azraq camps to gather insights from Incentive-Based Volunteers (IBVs) about their experiences in the Oasis centers. The assessment aimed to identify areas for service improvement and highlight the essential training and livelihood skills needed for women. Additionally, it was designed to inform Acted's adaptation of training offerings to better align with the evolving needs and aspirations of women in the community. A household survey assessed non-IBVs' awareness of the centers and the challenges they face in accessing services. Key informant interviews with stakeholders such as UNHCR and SRAD were also conducted to evaluate feedback on baby kits and understand the decision-making bodies that are accessible to women in the camps.

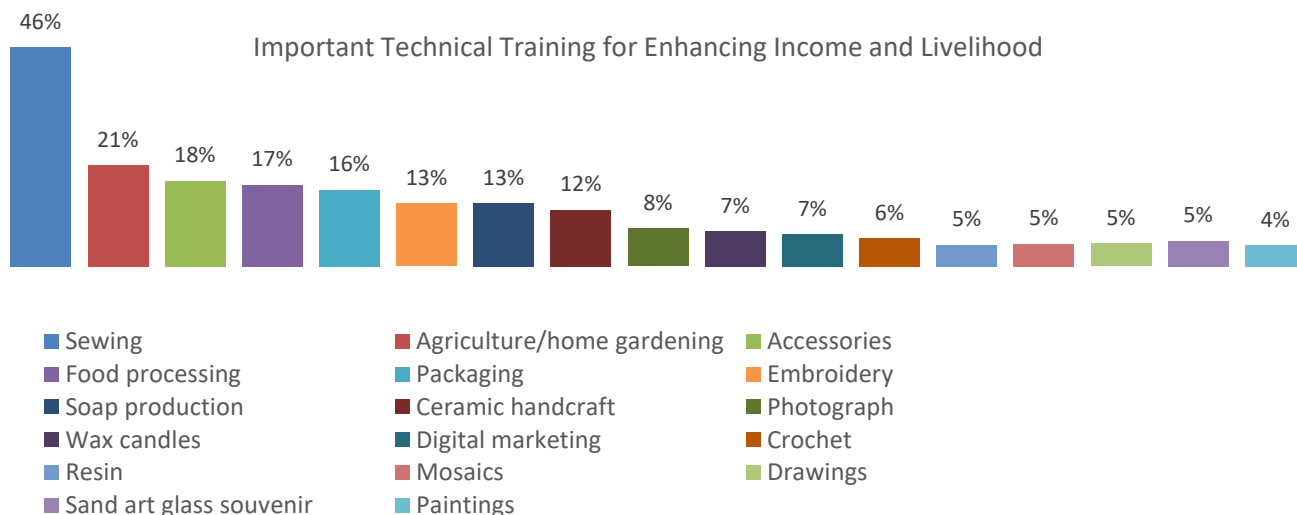
Methodology :

The consultations and needs assessments in both Za'atari and Azraq camps included focus group discussions with IBVs, household surveys with camps residents, and key informant interviews with stakeholders such as UNHCR and SRAD .

Key Findings :

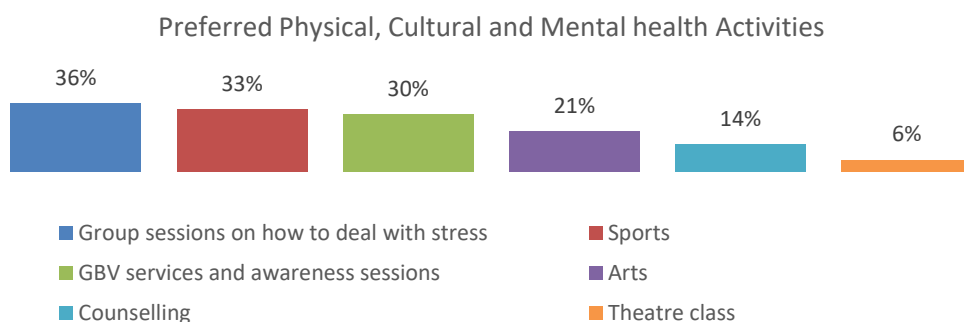
There is a strong demand for a broader range of training programmes, with continued interest in existing areas such as sewing and beauty already provided through the Oasis centres, alongside growing demand for embroidery, agriculture, handicrafts, job application readiness, marketing and digital marketing, packaging, and business development. Participants also highlighted the need for more advanced training opportunities. To address this demand, Acted will contract professional experts to provide technical training aimed at producing higher-quality marketable items.

Acted will also issue a certificate of completion to all IBVs for their participation in the trainings in order to enhance employability and support access to sustainable livelihoods.



The findings also highlighted a consistent demand for **foundational employability skills**, including job application readiness, CV writing, interview preparation, leadership development, and career counseling.

There is a strong demand for a wider variety of programmes that foster **physical, cultural, and mental well-being** within the Oasis Centers such as sports activities for both children and women, a functional gym with sports equipment, a library, outdoor trips, art classes, children's playground, theater for children's performances, stress management training, counseling sessions and GBV sessions.



IBVs reported overall positive experiences at the Oasis centers in both camps, with findings underscoring the critical importance of accessible and reliable childcare services in enabling women's full participation in work and training opportunities. However, several challenges were also identified, including short work rotations, low wages, and the need for improved facilities. These issues are closely tied to wider funding constraints affecting the humanitarian sector, including UN agencies, which directly impact key areas such as the length of training programmes and wage levels..

Finally, awareness of the existing community committees for women in both camps remains limited, and cultural norms continue to pose barriers to women's active participation. Targeted awareness-raising and capacity-building initiatives are needed to strengthen women's leadership and engagement in community structures.

Recommendations:

1. **Enhance Training Programmes:** Extend the duration of training sessions, diversify the training content and methodologies, and issue certificates upon completion to increase participants' employability and professional credibility.
2. **Strengthen Financial Support:** Advocate for increased funding to ensure the sustainability of essential programmes and consider adjusting IBV salaries to better reflect the scope of work and improve retention.
3. **Broaden Programme Offerings in Oasis Centers:** Enrich the programming within Oasis centers by introducing a wider variety of activities that support physical, cultural, and mental well-being, thereby fostering a more holistic development environment for women.
4. **Promote Oasis Centers and Women's Leadership:** Launch awareness campaigns to raise the visibility of Oasis centers and their offerings. Additionally, strengthen women's leadership capacities through targeted training and capacity-building initiatives.
5. **Increase Awareness of Women's Committees:** Address the limited awareness surrounding Women's Committees by implementing focused outreach and communication strategies aimed at increasing understanding and active participation among women in both camps.