National Upskilling Program (2019-Present)

Impact Report

جامعة الحسين التقنية
Al Hussein Technical University

Who, What, and How?

WHO -overall view-

With more than 700 alumni, industrial instructors, distinguished partners, and notable success stories, the National Upskilling Program has left its mark and continues to do so in collaboration with the Ministry of Digital Economy and Entrepreneurship (MoDEE).

The National Upskilling Programme, was launched in January 2019 in collaboration with the MoDEE and in partnership with the private sector.

This program aims to improve the skills of unemployed Jordanian ICT and engineering graduates and support them with employment opportunities.

The training serves the industry by creating a talent pipeline in skill-scarce fields. The project technical components are demand-driven and co-delivered with industrial partners
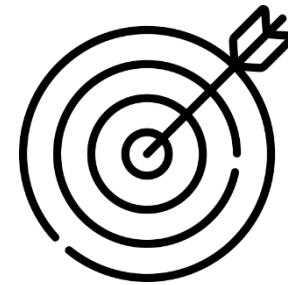
Mission

To improve the skills of unemployed Jordanian ICT and engineering graduates and support them with employment opportunities.
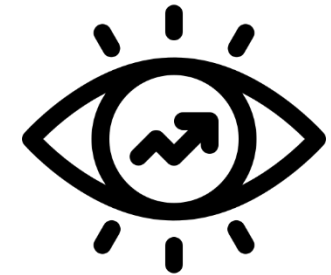
Vision

To transform the students into value-adding members in the private sector and create a talent pipeline that meets the requirements of the industry.

> Read more about MoDEE

WHAT is the national upskilling program?

The Upskilling program, targeting job-seeking fresh graduate of all Jordanian universities at HTU has developed into a well-established national capacity building platform that bridges the skill gap between traditional higher education outcomes and the rapidly-changing demands of the industry.

HTU's upskilling program equips beneficiaries with the technical, English language, and soft skills needed for employment and supports course graduates in employment upon completing the training. Each 340-hour course is delivered by industry specialists at no cost to the participants.

Since 2019, HTU's upskilling program has built strong partnerships with different local and international IT businesses and companies. It has also collaborated in providing candidates to both the private and governmental sectors, such as but not limited to Amman Chamber of Commerce.

"Thank you to everyone involved in the ICT Upskilling Program for I have learned so much, which in turn enriched my skills and taught me a lot."

_Lojain Lafi, Cohort 4, Data Analytics & Visualization alumni, working as a project manager at the Training Academy in Amman Chamber of Commerce

HOW are we achieving our goal?

➢ By redesigning HTU's website and deploying a dynamic platform that enables the National ICT Upskilling Programme staff to update, in real-time, the information related to the programme and its applicants and their employment status. The current website is updated manually through HTU's ICT Centre.

➢ By developing marketing material that will promote the employer partnerships and alumni success stories and document key insights from instructors and employers that will serve youth in their career development.

➢ By improving employability outcomes of the programme by providing engaging and up-to-date content to the employers at a wider scale.

➢ by improving recruitment outcomes (in-take) by adding communication material that will help encourage the candidates with the right motivation to apply to the programme.

The current career communication function hinges on the support provided by **Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)** through the services of **Wise Zone Consultation and Training**. This collaboration has proved effective in that it has enabled HTU to reach a wider number of employers as well as provided 1 staff member to carry out the duties of a career communication officer.

Employment results
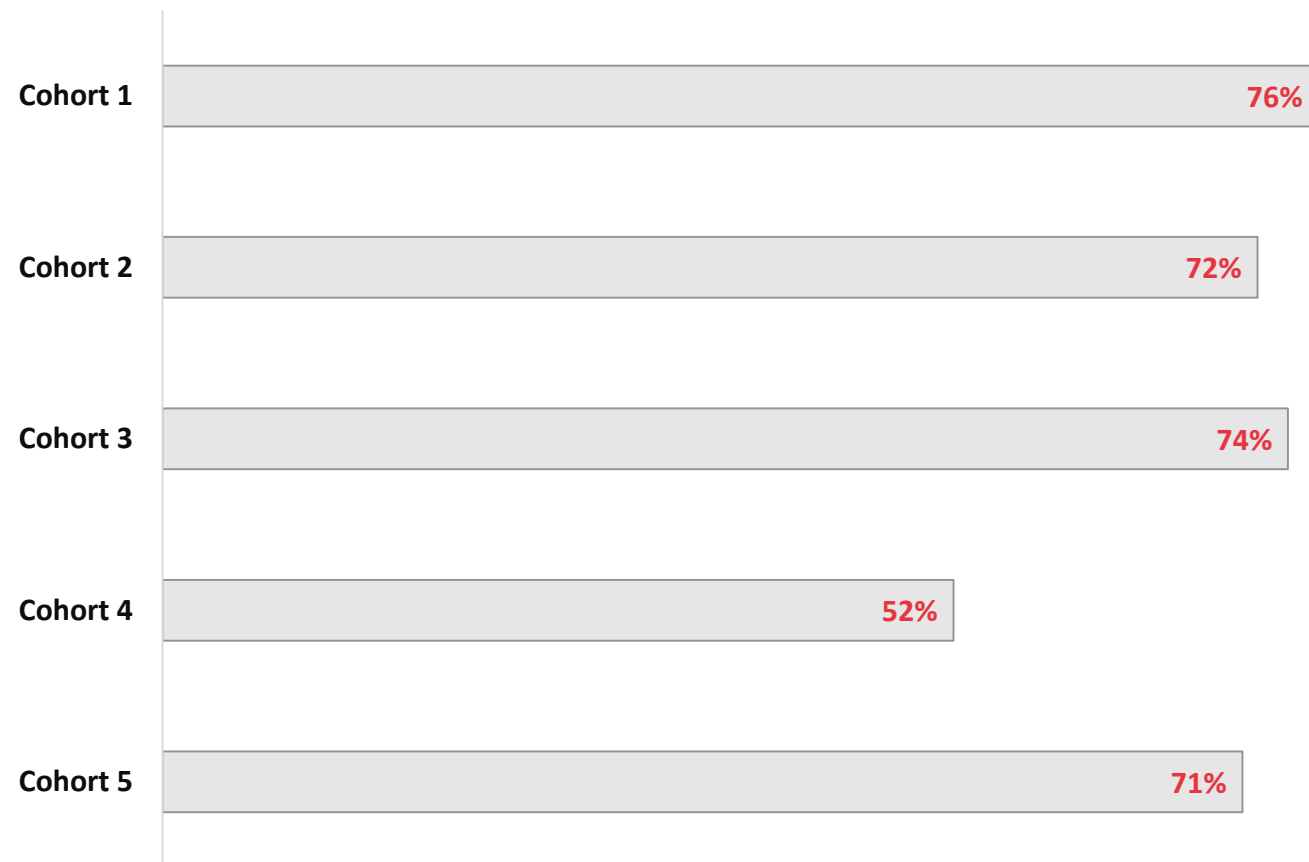
Cohort 1 – Employability Rate by Track

January 27, 2019 – April 18, 2019
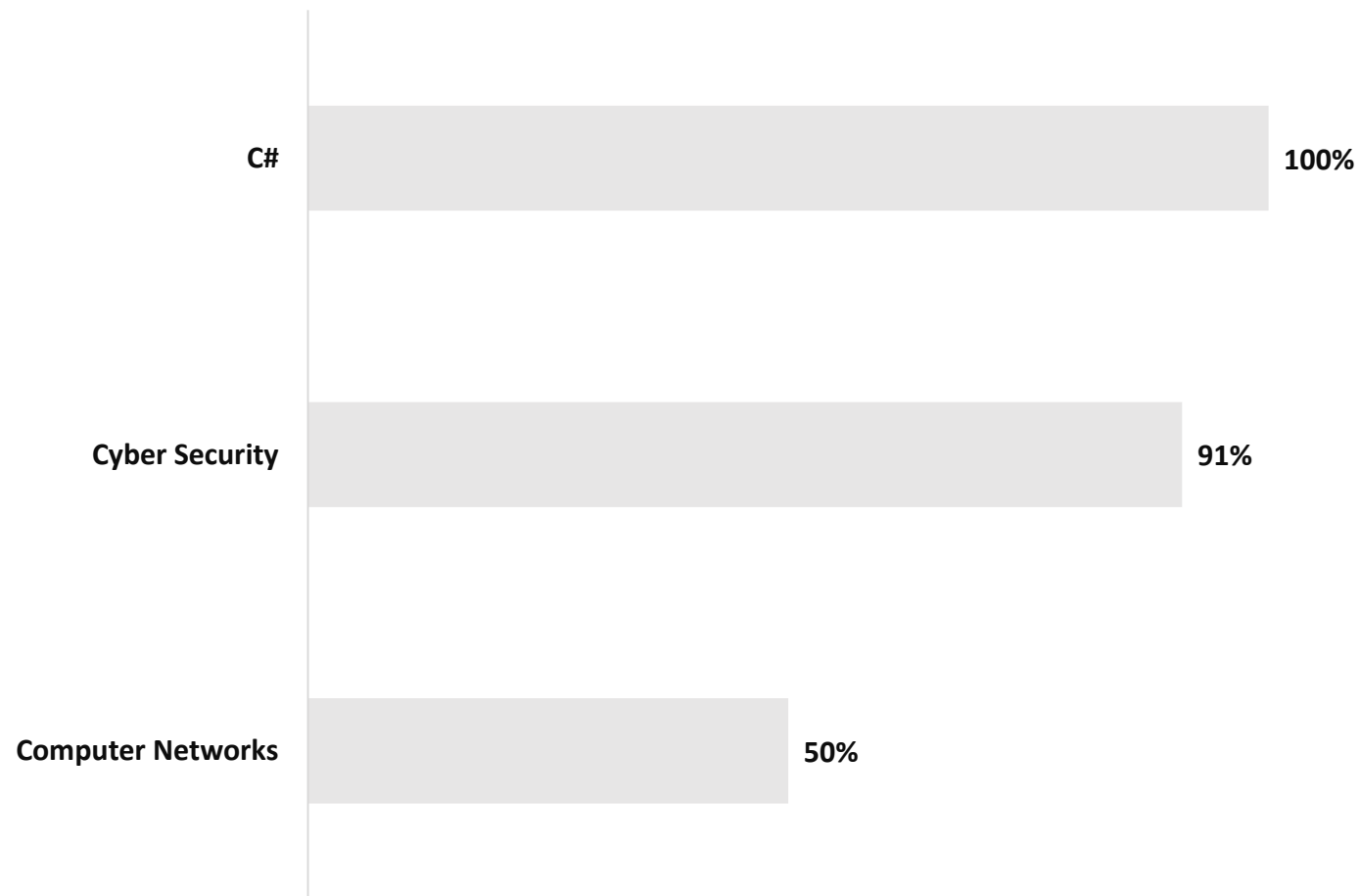
Total Percent
76%

Track	Employed	Total
Computer Networks	12	**24**
Cyber Security	10	**11**
C#	19	**19**
Total	41	**54**

C# 100%
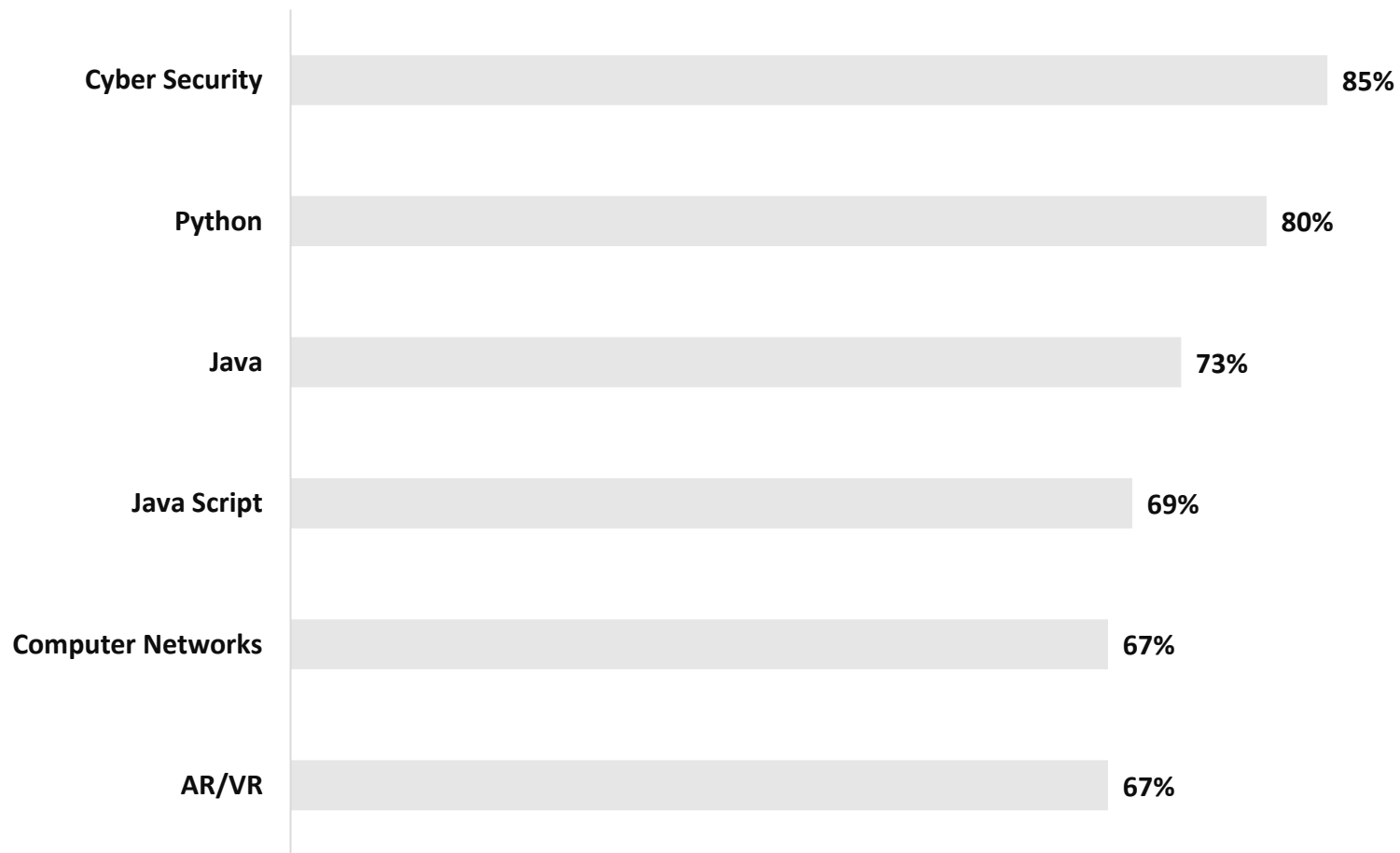
Cyber Security 91%

Computer Networks 50%

Cohort 3 – Employability Rate by Track

October 15, 2019 – February 2, 2020

Data Base	100%
iOS	100%
PHP	93%
Cloud Computing	92%
Cyber Security	83%
Java	73%
Front End	57%
Python	50%
Computer Networks	47%
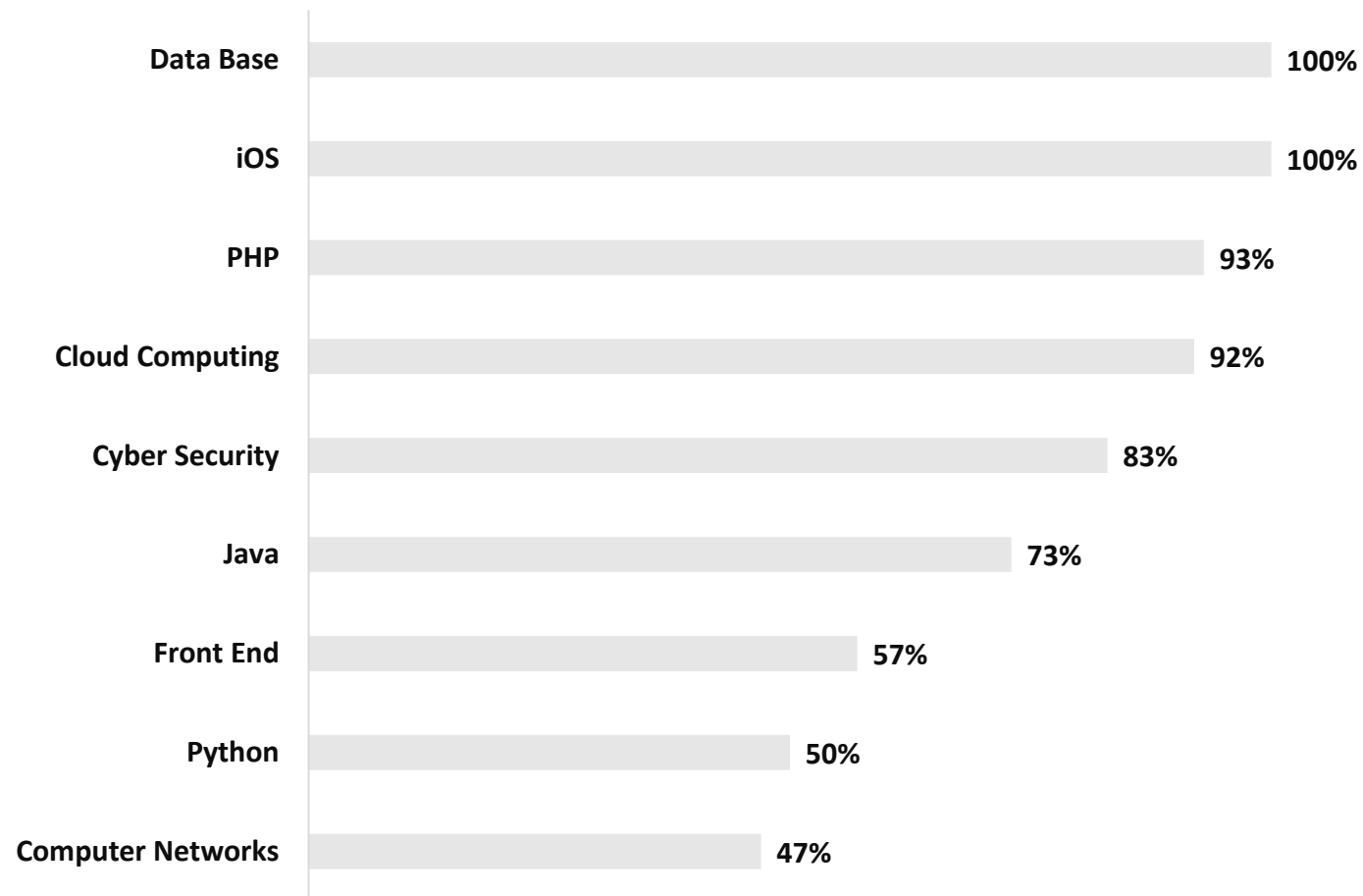
Track	Employed	Total
Computer Networks	7	15
Data Base	5	5
Cloud Computing	12	13
iOS	5	5
Front End	8	14
Java	8	11
PHP	13	14
Cyber Security	15	18
Python	6	12
Total	79	**107**

Cohort 4 – Employability Rate by Track

January 28, 2020 – April 10, 2020

Data Analytics — 81%
Computer Networks — 70%
iOS — 69%
Java — 59%
Cloud Computing — 58%
Data Science — 55%
Cyber Security — 53%
Microsoft — 50%
Android — 50%
React — 50%
PHP — 39%
Linux — 21%
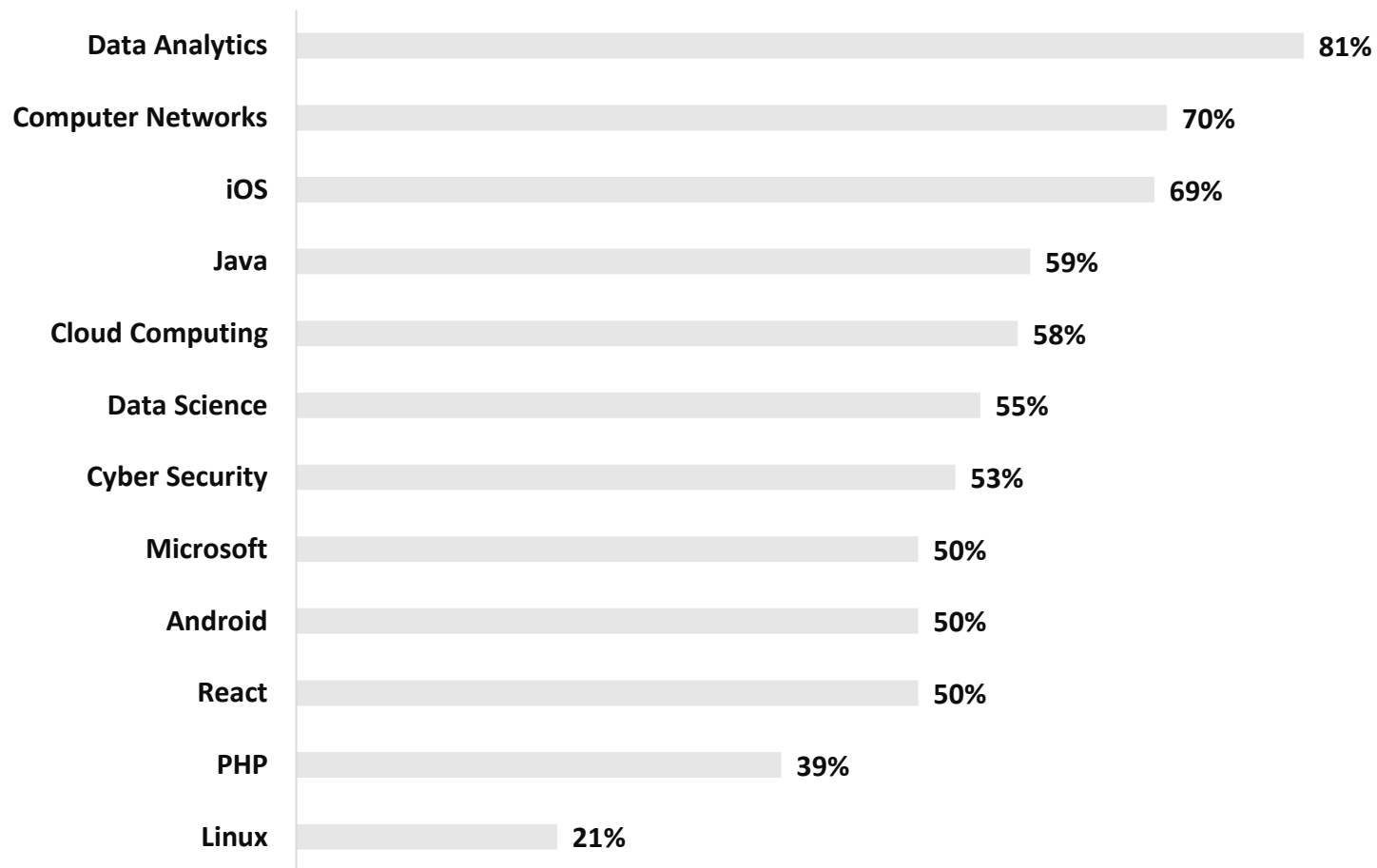
Track	Employed	Total
Computer Networks	16	23
Data Analytics	13	16
Data Science	6	11
Cloud Computing	7	12
iOS	9	13
React	8	16
Android	6	12
Java	10	17
PHP	9	23
Microsoft	1	2
Cyber Security	8	15
Linux	3	14
Total	96	174

Cohort 5 – Employability Rate by Track

June 30, 2020 – September 30, 2020

Track	86%
Java	86%
Cloud Computing	83%
Cyber Security	81%
Web Development	80%
Mendix	80%
Computer Networks	71%
Python	63%
iOS	60%
Android	60%
Data Science	56%
PHP	50%
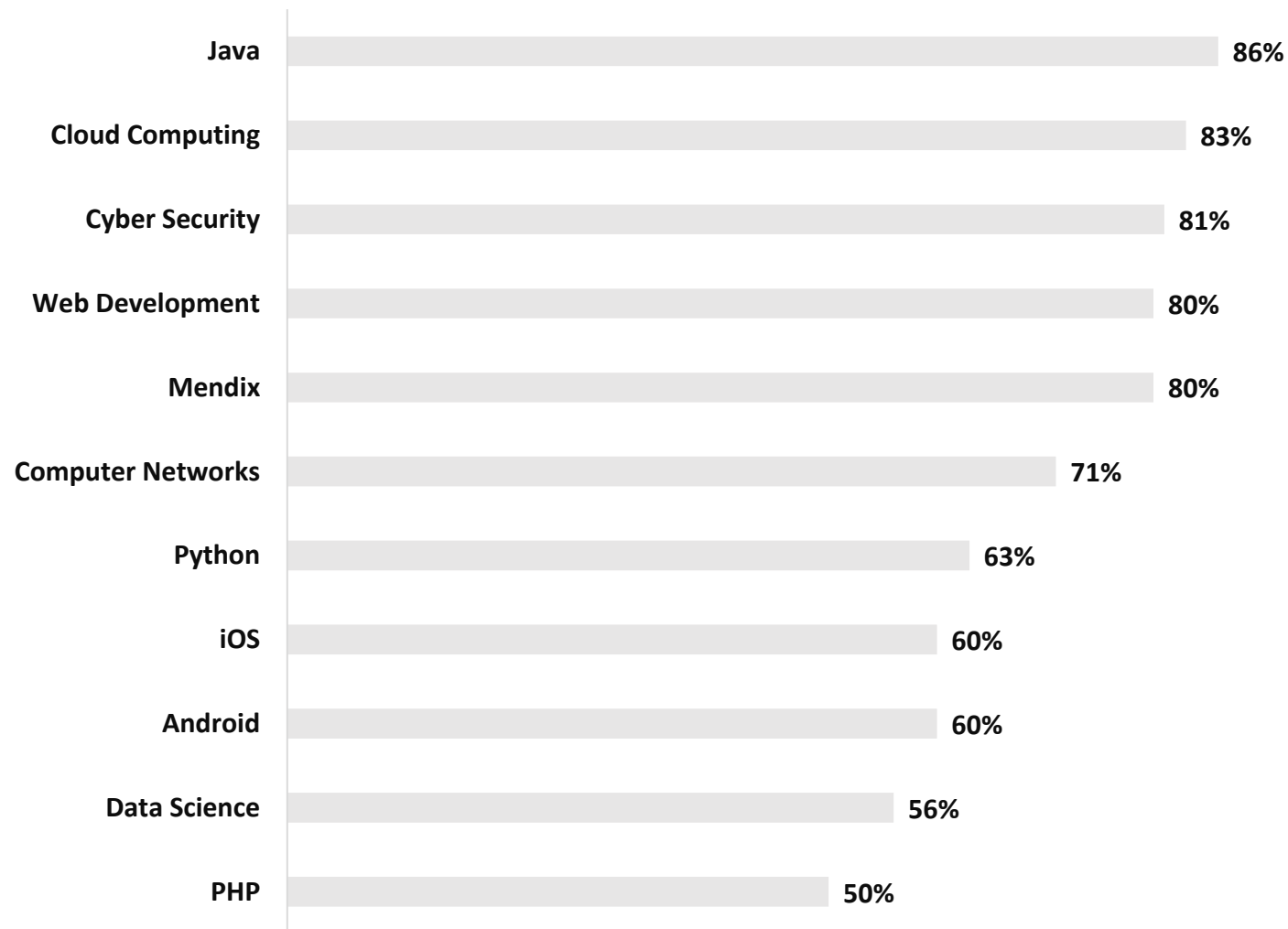
Total Percent
71%

| Track	Employed	Total
Android	6	10
C#	5	7
Computer Networks	11	15
Cloud Computing	5	6
Cyber Security	13	16
Data Analytics	5	9
Data Science	6	7
iOS	3	5
Java	6	7
Mendix	4	5
PHP	8	16
Python	5	8
Web Development	12	15
Total	89	**126**

Other Percentages

Despite having a slightly higher ratio of educated females to males in Jordan, the female labor force participation rate is at only 14% [1].

Which is why it was important for HTU to support women through the upskilling program, and it has done so as established in the figures.

According to the Jordan Consumer Sentiment Index report prepared quarterly by Ipsos Jordan, the top concern more than half the Jordanians have is Unemployment. 62.4% of Jordanians consider their personal financial situation to be weak.

HTU's upskilling **female vs. male**, **Amman vs. other provinces** ratios

38%   62%

■ Female ■ Male

44%   56%
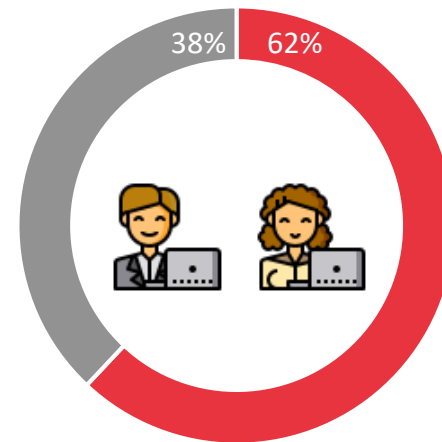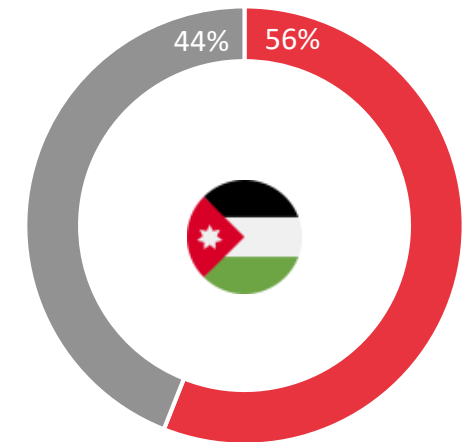
■ Amman ■ Other Provinces

(1) Facilitating female employment in Jordan
Maram Al Khatib, UNESCO-UNEV, YEM, February 2020
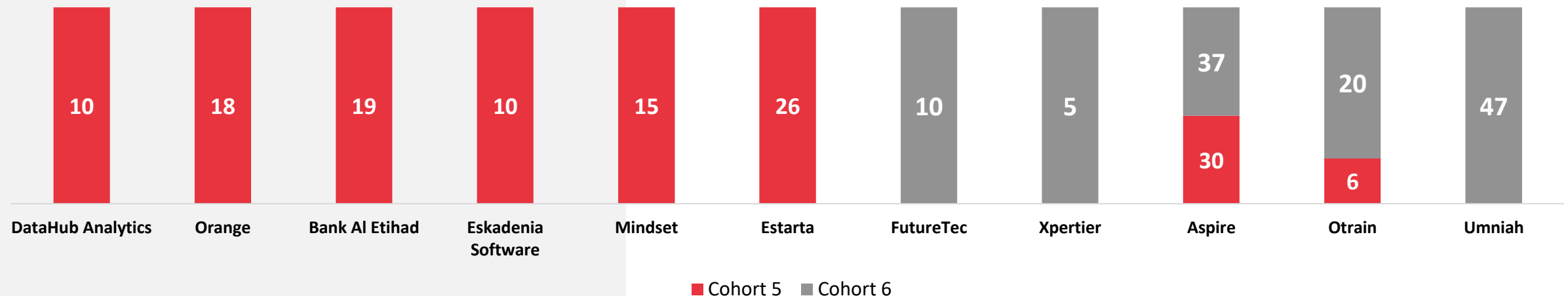(2) Jordan Consumer Sentiment Index report
Ipsos, Q1 2021

Virtual Interviews Event

Virtual Interviews Event

The aim of this event is to introduce industry partners to the alumni of the upskilling program. Moreover, it creates an opportunity for trainees to put their interviewing skills into practice. The organization of this event took a little over 30 days and is carried out by the Career Communication Officer.

Some companies opted not to attend the event due to their close relationship with HTU and the industry links centre which translates into their access to candidates' CVs without the need to participate in the event. It was suggested that the purpose of the event could change into becoming a method to attract new collaborations with new companies and potential industry partners.

Number of interviews conducted in the virtual events divided by the **participating** companies:

DataHub Analytics	Orange	Bank Al Etihad	Eskadenia Software	Mindset	Estarta	FutureTec	Xpertier	Aspire	Otrain	Umniah
10	18	19	10	15	26	10	5	37 / 30	20 / 6	47

■ Cohort 5   ■ Cohort 6

Companies Testimonials

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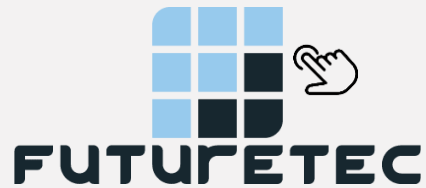
"The idea of the program is very nice. It helps equip young minds with the tools needed to penetrate the job market. It also fills the needed gap and covers needed areas such as technical writing and professional communication skills. I recommend upskilling candidates whenever I'm asked to advise recruiting for our company, and I attest to its effectiveness."

Eid Musallam, *Penetration Testing Team Leader* at **FutureTec** sharing his feedback on upskilling program.

"Inspire provided the resources with a full IBM App connect training then assigned them to one of our projects, they meet the expectations and they are fully productive."

"Working on the Appian project, they meet the expectations and they are fully productive."

"Working as quality engineers on different projects, they meet the expectations and they are fully productive."

Ahmad Al-Jboor, *Head of Quality & DevOps Department* at **Inspire Jo** describing different batches of hired upskilling alumni.

Companies Testimonials

estarta

"Since the beginning of our partnership with HTU, we have had the chance to offer employment opportunities for many of the ICT Upskilling Program's graduates. We have witnessed the program help build the graduates' personal and technical skills to better prepare them for the job market and workplace. We believe ICT Upskilling Program can help inspire graduates to achieve their goals as well as open new opportunities for them."

Yusra Mesmar, *Talent Acquisition Manager* at **Estarta Solutions** sharing her feedback on the program .

POLARIS
YOUR I.T. COMPASS

"First we would like to thank HTU for this amazing program, We benefit from this program and they made talent hunts easier for us, I believe that the skill sets reviewed in this program are critical to the success of graduates as they focus not only on the technical side but they focus on the soft skills which plays a big role in accepting a graduate to be hired in our company."

Noor Faqih, *HR & Training Manager* at **Polaris** sharing her feedback on the program.

Impressive HTUers

Impressive HTUers

Abeer Yousef a hardworking, persevering grandmother, who raised her 9 children, and was a grandmother when she decided to go back to school. She got her bachelor's degree in Computer Engineering from The Jordanian University in June 2020, with a GPA of **3.69** out of 4. (Fifth place among her batch). After graduation, she researched the fields in demand by the labor market (in Jordan and the world) and found that she is interested in developing websites.

She enrolled in HTU's upskilling program as a C# trainee to enrich her knowledge and achieve her personal values; "I have many values, but the most important ones are self-development, success, and fast self-learning." she says.

She is working now at **Globitel** as a **Software Developer** as she continues to look for learning opportunities and she continues to grow professionally and personally.

Impressive HTUers

Hana Al Rasheed was one of the top students in her major (computer science). She graduated in 2017, with a high GPA, she was not confident with what she learned in university to start a job in coding, she started working as a software tester, who tests the software developed by others. While she was working with developers, she was curious to be the one who develops the software rather than testing it only.

She wanted to learn new skills, and one day she heard about upskilling programme to help unemployed graduates to land in profitable job. At that point all she wanted was to get out of her comfort zone, learn coding and get a better job.

One of enrollment conditions in the programme is to be never employed, she decided to quit her job and start all over again with right skills with new beginning, Hana was a dedicated person and motivated to learn and practice coding, in the programme Hana improved her English language and soft skills which are needed in any job and developed a web application. She was noticed by her instructors in the programme to be a special and a committed student.

The coordinators of the programme noticed her, offered her a job to be a teaching assistant for one of the greatest professors and chose her to get trained in one of the largest centers for development of advanced computing in India to learn the latest coding languages and technologies.

Hana now is in a place that believes in her and encourages her to excel and finally her hard work is paid off, Hana currently teaches students to code in programming courses and encourages them always to be eager to learn new skills.

Future Forward

Future Forward

Since its first cohort, the program has evolved greatly. It has reached several companies and industry partners who have supported and benefited from its graduates. And continues to do so with every growing cohort. It started with only 54 trainees in cohort 1 and made its way to 214 trainees in our current ongoing batch of trainees.

The program has also caught the positive attention of one of the biggest names in the GCC region; Al Ghurair's Young Thinkers Program. As an institute under the umbrella of the Crown Prince Foundation, HTU has cooperated with YTP which supports the youth by providing different courses and educational tools, to help university students and graduates enrich their skills and experiences both in English and Arabic on their platform.

Upon this notion, HTU's Career Communication Officer, coordinated with YTP's representative, Ms. Sireen Jalloul, and HTU's soft skills instructor, Dr. Abdallah Mazahreh and selected the courses that complement the upskilling program's existent soft skills courses, to include them as part of the program during the ongoing 7th batch of trainees. A registration code customized for HTU's upskilling trainees have been created as 'HTU_ICTC7' to help keep track of our trainees activity on the platform, which will be monitored and shared with us on a monthly basis.

In general we encourage ambition and we work on the mindset of each HTU trainee and student to think creatively outside of the box, instead of just settling for the security of a nine-to-five job. HTU embraces the importance of practical training in alignment with theoretical education, to produce entrepreneurs and productive individuals; and this is visible not only in the upskilling program but in HTU as a whole.

Click on the picture to learn more about our beginning

Thank you for your time.

جامعة الحسين التقنية
Al Hussein Technical University