

## ACTED Post-Employment Services: Success Stories

Through this programme, implemented under the umbrella of the GIZ's Waste to (Positive) Energy project, ACTED is providing post-employment services to approximately 2,643 vulnerable Jordanians and Syrian refugees. ACTED's intervention complements the GIZ's cash-for-work programming by supporting former cash workers' entrepreneurial and vocational skills. This will contribute to maximizing these individuals' potential and provide them with the resources and tools to increase their access to employment opportunities or launch income generating activities.

- **Funded by:** European Union and German Federal Ministry for Economic Cooperation and Development (BMZ)
- **Beneficiaries:** 2,643 vulnerable Jordanians and Syrian refugees
- **Location:** Irbid, Mafrq, Balqa, Karak, Madaba, Zarqa governorates

## Promote social cohesion in refugee hosting communities and post-employment services for former cash workers

### Transforming waste into art

Hana'a, a 42-year-old Jordanian and mother of 6, is passionate about drawing and creating art from recycled materials. She has always dreamed of starting her own business where she can upcycle waste and natural materials, such as boxes, mirrors and seashells, into handicrafts. However, she has struggled to afford equipment and materials needed to jump-start this income generating activity.

Under ACTED's EU and BMZ-funded project, Hana'a participated in 2-day business development training programme. Not only did the training increase her understanding of labor market requirements and consumer relations, but it further enhanced her entrepreneurial skills including financial planning and how to develop a business plan. Using the knowledge gained from this training, Hana'a developed and submitted her business plan to ACTED, which was selected for additional support through a small business grant.

***"ACTED has turned my dream into reality and I'm very thankful to them because they helped me overcome obstacles and start my project"***

***- Hana'a***





**After purchasing all the equipment and materials she needed, Hana'a started making 2-4 pieces per day and selling 10 to 14 pieces per month. Through this business venture, she is earning an additional 100-200 JOD per month.**

Thanks to this grant, Hana'a has now launched her income generating activity by increasing her access to customers in Irbid and Mafrq governorate through different channels, such as bazaars, exhibitions and local community-based organizations and even within schools. Empowered and enlightened by the business' success thus far, Hana'a also aims to expand her products and materials, using luminous stones, colored sand, and introducing engravings to her pieces. In addition, she is testing and exploring how to use social media to continuously reach new customers.

By diversifying her family's income stream, Hana'a is able to alleviate financial stresses and invest in improving the living standards for her children. She is using the earnings from her upcycling handicraft business to cover her daughter's school's tuition, as well as medical treatment for her son, who has muscular dystrophy and requires physical therapy thrice per week. The new business has filled Hana' with hope for the future, to support her children financially, but also to achieve her full potential.

***"My youngest child suffers from muscular dystrophy in his body and needs three physical therapy sessions every week; now I can help him" - Hana'a***





# Passion Driving Success

Suliman Ibrahim fell in love with cars when he was just a child. At only 22 years old, this young man took charge of his future by combining his interest in cars with his career path. He studied mechanics and acquired a job within a car maintenance workshop, where he discovered his true passion for car upholstery. When ACTED offered him participation within the business development programme, the first idea that sprang to mind was to set up his own car upholstery business.

Through the trainings on entrepreneurship, business plan development and social media advertisements, as well as a small business grant, Suliman has taken the initial steps to establish and manage his own business. Thus far, he has identified an empty workspace to conduct his business, purchased a sewing machine for upholstery work, and purchased car parts and installation tools. The trainings and business grant combined gave this young man the confidence to invest in his business idea. The grant in particular also provided him with a safety net because he did not have to acquire loans, and thus expose himself to financial risk or debt, in order to start his idea.



**Over the past 2 months Suliman has earned 650 JOD, with a consistent client basis of 3 to 4 clients per week.**



Suliman's first clients were friends and family, but after people from the community saw his work, his customer numbers quickly began increasing. This combined with his use of social networking sites resulted Suliman's business receiving clients on a regular basis from Amman, Irbid, Ramtha and Salt. Thanks to his fast-growing success, Suliman has also already created a job opportunity for a member of his community.

For Suliman, this opportunity was life changing. A few months ago, the young man relied solely on his income as a part-time driver. Today, Suliman is building upon the support gained from ACTED's post-employment services to not only improve his financial situation, but also his self-esteem. In an interview with ACTED, he reported that his belief in himself to start his own business has even strengthened his relationships with his family, friends and neighbors within his community.

Moving forward, Suliman wants to open a shop in a high customer-traffic area. In preparation for this dream, Suliman is currently saving between 150 and 200 JOD per month to reinvest in his business expansion.



# Bridging the Employment-Skills Gap

Faten's talent lies within the beauty industry. This 35 years old woman started working from home as a hairdresser in 2005. Back then, she only had the capacity to see 5 clients per month and was struggling to cover basic expenses. This required her to take on temporary work opportunities and rely on her family for support.

Through the GIZ-implemented programme, ACTED gave her the opportunity, resources and time to focus on strengthening her potential and skills for enhanced employability. This was achieved through the ACTED-facilitated beauty and cosmetic vocational training course. Faten attended a 100-hour course, which introduced and improved her technical skills in a range of related topics, such as hair styling, dying and cutting, henna engravings, make-up application, etc., as well as basic business management skills.

***"The project succeeds when those who are in charge of it have a sufficient clarity of vision, sufficient desire to work, and sufficient ability to follow up."***  
**- Faten**



Following the training, Fatan received beauty toolkit, which enabled her to set up a booth in a local beauty salon. With this employment opportunity, not only has she retained her previous clients, but she also now has the capacity, facilities and network to identify and serve more clients per month.

This opportunity has deeply impacted Faten's life. Her substantial and consistent income increase has enabled her to become more self-sufficient and financially independent. This in turn has improved her self-confidence and economic dreams. As her client pool continues to increase, she is now exploring the potential to save a portion of her earnings in order to open her own beauty salon in the future.

**Through this new job, Faten has increased her monthly income by 20%**



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