



FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستئماني الأوروبي 'مدد'

Customer Service and Cashier Online Simulation Training

LTUC

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS





FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستئماني الأوروبي 'مدد'

Luminus Technical University College

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS

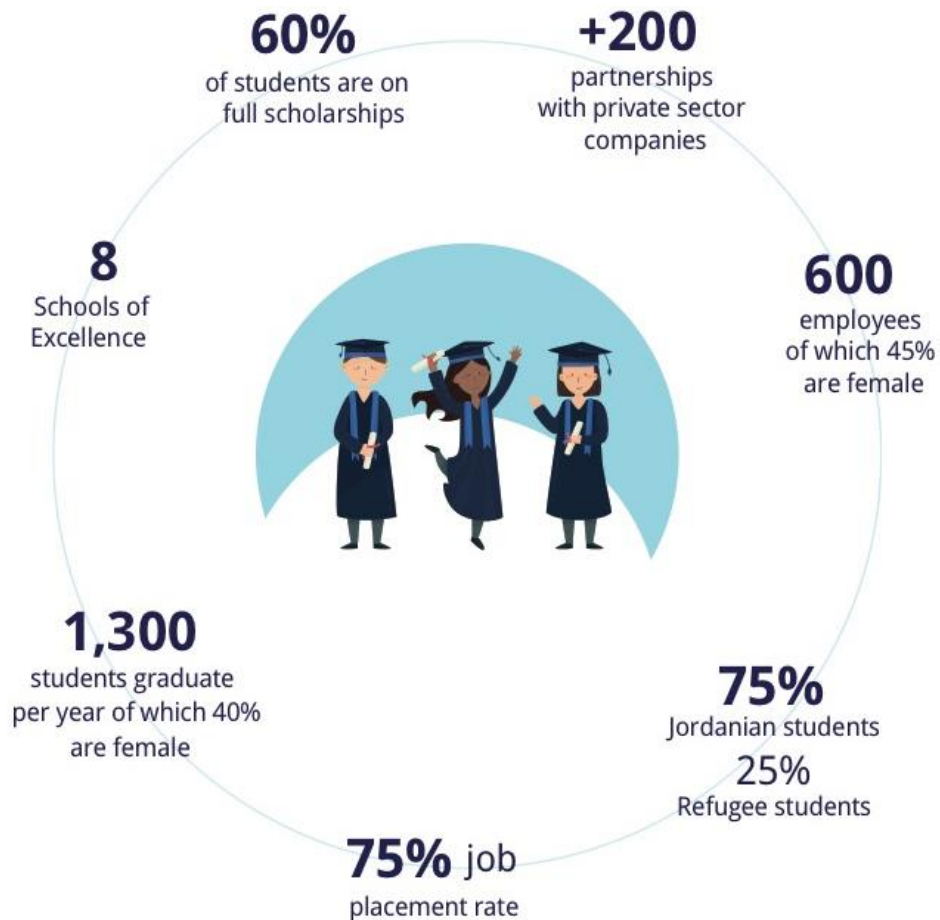




FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستئماني الأوروبي 'مدد'



THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS

DAAD

BRITISH COUNCIL

CAMPUS FRANCE

nuffic



the
simulation
crew



FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستئماني الأوروبي 'مدد'

Project Objective

- Enhance 5000 Syrian and vulnerable Jordanian students and employees' customer service and cashier skills in the retail, hair & beauty and hospitality sectors in Jordan.

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS





FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستثماني الأوروبي 'مدد'

More specifically...

- Arabization (translation and culture contextualization) of the already developed online simulation, cashier training and customer service training and certification programs.
- Train and certificate 1500 registered Syrian and vulnerable Jordanian students at Luminus.
- Train 4500 employees (70% certified) of companies linked with Luminus.
- Provide 50 high performers with Train the Trainer program.
- Strengthen the link with the retail, hospitality and hair & beauty industry in Jordan in order to increase the job opportunities for Syrian refugees and vulnerable Jordanian youth.

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES





FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستثماري الأوروبي 'مدد'

Partners...

- The Simulation Crew (TSC) simulation programs have been successfully developed and implemented in the Netherlands.
- TSC training has reached:
 - 50,000 students in the vocational education.
 - 150,000 employees in the private sector certificated from the program.
- TSC are able to support contextualization of the two programs for Jordan.

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS

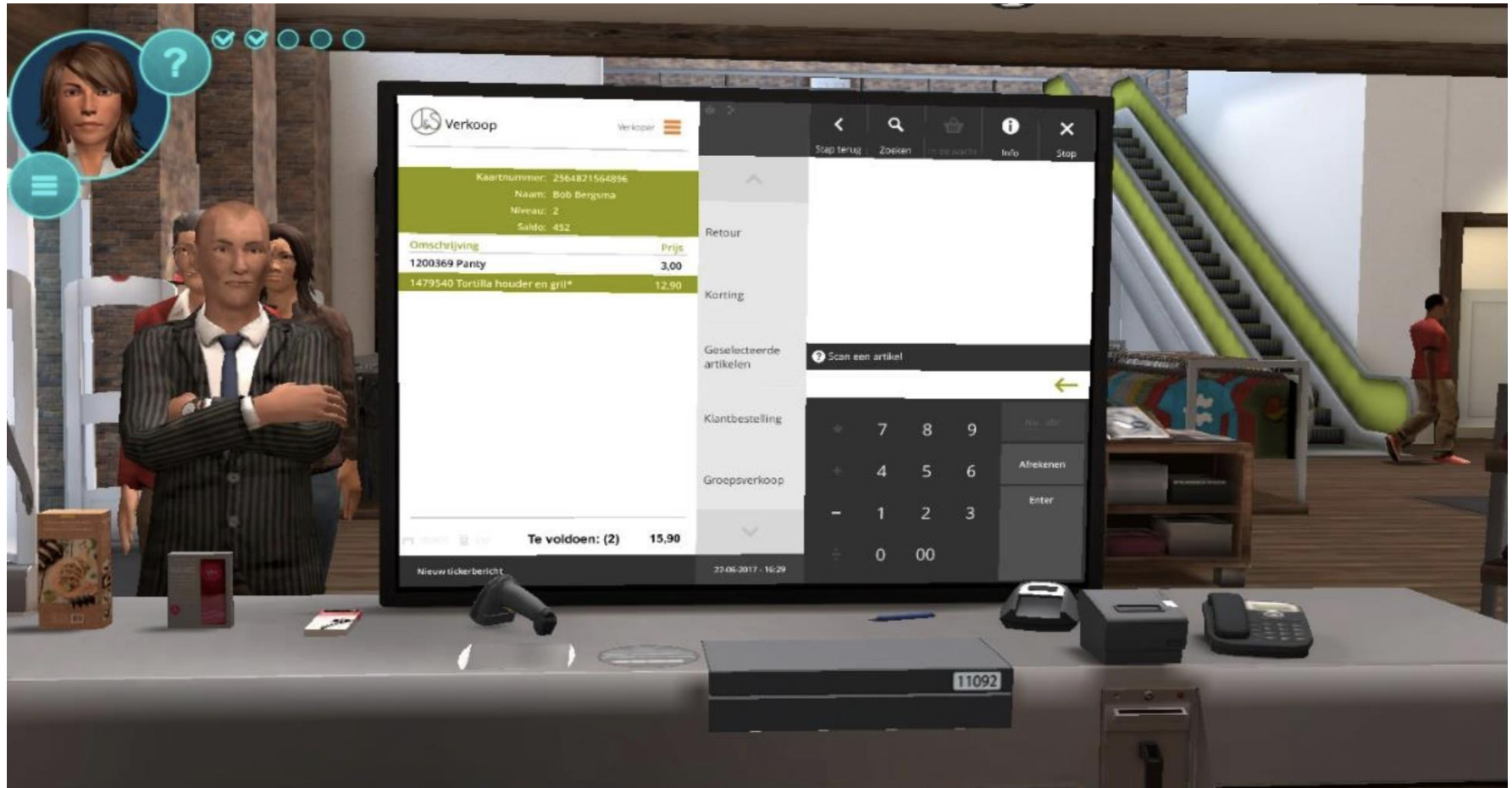




FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستثماري الأوروبي 'مدد'



THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS



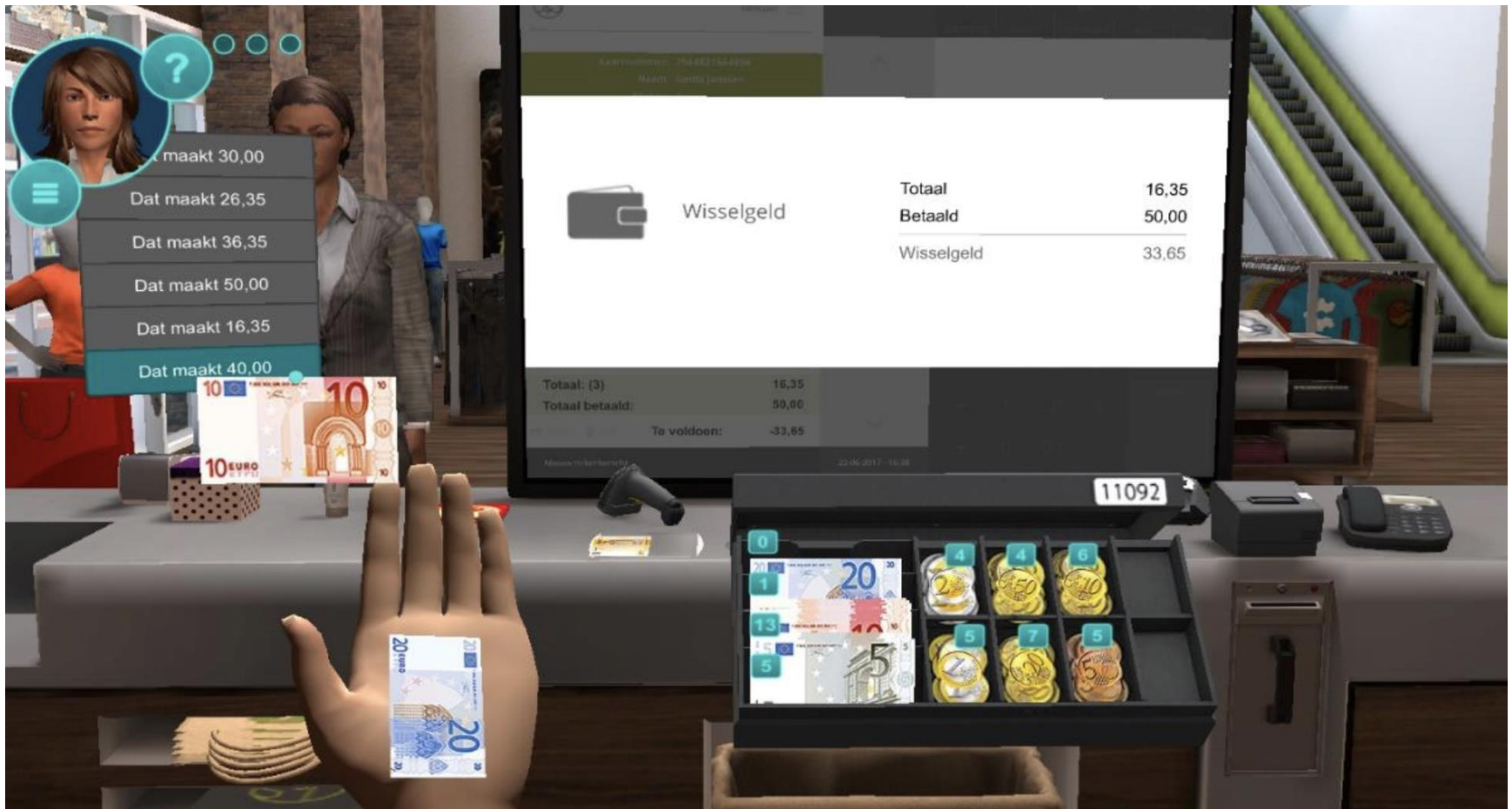
the
simulation
crew



FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستثماني الأوروبي 'مدد'



THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS





FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستثماري الأوروبي 'مدد'



THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS





FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستئماني الأوروبي 'مدد'

Luminus...

- Existing campuses.
- Implementation of Education for Employment (E4E)
- Practical/ online training.
- Recruitment.
- Employment Hub and links to industry.

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES





FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستئماني الأوروبي 'مدد'

Sustainability...

- 50 high performers will undertake the Train the Trainer program
- The target will be to have 50% Syrian refugees but will depend on performance.

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS





FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستثماني الأوروبي 'مدد'

Where we are now...

- Translation of Dutch version in English and Arabic version.
- Currency adaptation.
- Creation of Arabic (Syrian and Jordanian) Characters.
- Preparation of the training and certification.
- Identification of the participants.

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS





FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستئماني الأوروبي 'مدد'

Challenges...

- Contextualization.
- Guarantee user commitment to training completion.

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES





FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستئماني الأوروبي 'مدد'

Next Steps...

- Recruiting the 5000 participants
- Implementation of the online simulation training programs and certification for students at LTUC.
- Implementation of online simulation training for the benefit of individuals already hired in aligned companies.
- TOT (Train of Trainers)

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES





FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستئماني الأوروبي 'مدد'

Key Results...

- Increase Syrian training opportunities.
- Develop new innovative approaches to Education for Employment programs.
- Improve the quality of the teaching/learning process.
- Combating lack of education opportunities in rural areas.
- A localized simulation platform that provides real-time data on skills
- Allow employers to provide their employees with access to training in the work place.

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES





FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستئماني الأوروبي 'مدد'

Thank You

Q&A

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS

