



PEACEBUILDING FUND (PBF)

ANNUAL PROGRAMME NARRATIVE PROGRESS REPORT

**REPORTING PERIOD
1 JANUARY – 31 DECEMBER 2012**



International
Labour
Organization

<p style="text-align: center;">Programme Title & Project Number</p> <ul style="list-style-type: none"> • Programme Title: Empowerment of Youth at Risk through Job Creation Programme in Areas of Tensions (Lebanon) • Programme Number: PBF/IRF-45 • MPTF Office Project Reference Number: 00080345 	<p style="text-align: center;">Country, Priority Area / Strategic Results</p> <p>Country: Lebanon</p> <p>Priority area 3: Revitalize the economy and immediate peace dividends</p> <p>IRF Outcome (13): Youth empowerment and job creation programmes incorporated in government ministries to overcome persistent and pervasive unemployment that poses an ominous threat to the stability of post-conflict societies.</p> <p>Strategic Results</p> <p>Outcome 1: Improved employability of Palestine refugees</p> <p>Outcome 2: Increased access to job and self-employment opportunities</p> <p>Outcome 3: Information gap on the labour market supply and demand concerning Palestine refugees in Lebanon addressed</p> <p>Outcome 4: Cost and feasibility of providing social protection to Palestinians in Lebanon is assessed</p>
<p style="text-align: center;">Participating UN Organization</p> <ul style="list-style-type: none"> • UNRWA: United Nations Relief and Works Agency • UNICEF: United Nations Children's Fund (formerly United Nations International Children's Emergency Fund) • ILO: International Labour Organization 	<p style="text-align: center;">Implementing Partner</p> <ul style="list-style-type: none"> • Baddawi Popular Committee • Consultation and Research Institute (CRI) • Committee for the Employment of Palestinians (CEP) • Fraternity • General Directorate of Technical and Vocational Education and Training (GDTVET) • General Union for Palestinian Women (GUPW) • Lebanese Palestinian Dialogue Committee (LPDC) • Ministry of Labour (MoL) • National Association for Vocational Training and Social Services (NAVTSS) • The National Institution for Social Care and Vocational Training (NISCVT) • National Social Security Fund (NSSF) • Palestinian Central Bureau for Statistics (PCBS) • Science and Culture Foundation (SCF) • Sidon Orphanage Welfare Society (SOWA) • Solidarity • Women Program Association (WPA)
<p style="text-align: center;">Programme/Project Cost (US\$)</p> <p>MPTF/JP Contribution:</p> <p>UNRWA: 1,418,499.00</p> <p>UNICEF: 283,550.00</p> <p>ILO: 300,670.00</p> <p>TOTAL: 2,002,719.00</p>	<p style="text-align: center;">Programme Duration</p> <p>Overall Duration: 18 months</p> <p>Start Date: 22 Nov 2011</p> <p>Original End Date: 31 May 2013</p>
<p style="text-align: center;">Mid-Term Evaluation</p> <p>Mid-Term Evaluation Report: End Date: 5 December 2012, ⁱⁱⁱ</p>	<p style="text-align: center;">Report Submitted By</p> <ul style="list-style-type: none"> ○ Name: Esther Kuisch Laroche ○ Title: Chief of Donor Relations Division ○ Participating Organization (Lead): UNRWA ○ Email address: E.KUISCH-LAROCHE@UNRWA.ORG

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List Of Abbreviations And Acronyms

ANERA	American Near East Refugees Committee
ASG	Assistant Secretary General (of the UN)
AUB	American University of Beirut
CBO	Community Based Organization
CEP	Committee for the Employment of Palestinians
CMF	Community Management Fund
CRI	Consultation and Research Institute
DRU	Donor relations Unit (UNRWA)
DUAL	Director of UNRWA Affairs Lebanon
EPEP	Ecumenical Popular Education Training or Arab Network for Popular Education
ESC	Employment Services Centre
EU	European Union
GDTVET	General Directorate of Technical and Vocational Education and Training
GUPW	General Union of Palestinian Women
ILO	International labour Organization
IRF	Immediate Response Facility (of the PBF)
JS	Job Seekers
JSC	Joint Steering Committee
LAF	Lebanese Armed Forces
LF	Labour Force
LFS	Labour Force Survey
LM	Labour Market
LMI	Labour Market Information
LPDC	Lebanese Palestinian Dialogue Committee
MoE	(Lebanese) Ministry of Education
MoL	(Lebanese) Ministry of Labour
MPTF	Multi-Partner Trust Fund
M&E	Monitoring and Evaluation
NAVTTSS	National Association for Vocational Training and Social Services
NBC	Naher Al Bared Camp
NDU	Notre Dame University

NGO	Non-Governmental Organization
NLA	North Lebanon Area
NISCVT	The National Institution for Social Care and Vocational Training
NSSF	National Social Security Fund
NTC	Northern Training Center
PBC	Peace-Building Commission
PBF	Peace-Building Fund
PBSO	Peace-Building Support Office
PCA	Programme Cooperation Agreement
PCBS	Palestinian Central Bureau for Statistics
PBS	Business Development Services
PRF	Peace-building and Recovery Facility (of the PBF)
PSO	(UNRWA) Programme Support Office
PSS	Psycho-Social Support
PwD	People with Disabilities
SCF	Science and Culture Foundation
SDC	Swiss Agency for Development and Cooperation
SG	Secretary General (of the UN)
SLA	South Lebanon Area
SOP	Standard Operation Procedures
SOWA	Sidon Orphanage Welfare Society
STC	Siblin Training Center
ToR	Terms of Reference
TVET	Technical and Vocational Education and Training
UN	United Nations
UNDP	United Nation Development Programme
UNICEF	United Nations Children's Fund (formerly United Nations International Children's Emergency Fund)
UNRWA	UN Relief & Works Agency
USD	United States Dollar
VTC	Vocational Training Center
WPA	Women Programme Association, former CBO

Executive Summary

Lebanon is one of the most politically complex and divided countries in the Middle East, with its political context strongly linked to the Israel-Palestine conflict. Conflict and violence in Lebanon have periodically devastated the country and Palestine refugees have often been caught up in these broader local and regional dynamics. Decades of strife contributed to a substantial deterioration in Lebanese-Palestinian relations and consequently the Lebanese government's policy towards the Palestine refugee population remains very sensitive.

Palestine refugee youth in particular are often left with little prospect for a better future. They are frustrated, feel disillusioned and often see little purpose in continuing their education in the absence of opportunities to work afterwards. This triggers further tensions and together with the continued presence of arms in the Palestine refugee camps constitutes fertile ground for political mobilization.

The primary objective of the UNRWA, ILO and UNICEF cooperation on Palestine refugee employment in this project is to mitigate the risk of violent conflict involving Palestine refugees through promotion of socio-economic development and peace building. By funding high impact project initiatives which would stabilise their socio-economic environment, the partner recipient UN Organisations are aiming to keep vulnerable Palestinian youth away from violent paths by having them gainfully occupied. The project also aims to promote both dialogue and improved interactions between Palestine refugees and the Lebanese community.

In connection with improving the employment chances of the Palestine refugees, various activities have been implemented to increase the chances of youth access to the labour market, by being better equipped with marketable and life skills improving their integration within the Lebanese community. This component has already exceeded its numerical targets. A total of 110 youth were enrolled in short term vocational training courses in which 45 graduated while 65 trainees are currently undertaking the courses. In addition, a total of 451 youth joined different trade and technical courses in which 207 trainees (99 males and 108 females) received their training while 244 trainees (113 males and 131 females) are currently enrolled. Moreover, while 273 adolescent and young people (54% female and 46% male) are enrolled in the literacy programme there are seven support centers that are running inside seven camps along with an ongoing process to develop a unified literacy manual.

From another end and in order to increase the access of Palestine youth to jobs and self-employment opportunities, various efforts were put into improving the working conditions through directly empowering youth, working on fostering of trust and reduction of existing animosity between the Lebanese and the Palestinian community, capacity building of local NGOs that provide micro-loans, empowering women and developing their entrepreneurial skills.

The gradual placement of the Palestine labour force into the Lebanese labour market through the job-creation programmes has both short-term and long-term positive effects on the peace building process as it is strictly correlated to peace construction and consolidation between the Palestinian and Lebanese communities. It laid the ground for positive conflict resolution environment and ultimately it would advocate for the Right to Work of the Palestine refugees in Lebanon. While

43 apprentices (16 female and 27 male) are enrolled under this scheme, the preparation for the coming intakes are in progress. Further, out of 801 (48.2 % females) registered job seekers in the northern employment service center, there were 701 referred to jobs (39.1 % females), 100% received individual coaching and 126 placed (40.47% females) with 49.9% quality placements.

As for the results related to self-employment and development of microbusinesses, it showed direct impact on the poor refugees as it assisted in increasing the labour intensive businesses. This benefits the low educated and unskilled refugees. Naming a few of the main results such as capacity building of local NGOs providing micro-loans in order to better serve the target marginalized population; capacity building of 60 young people (55% males and 45% females) on the establishment of SME; providing loans to total 70 youth; establishing two community management funds; developing brief guidelines on provision of micro-loans; and developing customized curricula on how to start and run your own business to be integrated within the long term vocational training courses.

Data related to Palestine refugees in Lebanon is crucial to policy makers as well as to educational institutions. The information gap relevant to the labour supply was filled by producing a quality, updated and comprehensive labour force dataset providing exhaustive information and indicators on most labour issues (employment, unemployment, working conditions, health insurance, income and others). In addition, the assessment to fill the information gap on the labour market supply and demand side is in process. In order to address the information gap at the market demand side, there is some progress in the implementation part of the labour market assessment in the South of Lebanon. The desk review of available literature is completed and tools to collect data are finalized. At this stage a preparation for the field work is in progress such as interviews and focus groups and later analysis of results. Moreover, to be able to provide estimation of cost and feasibility if to provide social security to Palestine refugees, a preliminary financial assessment was conducted assessing the cost of providing health care coverage and social security for Palestinian refugees. It resulted in drafting two policy options including the respective legal amendments.

It is worth mentioning that in spite of the continuous socio-economic and political challenges that are facing the Palestine community in Lebanon, the project's different interventions have positively responded to their needs through equipping youth with higher life and technical skills from one end and providing varied data on Palestine refugees in Lebanon.

I. Purpose

The PBF - a Multi-Partner Trust Fund (MPTF) of the Secretary-General (SG) - is a flexible peace-building tool that supports the UN's broader peace-building objectives in countries at risk of relapsing into conflict.

This project falls under the PBF Priority 3 '*Activities undertaken in support of efforts to revitalise the economy and realise immediate peace dividends*', which supports employment schemes and economic growth initiatives that would provide a 'Peace Dividend', which deters the population from engaging in conflict.

In particular it is specifically targeted at IRF Outcome (13): '*Youth empowerment and job creation programmes incorporated in government ministries to overcome persistent and pervasive unemployment that pose an ominous threat to the stability of post-conflict societies.*' This peace-building intervention therefore targets the Palestine refugee youth between 15 and 24 affected by joblessness, underemployment and with low education levels.

The project also is compatible with the (PBF) Priority Plan's Priority 2 targeting 'Areas of Tension'. In this regard the Palestine refugee camps in Lebanon have been identified as areas suffering chronic instability with a high potential of further deterioration. It thus targets Palestine refugee youth that are living in areas of tension in Lebanon, where they are at risk of joining armed groups and political mobilization.

The primary objective of the UNRWA, ILO and UNICEF cooperation on Palestine refugee employment in this project is therefore to mitigate the risk of violent conflict involving Palestine refugees through promotion of socio-economic development and peace building. By funding high impact project initiatives, which would stabilise their socio-economic environment, the partner recipient UN Organisations are aiming to maintain vulnerable Palestinian youth away from violent paths by having them gainfully occupied.

The project also aims to promote both dialogue and improved interactions between Palestine refugees and the Lebanese community.

Specific outcomes desired of this project include:

- Outcome 1: Improved employability of Palestine refugees;
- Outcome 2: Increased access to job and self-employment opportunities;
- Outcome 3: Information gap on the labour market supply and demand concerning Palestine refugees in Lebanon addressed; and
- Outcome 4: Cost and feasibility of providing social protection to Palestinians in Lebanon is assessed.

II. Results

i. Narrative Reporting On Results:

Since the beginning of the project back in 2011 and even before, UNRWA, UNICEF and ILO collaboratively have been working toward revitalizing the economy and for immediate peace dividends through achieving the results of the four main outcomes of the IRF project in Lebanon. A tremendous effort has been put into this as follow:

OUTCOME 1: Improved employability of Palestine refugees

Outcome one has three main outputs that were implemented mainly by UNRWA and UNICEF.

Outputs 1.1: Palestine refugees gain technical and marketable skills through the provision of skill training courses

Implementing partner:	UNRWA
Main Beneficiary:	Young adults with no qualifications
Target	<ul style="list-style-type: none">▪ 100 x young adults with no qualifications graduate from short skills training course▪ 400 x youth graduate from TVET course delivered by North Training Centre

Summary of progress:

In order to improve the employability of Palestine refugees, a total of 561 youth benefited from TVET education in 2012. For the short-term VET courses, there is 110 youth (45 graduated and 65 currently enrolled) who are enrolled mostly with private providers and are given several chances for improvement, not only at the professional level but also on a personal level. In the long term TVET education, there is 207 youth (99 males and 108 females) who are enrolled at NTC and received training during the fiscal year 2011-2012, in which 112 trainees graduated and received their diplomas. Currently there are 244 trainees (113 males and 131 females) enrolled. All courses will finish at the end of June 2013 so that one month of on-job training is incorporated toward the end of the courses in order to equip the trainees with direct experience in the labour market environment.

It is worth mentioning that the project targeted the most vulnerable groups including females, PwDs and those living in critical circumstances. During the second intake of the project, the number of females and PwDs were doubled. Also, the youth gained advanced technical skills, which enhanced their employment chances; concurrently, in parallel they gained life skills. Those youth who are facing deprivation, poverty, violence and frustration were given opportunities to join vocational education and thus empowering them to find jobs and be active

members in the community. The project activities contributed effectively in empowering youth and investing their positive engagement within the community through sessions about effective communication, job ethics, and job coaching techniques, in addition to career guidance and counseling sessions. Collectively these sessions improved their skills in planning their own future and supporting them in making their own career choices.

UNRWA coordinated closely with the UNICEF literacy program in selecting the most vulnerable groups and those exposed to psycho-social problems, and enrolled them in different training courses. In the North, several meetings were conducted with popular committees and parents to highlight the importance of vocational training and the enrollment of females in training courses traditionally taken by males, such as the Hotel Management course and PC Maintenance. Enrollment of girls in the TVET courses contributed to the empowerment and protection of women within the community, since vocational training provided them with self-confidence and a sense of social security.

Throughout the short-term program, trainees were enrolled with Lebanese private TVET providers such as SOWA and CSF where Palestine youth mixed with Lebanese youth coming from different cultures and sectarian groups. It was clear from visits to these centers that our trainees had built friendships with Lebanese peers studying at the same center. These TVET providers have helped in building good relationships with the Lebanese community through voluntary works. A good example could be our trainees in the Electric trade who volunteered to do electrical wiring for premises located at a nearby Christian village (Mieh Mieh Village / East Saida). Upon meeting with families of those trainees, their parents expressed their satisfaction regarding this initiative.

Beneficiaries of the PBF project received high quality training in relation to content, curricula, skills and work experience they acquired in relation to job market demand. Youth gained self-confidence and communication skills, enabling them to build peaceful relationships with the Lebanese community, and they acquired conflict resolution and problem-solving skills. This is also reflected within the Palestinian community and within family relationships. Youth merged out of the boundaries of isolation in the camp and got more involved in building friendships and job relations with the Lebanese community. This is reflected by the percentage of trainees who find jobs within the Lebanese private enterprises and industrial trades.

Further, toward the end of the courses, all graduates from the short and long-term vocational training are trained in different technical skills and linked with the labor market in order to practice more skills with different employers. It gave them the chance to explore the labour market and deal with the employers during the one month on-job training and employment as well. In addition, it helped the youth to have direct interaction with the Lebanese employers. This intervention provided Palestine youth with the chance to leave the camps, while both communities positively interacted together, accepted one another, and contributed towards an integrated culture. Employers from both Lebanese and Palestinian communities came and visited NTC and supported the training courses through their recommendations regarding the new updates of specialties in terms of curricula and equipment. This initiative was successful and helped them further in building good relationships with employers, which supported the placements of graduates in coordination with Employment Service Centers.

All graduates from short-term courses and NTC were referred to UNRWA Employment Services Centers where they provided the graduates with group and individual coaching sessions. Additionally they registered the graduates in their database as job seekers, and helped them in finding jobs. The Employability Survey conducted by UNRWA during March 2013 showed that 37% of the graduates from vocational training at NTC get employed, and 45% are continuing their study at university. Youth finally were able to earn money to support their own living and their families as well, which helps in alleviating poverty rates within the Palestine community. Based on the success and good reputation of the center in attracting youth, and building good relationships with the surrounding and Lebanese market and community, UNRWA is working to raise funds to keep NTC running for the next educational fiscal year.

It is important to note that based on the activities of this project, the UNRWA's TVET strategy in Lebanon is updated and the new strategy has a primary focus on youth empowerment and giving youth a voice to express themselves, while ensuring their smooth integration within the Lebanese community and labour market.

From a sustainability perspective, in North Lebanon, much communication took place with other initiatives in order to better equip the trainees when this project ends. The graduates will be enrolled in more advanced training funded by another NGO (ANERA). This will increase their chances to be employed with a higher salary and better working conditions. Also, to maintain sustainability for the vocational training offered by NGOs in the camps, UNRWA TVET team helped in building the capacity of the staff at local NGOs such as NAVTSS in Naher El Bared Camp. This was done through managerial support, and through enrollment of trainees at the NAVTSS training center. The capacity of the NGO was expanded.

One of the challenges faced, was the restriction of entry by youth to North Training Center in Naher El Bared Camp. Following the conflict between radical groups and Lebanese Armed Forces (LAF) in 2007, the LAF imposed high restriction procedures at the entrance of the camp and these affected the youth coming from other areas and it delayed them from arriving on time for the morning session of the training at NTC. This challenge was solved by communicating with LAF and agreeing with them to facilitate the entrance of these youth in order to join their training normally through providing transportation and induction sessions to trainees at the Lebanese institutes outside the camps. In addition, there were dialogues between the Palestinian community through the PC and the LFA for the same issue as well. This opened a wide door to negotiate and win acceptance of the LAF for entry of all Palestine refugees into the camp without obtaining a permit, as had been the case before starting the training at the NTC inside the NBC camp.

In addition, the security situation mainly in the north of Lebanon caused delays in the training schedule. This will be compensated for during this scholastic year. Other challenges included difficulties in identifying and contracting quality private providers, the limited financial resources available compared to the number of beneficiaries, obtaining necessary equipment, and the process of recruitment of staff.

Output 1.2: Palestine youth are better integrated to the labour market through improved TVET curricula, improved teaching methodology, and better equipment.

Implementing partner:	UNRWA
Main Beneficiary:	UNRWA VTC Instructors
Target	<ul style="list-style-type: none">▪ 100% of UNRWA VTC instructors trained on updated teaching methods▪ 100% of UNRWA VTC curricula updated in accordance with labour market requirements▪ 80% of the curricula is taught in UNRWA VTC with modern equipment

Summary of progress:

In order to make Palestine youth more competitive with their Lebanese counterparts academically and in the labour market, UNRWA initiated the process to obtain the official accreditation for VTCs through liaising with the Lebanese MoE in November 2011. A team of three researchers joined the TVET team to carry out a comparative study on the Lebanese and UNRWA TVET curricula, and to contribute to the development of a new training curricula based on the Lebanese TVET curricula and job market requirements; a plan was also developed for the smooth transition of UNRWA VTCs towards accreditation.

Obtaining accreditation will allow the youth to join the Lebanese TVET system since the accredited certificates will put them at the same level with Lebanese TVET trainees. The accreditation process is ongoing and getting the “establishment license” is in its final stage. This will help the youth to get accredited certificates and will improve their chances in getting jobs and/or even pursuing their education in the universities.

The accreditation process took longer than planned for several reasons. Identifying a full file to submit was not entirely clear. It required some documents that also required a longer time than what was initially assumed, such as providing a document that officially identifies the grounds upon which UNRWA is providing educational services in Lebanon and a police record of UNRWA’s Director. From a technical perspective, a delay due to the failure of previous TVET consultant to provide all the needed input affected this process as well. The corrective measures for solving this issue was to recruit a team of researchers in which each one of them focused on separate components.

Moreover, the process of identifying the needed equipment to match the Lebanese TVET system and the new market needs has been initiated. Identification of the existing equipment along with comparison with the Lebanese TVET curricula and the market is done. Some parts of the equipment have been delivered while the rest are expected to be received by April 2013. The new equipment had a positive effect on the TVET training and methodologies which is reflected on the quality of training provided.

Identification of needed training for UNRWA VTCs staff is done. The training plan included technical and soft skills, so instructors are able to keep up with the accreditation process and the

new market needs. Important to point out is, that several employers from different trades came and visited NTC and provided feedback regarding the skills needed by the job market. These employers met with instructors and visited the workshops. One of the added values resulting from directly engaging with the employers, is that some employers provided toolkits to be used for the training as well.

The implementation of the training is partially delayed due to the security situation. Instructors received many sessions on teaching methodologies such as class management and how to best foster and enhance positive values among their trainees. Technically they were trained on the use of new training equipment provided as part of the peace building fund project.

Output 1.3: Prospects for marginalized adolescents and youth enrollment in quality vocational training and employment schemes increased

Implementing partner: UNICEF

Main Beneficiary: Marginalized Youth

Target

- 100 x young Palestine refugees benefitting from literacy courses (of which 30% are female and 70% are male).
- 7 Community Service Centres provide support to out of school and working children
- Capacity building of NGOs on training and monitoring

Summary of progress:

Illiteracy is one of the many facets resulting from deep economic, social, health and educational struggles that young Palestinians are facing nowadays. Provision of adequate education is crucial for young Palestinians living in Lebanon to access equal job opportunities through the support of literacy courses; which is the main priority of UNICEF. In this regards, UNICEF has initiated collaboration with a network of NGOs in the camps and gatherings of Nahr el bared, Ein el Helwe, Baddawi, Rachidiyeh, Qassimiyeh, Burj Chemali and Buss for the provision of literacy education to more than 250 school drop-outs and marginalized young Palestinians.

As of the end of 2012, a total of 273 (95 female and 76 male from the south and 53 female and 49 male from the north) adolescent and young people (54% female and 46% male) are enrolled in the literacy programme through a network of 3 implementing partners (GUPW, Baddawi Popular Committee and Solidarity) located in the camps and gatherings. The literacy courses provided in all the camps include various activities such as reading and writing English and Arabic; mathematics; computer; recreational activities, outing; awareness raising sessions and last but not least training related to the beneficiaries' employment.

Further there has been direct assistant to seven community service centers that provide support to out-of-school and working children. UNICEF has been supporting these centers before the beginning of this project. Though, this fund succeeded in closing the gap and provided further support to different initiatives. In the center run by Fraternity for example, a youth academy was established where a peer and child support group was formed of 24 young Palestinians. These

youngsters were provided with PSS and life skills support in addition to training on career and professionalism development, media, light weapon risk, etc.

Moreover, this initiative provided direct support to the staff on those NGOs through capacity building on topics related to training and monitoring. The mechanism that is used has allowed the beneficiaries to receive tutoring and/or small group teaching mechanism rather than classroom settings. It is worth mentioning that 13 out of school beneficiaries were re-integrated into UNRWA schools in the north.

The centers, reaching a total of 130 young people, include a strong follow up component with the parents and employers through home and work visits in order to strengthen and institutionalize the support within the surrounding of the young beneficiaries. As a result more than 150 mothers have attended awareness raising sessions in NBC and EHC. Awareness raising sessions are conducted on regular basis, attended by beneficiaries along with their mothers. Psychosocial and risky cases are being referred to MSF and Beit Atfal al Summoud.

One of the added values of this fund was the ability to initiate the process of a unified literacy manual. Following the continuous assessments of the work of the implementing partners in literacy a need for such manual was pointed out. UNICEF initiated the development of a unified literacy manual that comprises a strong Monitoring framework to assess the impact of the literacy education on beneficiaries, in addition to psychosocial support, life skills and recreational components. In collaboration with the National Institution for Social Care and Vocational Training, this manual is being designed, drafted and developed in consultation with the main Palestinian's NGOs literacy providers. Once the manual is ready there will be training up to 100 NGOs staff on how to best utilize the knowledge of this manual. The training is envisioned to take place in March 2013.

The programme faced many constraints during the past year, with a major relating to the influx of the Palestinian refugees from Syria which is a big issue in the camps and leading to the NGOs being over stretched between supporting the Palestinian living in Lebanon and the ones fleeing from Syria. In addition, the security situation prevented sometimes access to the camps, resulting in cancelled field visits during the year because of UN security and some sessions had to be suspended by the NGOs for 2-3 days per week.

Another challenge faced during the implementation was the pressure from some parents regarding girls' participation that was dealt with directly by the parents which is consuming time and effort. Hence, meaningless to say that the limited financial and human resources to address these issues, in addition to others, is crucial. Major on going challenges are related to the growing literacy and PSS needs (including computers literacy) in the camps.

OUTCOME 2: Increased access to job and self-employment opportunities

Outcome two has three main outputs that were implemented mainly by UNRWA and UNICEF.

Output 2.1: Palestine youth graduates are better integrated to the labour market through apprenticeship and improved employment services

Implementing partner: UNRWA
Main Beneficiary: Young Jobseekers
Target

- 100 youth enrolled in apprenticeship schemes.
- Women participation in apprenticeship is equal or more than 20% of total number of youth involved.
- 80% of jobseekers registered are referred to job opportunities
- Approximately 450 jobseekers are registered and 100 are placed by the ESC in the North.
- At- least 50% of job placements are qualified as quality jobs
- All vacancies identified and listed by the ESC are easily available to jobseekers.
- 30% of ESC beneficiaries are women.

Summary of progress:

It has been proven that peace building is not a predecessor of development. On the contrary, economic development is in fact complementary to the political and security elements of peace building. There is a close link between job creation and peace building. The jobless or underemployed, especially the youth, are more likely to become perpetrators of violence and disruption. For that reason, addressing youth unemployment is considered as an urgent priority, both in the field of peace building and in efforts to foster economic development.

For this specific project, it has been proven thus far, that the placement and referral of Palestinian job seekers to training (at Lebanese and/or Palestinians centers) as mentioned earlier, and employment, can prove to be a useful tool to build trust between the Lebanese and Palestinian communities.

With very limited resources, the ESC in the north managed to serve 801 Palestinian jobseekers who addressed the center with services ranging between, counseling, coaching, referrals to Active Labour Market Programs, Vocational Trainings and job opportunities.

The impact that such services had on the jobseekers were of two types:

- Direct, through the economic effect that such services had on their lives in addition to skills development and employment generation, and of course the integration into the Lebanese Labour market.
- Indirect, through providing tools for the jobseekers, which they can use at any point of their lives to enhance their employability. In addition to this, being subjected to the Lebanese Labour Market, even if this did not lead to a placement, still contributes to peace building and conflict prevention, as it is a highly valuable experience for both the Lebanese and the Palestinians.

The ESC activities have a long-term effect, as such activities form a valuable tool for the Palestinian jobseekers, which enables them to depend on themselves more, in seeking employment and making a difference in their lives. The ESC in the north contributes to enhancing the accessibility of Palestinian jobseekers to the labour market and better integrating them with Lebanese employers. This ultimately serves the conflict prevention and peace building initiatives that have been launched in the country and mainly in North Lebanon over the past years through providing a new module. It demonstrates the positive outcome and the added value that this integration can have on the lives of both the Palestinians and the Lebanese at the same time.

Throughout the year 2012, the ESC managed to become a focal point for Palestinian jobseekers seeking different types of services that the center provides, ranging from job counseling and referrals, to Active Labour Market Programs and Vocational Training Opportunities, to simply looking for a job.

The high number of registered jobseekers by the end of 2012 reflects the quality of the impact that the center has and is a sign of the hard work that the staff have exhausted in order to ensure good quality of services and the impartiality of the operations through developing specific strategies to ensure a maximum coverage and outreach towards the community.

The type of services that the center has been offering also has a sustainable impact on the employability of the Palestinian jobseekers. For instance coaching jobseekers on interview techniques or how to build a CV, in fact provides them with a sustainable tool that will be useful even beyond the duration of the project.

677 registered jobseekers were referred to a job out of a total of 801, which is equivalent to 84.50%. The fact that those Palestinian jobseekers actually applied for jobs and most of them made it to the interview, is in itself a positive indicator on the integration process into the Lebanese labour market and the hard advocacy activities that are being practiced by the outreach officers in their communication with Lebanese employers to increase their willingness to hire Palestinians. This also serves as a learning experience even for those who did not manage to get the job where they were subjected to the interview experience and consequently would enhance their performance in the next interview and learn from their mistakes.

In total, 126 were placed through the project by the end of December 2012 out of 801 registered jobseekers. The placements range between different sectors such as education, health, customer services, production and different occupational levels such as daily laborers, teachers, accountants and managers. This addressed the needs of the different profiles of different jobseekers. 49.9 % of those placements were quality placements, which basically means that they included at least the minimum wage, normal working hours, sick and annual leaves, written contracts and safe working environment.

Further, the ESC in the north followed a thorough outreach plan towards the community in order to ensure impartiality of the project and that even the most vulnerable potential beneficiaries are aware of the center and its services.

It is worth mentioning that a big number of jobseekers addressed the center to assist them in applying for UNRWA jobs, and the ESC did on one to one bases manage to place a number of them in such jobs. At the same time, all vacancies which were identified and listed by the ESC were easily available to jobseekers through: vacancy lists at the bulletin board at the ESC; announcements at UNRWA Area offices and installations in the areas; mailing lists (job seekers, CBOs, NGOs, LFO, sharing between ESCs); social networks (Facebook); newsletters and vacancy list distribution.

Acknowledging that the percentage of females who registered at the ESC in the North was high; around 37.5 %, and taking into consideration that this is a major breakthrough for the ESC especially in the north, big attention was given to this female participation. As a result, 48.2 % of those who received individual coaching were females in addition to 39.1 % out of the number of job seekers referred to a job and 40.47% out of those who were placed in a job.

This was definitely one of the major achievements of the project thus far, in the sense that it created a trustworthy initiative in a conservative community taking into consideration the fact that the ESC was relocated to the city of Tripoli that is outside the Palestinian camps in the North.

Moreover, by the end of December 2012, 43 apprentices were enrolled in the apprenticeship scheme out of a total target of 84. The preparation of the following is ongoing. Out of which 16 were females, which forms 37.2 % of the total number of enrolled apprentices and consequently exceeding the targets. The apprenticeship component had an important impact on the apprentices in the sense that it aimed to place the apprentices into the Lebanese labour market.

The above two outputs were affected by various challenges. The biggest challenge that the project faced was definitely the unstable security situation in the North, and the numerous clashes between armed parties there. This, at one point, severely affected the operations in the area and the economic cycle in the market as well. The situation in the North remains fragile. Even though the ESC managed to reach and exceed its targets, however, much better results would have been achieved had the political and security situation been better.

In addition to this, one of the significant challenges was the reluctance of the Palestinian families to send their daughters and in some cases their sons outside the camps that created a very big challenge especially for the apprenticeship program, which targets mainly the Palestinian youth.

To address this issue, the ESC team conducted home visits to the families of the potential apprentices and those who were deemed suitable for a job but faced this obstacle. The team managed to succeed in several cases in changing the perception of the families. Such contact from UNRWA staff proved to be highly influential in raising awareness, and also for promoting peace building and conflict prevention.

As the ESC was initially located in NBC, it was distant from the actual labour market in the north and hence it's creditability with the employers in the area was weak. In order to address this issue and at the same time encouraging Palestinian jobseekers to move out of the camps and the gatherings even to pay a visit to the ESC in Tripoli, it was decided to move the ESC to the city of Tripoli and be located in the same building of the UNRWA area office. This also formed

a chance to promote more for the services of the ESC as a big number of Palestinians residing in the area normally address the area office for a service or another.

Output 2.2: Support provided to Palestine refugees for the development of business

Implementing partner: UNRWA
Main Beneficiary: Entrepreneurs
Target

- 60 x Palestine Refugees will benefit from access to training on entrepreneurial skills.
- 4 CMF will be established in southern areas
- A total of 60 Palestine Refugees will develop their own businesses

Summary of progress:

As in regard to the access of the refugees into self-employment opportunities, the PBF project represented a major opportunity to support UNRWSA's services in this field of services. A full self-employment strategy has been developed and integrated within the agency poverty reduction strategy that was officially endorsed and is being on the track for implementation. Accordingly, a full mapping of businesses operating inside camps was finalized. This will serve as a directory for businesses and is being used as part of the UNRWA's analysis for market dynamics inside camps. Moreover, findings are supporting the agency's services in the field of microcredit as it is being used as benchmark for feasibility studies prior to the loan issuance.

On another service line, the access of micro-entrepreneurs into affordable financial assets was improved through the establishment of four local community managed funds through UNRWA's local implementing partners. These partners were able to benefit from technical support with the aim to improve their evidence-based management of micro-loans intervention and increase the transparency of the local community funds. Risk management and impact assessment software was developed and the local partners will be trained on its usage in the upcoming month. Post to the PBF project, UNRWA's ICT and Self-employment team will be providing an on-going maintenance and support for local partners using this software.

The access of the refugees into business development services (training, coaching, and mentoring) was identified as major need by a recent ILO mapping for women entrepreneurial intervention. Accordingly, all loans issued under the PBF project were conditioned by the enrollment of the beneficiaries in formal one week training on management of micro-business. This training is followed by three months coaching services to provide on-site-continuous support.

This component encountered some security challenges. The self-employment team faced specific challenges in dealing with both the beneficiaries and the local implementing partners. These were mainly due to lack of awareness in the importance and/or the added values of the business development services for the beneficiaries' part in addition to the amount of time they were requested to allocate to attend these trainings. This was a lesson learned on how to adapt the provision of BDS to the needs of the beneficiaries. In this regard the training and coaching

services were customized on the bases of individual needs and beneficiaries were grouped into more homogeneous groups (from their needs perspectives). The provision of coaching services was adapted to suit with their availability so it could be provided in off-peak time or during weekends.

As for the implementing partners, the main challenge was the lack of professional understanding of the core objectives of micro-credit interventions this encloses a weak understanding of the transparency practices and internal coordination. This was approached by customizing the provision of technical assistance to include further capacity building of local partner on the best practices in managing local micro-credit schemes. Further, this was shared with the agency micro-credit program and some changes will be implemented with the aim to improve the supervision and the assurance of transparency in the management of local projects.

Output 2.3: support to special hardship families and youth is provided through Micro enterprises and youth employment schemes

Implementing partner: UNICEF
Main Beneficiary: New Business Start-Ups
Target

- 120 micro-enterprises are set up by youth and/or special hardship families (including 60% of women and 40% of men)
- Guidelines and Standard Operational Procedures (SOPs) on micro-credit for NGOs are developed
- 40 youth trained on business and entrepreneurial skills, funds management and accounting (20 girls and 20 boys).

Summary of progress:

Within this outcome, UNICEF supported initiatives aimed at increasing the capacity and knowledge of young Palestinians in setting up or running their own businesses together with investing additional funds to the revolving micro-loans project targeting young people and special hardship families specifically. The latter was topped with a capacity building exercise for the loans provision organizations that are part of this activity.

Before injecting the allocated PBF funds for the provision of the 120 micro enterprises, GUPW updated the loan application sheet and UNICEF collaborated with Al Majmoua, which is a well-known micro-finance institution in the Palestinian camps, to build the capacity of 18 staff from various NGOs (GUPW and Bekaa popular committee) who are envisioned to carry on this activity. In addition, the staff from various NGOs was completed the training end of December 2012. It included topics related to project management cycle and personal capacity building (needs assessment, feasibility assessment, etc.), financial education (bookkeeping, household budgeting, accounting, pricing, etc.), business management and micro-loan management (market research and loans application analysis, risk management, etc.). Part of the training involved one to one training sessions on the loans application.

Moreover, the monitoring that took place after the training highlighted the staff's needs for additional training related to coaching and capacity building on the filling, assessment and market

analysis items related to the applications. Training is expected to take place in January 2013 to address the findings of the review to be implemented by Al Majmoua.

In addition, 60 young people from Ein el Helwe and Rachidiyeh camps (55% boys and 45% girls) were also subjected to a 10 days training on creating / improving businesses; defining revenues, expenses, income; accounting, management of daily workflow; production time management; improving communication skills; identifying strengths and weaknesses of the business. The training was finished on December 2012.

From an education level, 34% of those young people reached elementary and 27% secondary, 8% of the beneficiaries want to start-up a business, while 48% are looking to improve their businesses/skills. The trainers used a youth participatory approach and the materials used were adapted to the participants' characteristics, capacities and needs.

The initial plan was to build the capacity of a loan committee staff in each camp however only GUPW committee and Bekaa PC responded to the invitation mainly due to security reasons related to transportation. Also, 80% of the participants attended the full training programme due to employment related deadlines; while the remaining 20% only attended 80% of the sessions.

After the training, UNICEF received the first portion of the loans applications and reviewed them according to the brief guidelines developed for this component. Even though that currently 40 loans are provided to young people and special hardship families. It is envisioned that since the fund follows the revolving loan scheme, it should not be difficult to reach 100 micro-enterprises before the end of the programme.

Further, following the training of micro-loans providers and young people, two sets of brief guidelines/SOPs were developed, adjusted to the operational context. The first set of guidelines was made to be used by staff working in NGOs providing micro-loans and the second set is targeting young people to support them setting up small businesses.

It is worth mentioning that this component has faced some delays in 2012 considering that the development of the guidelines for micro-loans provision and the training of NGO staff and young people were a prerequisite to the provision of loans therefore were supposed to be carried out first.

OUTCOME 3: The information gap on the labour market supply and demand regarding Palestine refugees is addressed

Outcome three has two main outputs that were implemented mainly by ILO.

In the year 2012, the project was able to achieve remarkable progress in filling the information gap on the labour supply and demand relevant to Palestine refugees in Lebanon. It has contributed to a salient achievement by producing and releasing a comprehensive dataset on Palestinian labour force in the country on one hand and initiated all activities for constructing well-researched labour demand assessment on the other. Labour force on Palestinians is relatively old – data from last surveys dates back to 1999. The IRF project supported the quality

assurance process related to the implementation of the labour force survey among Palestine refugees. Annexes three is the summary Labour Force Surveyⁱⁱⁱ.

Output 3.1: Quality data on Palestine refugees' employment (labour force survey) is produced.

Implementing partner:	ILO
Main Beneficiary:	Policy makers, Project planners, Advocacy groups, etc.
Target	<ul style="list-style-type: none">▪ Statistical measures and procedures (interview techniques, data checks, coding, training of interviewers, etc.) to control and monitor quality of labour survey data are designed, implemented, and made available.▪ Mechanisms to respond to data problems or flaws established (re-interviewing, dealing with non-response and sampling errors, etc.)▪ Quality control measures implemented▪ A comprehensive report on labour market information is available with specific identification of labour market information (LMI) gaps on the demand side.

Summary of progress:

During 2012, data checks and quality control measures were undertaken, an expert meeting to discuss the preliminary results was organized and survey results were released towards the end of the year. For this activity, the project partnered with key stakeholders including the Committee for the Employment of Palestinian (CEP), and the Palestinian Central Bureau for Statistics. It has also benefitted from the advice and support of a number of experts in labour statistics. Policy makers, researchers and lobby groups advocating for Palestinians' right to work and to decent employment can make use of the labour force survey data as a valid scientific evidence for informed policy making and advocacy efforts.

Output 3.2: Labour market information at local levels collected, analyzed, validated and made available

Implementing partner:	ILO
Main beneficiary:	Policy makers, Project planners etc.
Target	<ul style="list-style-type: none">▪ Available LMI collected▪ Analysis on gaps available▪ At least 6 focus groups meetings organized with employer and other stakeholders▪ At least 2-3 research targeting specific sectors/ local communities undertaken▪ 2 workshops to disseminate results organized▪ Labour demand reports available

- Available data made accessible

Summary of progress:

In 2012, the IRF project also initiated the work for collecting and analyzing labour market information with focus on Palestinians in the South of Lebanon. A desk review of available literature and research pertinent to the Lebanese labour market and to Palestinian employment has been completed. In light of the desk review, analysis of labour market information gap was undertaken and three sectors for further investigation and research were identified, namely: construction, health and agro-industry. The future steps include fieldwork and data collection through interview and focus group meetings with employers and concerned partners. The labour market assessment, once completed, will guide the providers of technical and vocational training, the employment service centers and other parties on potential opportunities for employment of Palestinians.

Finally, it is worth noting that the labour market assessment did not start as planned due to the difficulty encountered in identifying the most competent consultant / consulting firm to conduct the study. The delay will be overcome by speeding up the implementation process.

OUTCOME 4: Cost and feasibility of providing social security to Palestine refugees is assessed

Outcome four has one main output that was implemented mainly by ILO.

Output 4.1: Cost and feasibility of different policy options for providing social security to Palestine refugees is assessed.

Implementing partner:	ILO
Main beneficiary:	Palestinian workforce
Target	<ul style="list-style-type: none">▪ Policy options identified▪ One workshop organized▪ Study completed

Summary of progress:

For the first time in the country, a financial assessment on the cost of providing health care coverage under the National Social Security Fund (NSSF) has been elaborated. The assessment sheds the light on the total contributions made by formal Palestinian workers to the NSSF to which they have received no benefits. It also presents a ten-year projection on the cost estimate for providing health care coverage to Palestinian formal workers and their beneficiaries. The financial assessment is considered to be a valuable tool for serious and informed discussions towards fair legal changes relevant to Palestinian health coverage. It should also open the door for more in-depth investigations and scientific analysis on this issue.

Under this outcome, the project benefitted from the contributions of the Lebanese Palestinian Dialogue Committee (LPDC), and the CEP in the preparation of two policy options with their

respective legal texts to provide health care coverage for Palestine refugees under the NSSF. In addition, a small working group including representatives from the NSSF, ILO, Ministry of Labour, LPDC and CEP supported this exercise and provided guidance and advice all through the process.

Table below shows the outcome achievements with reference to the strategic result and relevant indicator of project monitoring plan:

Outcome/Indicators	Agency	Measurable indicators/Targets	Baseline	Achievements/Results of target to date Reports against indicators	Reasons for Variance with Planned Target	Source of Verification
IRF Priority Area Revitalize the economy and immediate peace dividends						
OUTCOME 1: Improved employability of Palestine refugees	UNRWA and UNICEF	Percentage of graduates working in a job in relation to their studies.		The enrollment in vocational training courses of Palestine refugee youth which is affected by joblessness, underemployment and low education levels increase their chances to access the labor market through providing them with TVET and literacy course that increase their skills and thus better equip them for the job market needed skills. The trainees are provided with literacy courses, life skills training, psycho social support and counseling which lead to building their self confidence and acquire positive peaceful approach in dealing with problems and their surroundings. One of the key initiatives to institutionalize such intervention is through the development of a unified literacy manual to ensure the long term effect. In addition to, direct exposure to the Lebanese employers will enhance the Lebanese-Palestinian relations and integration between the two communities.		Quarterly reports Annual reports
Outputs 1.1: Palestine refugees gain technical and marketable skills through the provision of skill training courses	UNRWA	1.1.1) 100 young adults with no qualifications graduate from short skill trainings courses.	zero	45 trainees (35 M, 10 F) from Beddawi & Naher El Bared camps finished their 9 months training on different courses and conducted one month on- job training at several hosting parties in Tripoli. Currently, 65 trainees (45 M, 20 F and 5 PwDs) are continuing their training on different courses. Trainees are from most marginalized areas (Ein El Helweh camp, Old Saida city) where youth are exposed to risks of violence, abuse, radicalization and joining armed groups. During the training of all intakes, regular follow up have been in place to monitor the progress against plans, implementations and performance. In addition to meetings with trainees in order to listen to their needs, problems and suggestions.	-	Quarterly reports Annual reports

		1.1.2) 400 youth graduate from TVET courses delivered by North training center	zero	207 trainees (99 males and 108 females) received training in long term TVET during fiscal year 2011-2012. Currently, 244 trainees (113 males and 131 females) enrolled in various training courses. Hence, a total of 451 youth joined different trade and technical courses at NTC. These courses are two-year courses including two months on-the job training.	The security situation in North	
Output 1.2: Palestine youth are better integrated to the labour market through improved TVET curricula, improved teaching methodology, and better equipment.	UNRWA	1.2.1) 100% of UNRWA VTC instructors trained on updated teaching methods.	zero	English instructors at STC and NTC were trained by British Council on new teaching methodologies. The follow up process started after the training and will be continued till the end of the scholastic year. A full training programme was identified and partially implemented. Target was staff from management and instructors from STC and NTC. The training aimed to improve their skills in dealing with youth, provide them with updated managerial skills and ameliorate their teaching skills. These trainings help in increasing staff commitment and motivation, as well as better communication and empowerment for youth in an inclusive approach. In parallel full technical training programme is identified and is in process of contracting.	-	Quarterly reports Annual reports
		1.2.2) 100% of UNRWA VTC curricula updated as per the labour market requirements	zero	Accreditation: liaising with Lebanese MoE started during November 2011. A TVET consultant was recruited in June 2012. The contract was terminated due to un satisfaction of his reports and lack in meeting the deadlines. Moreover, after recruiting the consultant, the government had a new decree regarding TS certificate and reducing it from a 3 years program into 2 years, and the consultant wasn't able to go with this new decree. As a corrective measure, three researchers were recruited and have been working on the accreditation process, conduct comparative study on the Lebanese and UNRWA TVET curricula, checking equipment and provide recommendations, and set the plan for smooth shifting of UNRWA VTCs towards accreditation. Hence, this component is back on track. For this purpose a training plan for instructors is now implemented and new training equipment procured to meet with accreditation requirements.	-	
		1.2.3) 80% of the curricula is taught in	zero	Opening new courses in North training center which are employable and gives a chance to trainees to get jobs easily,	-	

		UNRWA VTC with modern equipment		required to have new equipment for these courses. At the same time, the TVET researchers identified the needed equipment along with the new updates of the courses and curricula. It is in process of procurement: some delivered and rest expected to be delivered in April 2013.		
Output 1.3: Prospects for marginalized adolescents and youth enrollment in quality vocational training and employment schemes increased	UNICEF	1.3.1) 100 Palestine youth benefiting from literacy courses (of which 30% are girls and 70% are boys).	zero	273 adolescent and young people (54% female & 46% male) are enrolled in the literacy programme	-	UNICEF Monthly & Quarterly reports Annual reports
		1.3.2) 7 community services centers provide support to out-of-school and working children	zero	7 support centers are running in the targeted camps reaching a total of 130 young people	-	
		1.3.3) Capacity building of NGOs on training and monitoring	zero	Development of a unified literacy manual is in process; comprising a strong monitoring framework to assess the impact of the literacy education on the beneficiaries, in addition to Psychosocial support, life skills and recreational components. The training of 100 NGOs staff providing literacy education will be done end of March 2013.	-	
OUTCOME 2: Increased access to job and self-employment opportunities	UNRWA and UNICEF	Percentage of Palestine refugees registered in ESC placed in stable jobs.		The major expected highlights of results related to employment include: Improved working conditions for Palestine refugees; The empowerment of Palestinian youth; The fostering of trust, the reduction of existing animosity between the Lebanese and the Palestinian community; the capacity building of local NGOs providing micro-loans in order to better serve the target marginalized population (girls and boys); The empowerment of women within their own communities and the work force and the development of entrepreneurial skills amongst the Palestinian youth. Subsequently the gradual placement of Palestinian labour force into the Lebanese labour Market through job-creation programmes will have both short-term and long term positive affects on the peace building process as it is strictly correlated to peace construction and consolidation between the Palestinian and Lebanese communities. By the end of the year, it is expected that the integration of the Palestinian Labour Force into the Lebanese Labour Market would contribute more to the peace building and conflict resolution in the North area and would advocate for the Right to Work of the	A continuous challenge for the Palestinian communities is the socio-economic and political situation in Lebanon, which stands as barrier to their integration into the Lebanese work force. Other challenges might arise in motivating the young Palestinian workforce due to their perception of the lack of opportunities on their part. One of the major challenges	Quarterly reports Annual reports

				<p>Palestine refugees in Lebanon.</p> <p>The results related to self employment and development of microbusinesses have direct impact on the poor refugees as it assisted in increasing the labor intensive businesses which benefit the low educated and unskilled refugees. The major results include: capacity building of local NGOs providing micro-loans in order to better serve the target marginalized population (girls and boys); capacity building of young people on the establishment of SME, providing loans and the development of brief guidelines on provision of micro-loans and establishment of SME.</p>	<p>faced during the year was the unstable security situation, which affected severely the operations in the area.</p>	
<p>Output 2.1: Palestine youth graduates are better integrated to the labour market through apprenticeship and improved employment services</p>	<p>UNRWA</p>	<p>2.1.1) 84 youth enrolled in apprenticeship schemes.</p>	<p>zero</p>	<p>43 apprentices were enrolled in the apprenticeship schemes by the end of December 2012.</p>	<p>-</p>	<p>ESC weekly and monthly reports Quarterly reports Annual reports</p>
		<p>2.1.2) Women participation in apprenticeship is equal or more than 20% of total number of youth involved.</p>	<p>zero</p>	<p>16 females participated in the apprenticeship scheme which forms 37.2 % of the total number of enrolled apprentices.</p>	<p>-</p>	
		<p>2.1.3) 80% of jobseekers registered are referred to job opportunities</p>	<p>zero</p>	<p>84.50% of registered jobseekers were referred to a job. That is 677 were referred out of 801 registered in the data base</p>	<p>-</p>	
		<p>2.1.4) Approximately 450 jobseekers are registered and 100 are placed by the ESC in the North.</p>	<p>zero</p>	<p>By the end of December 2012, 801 Jobseekers were registered out of which 126 got placed in a job through the ESC.</p>	<p>-</p>	
		<p>2.1.5) At least 50% of job placements are qualified as quality jobs</p>	<p>zero</p>	<p>49.9 % of placements were qualified as quality placements.</p>	<p>The business market itself in the north does not offer quality jobs in general in addition to the fragile security situation which negatively</p>	

					affected the job offers in the area.	
		2.1.6) All vacancies identified and listed by the ESC are easily available to jobseekers	zero	All vacancies which were identified and listed by the ESC were easily available to jobseekers through: Vacancy lists at the bulletin board at the ESC; Announcements at UNRWA Area offices and installations in the areas; Mailing list (job seekers, CBOs, NGOs, LFO , sharing between ESCs); Social networks (Facebook) News Letter and vacancy list distribution	-	
		2.1.7) 30% of ESC beneficiaries are women.	zero	Up till the end of December 2012, 48.2 % of jobseekers who received individual coaching were women in addition to 39.1 % of the number of jobseekers who were referred to a job and 40.47% out of those who got placed in a job.	-	
Output 2.2: Support provided to Palestine refugees for the development of business	UNRWA	2.2.1) 60 Palestine Refugees will benefit from access to training on entrepreneurial skills.	zero	Loans providers identified and curricula are development and customized to the needs of the beneficiaries	Due to the kick-off of the self-employment component all activities were re-scheduled.	Implementing partners and self employment officer Monthly reports Quarterly reports
		2.2.2) 4 CMF will be established in southern areas	zero	2 CMF were established	-	
		2.2.3) A total of 60 Palestine Refugees will develop their own businesses	zero	30 micro-entrepreneurs were identified as potential loan beneficiaries	-	
Output 2.3: support to special hardship families and youth is provided through Micro enterprises and youth employment schemes	UNICEF	2.3.1) 120 micro-enterprises are set up by youth and/or special hardship families (including 60% of women and 40% of men)	zero	To date more than 40 loans have been provided. These loans are also planned to be provided to the young people trained on micro-loans when they apply for one.	Some delay is caused in the provision of micro-loans due to the need for additional support and training for the loan committee of GUPW. Considering this is a revolving loan, it should not be	UNICEF Monthly reports Quarterly reports Annual reports

					difficult to reach 100 micro-enterprises before the end of the programme.	
		2.3.2) Guidelines and operational standard procedures on micro-credit for NGOs are developed	zero	Two set of brief guidelines/SOPs were developed, adjusted to the operational context. The first set of guidelines is made to be used for staff working in NGOs providing micro-loans and the second set is targeting young people to support them setting up small businesses	-	
		2.3.3) 40 youth trained on business and entrepreneurial skills, funds management and accounting (20 girls and 20 boys).	zero	18 staff member from GUPW NGO and the Bekaa popular committee were trained on provision of micro-loans. 60 young people from Ein el Helwe and Rachidiyeh camps (55% boys and 45% girls) were trained on business and entrepreneurial skills, funds management and accounting	-	
OUTCOME 3: The information gap on the labour market supply and demand regarding Palestine refugees is addressed	ILO	A quality and reliable data on the Palestinian labour force is made available. A comprehensive report on labour market information is available with specific identification of labour market information (LMI) gaps on the demand side.		In 2012, the project filled the information gap relevant to the labour supply by producing a quality, updated and comprehensive labour force dataset providing exhaustive information and indicators on most labour issues (employment, unemployment, working conditions, health insurance, income and others). Addressing the information gap at the market demand side, the project initiated and made some progress in the implementation of the labour market assessment in the South of Lebanon. Desk review of available literature completed and tools to collect data finalized. Coming steps include field work (interviews and focus groups and analysis of results).	-	Labour force survey report Quality control report Labour market report
Output 3.1: Quality data on Palestine refugees' employment (labour force survey) is produced.	ILO	3.1.1) Statistical measures and procedures (interview techniques, data checks, coding, training of interviewers, etc.) to control and monitor quality of labour survey data are designed and implemented	zero	A set of exhaustive measures and procedures to check and control quality of data have been implemented all through the different phases of the labour force survey implementation. Those included intensive training of surveyors, preparation of a survey manual, monitoring of data collection in the field, development of survey software for data entry, supervision of data entry as well as data review and data checks. A pilot survey was implemented before initiating the actual survey to test the data collection tools and processes. Questionnaire was revised based on pilot survey results and interviewers were trained again.	-	ILO Monthly reports ILO Quarterly reports Quality control methodology Survey report/results

		3.1.2) Mechanisms to respond to data problems or flaws established (re-interviewing, dealing with non-response and sampling errors, etc.)	zero	As a measure to test the data and consult on the analysis, a roundtable meeting for experts in employment issues, labour statistics consultants and academicians was organized in April 2012 to discuss the preliminary results of the labour force survey. Recommendations resulting from the meeting were taken into consideration in the analysis of results. A summary report presenting and analyzing the survey results was produced in both Arabic and English. Summary report was presented and disseminated in a workshop gathering more than 100 representatives from the civil society, the government, international organizations, donor agencies and academicians in November 2012.	-	
		3.1.3) Quality control measures implemented	zero	Recommendation of data check reports were incorporated and taken into consideration. As a mechanism to respond to problems, a relisting of one cluster of the sample was conducted to respond to a sampling error.	-	
Output 3.2: Labour market information at local levels collected, analyzed, validated and made available	ILO	3.2.1) Available LMI collected	zero	The Consultation and Research Institute (CRI) was subcontracted to undertake the labour market assessment in the South of Lebanon. CRI developed a clear methodology and work plan for the implementation of the assessment. More than 35 studies and research on labour market, labour force and other relevant issues pertaining to Palestinian employment have been mapped, collected and reviewed.	-	ILO Monthly reports ILO Quarterly reports Quarterly reports Annual reports Analysis report Specific labour demand reports Focus group reports Research reports Work plan
		3.2.2) Analysis on gaps available	zero	A desk review report synthesizing results of reviewed literature was prepared. The report included research on the characteristics of demand in the South and analysis of labour market information gap. In light of the desk review and the gap analysis, three economic sectors were identified for further research.	-	
		3.2.3) At least 6 focus groups meetings organized with employer and other stakeholders		In preparation of the focus group meetings and interviews, a preliminary questionnaire was prepared for review by ILO and UNRWA.	For more in depth analysis, it was agreed to have 3 focus group meetings instead of six and to conduct more interviews with employers and concerned	

					stakeholders for each sector in the South.	
		3.2.4) At least 2-3 research targeting specific sectors/ local communities undertaken	zero	Field work will start once questionnaire and other data collection tools are finalized.	-	
		3.2.5) 2 workshops to disseminate results organized	zero	Workshop to be organized when analysis of collected information and production of report is completed	-	
		3.2.6) Labour demand reports available	zero	Printing reports to be done once assessment is fully completed	-	
		3.2.7) All reports published	zero	Publishing the reports to be done once assessment is fully completed and reports printed	-	
OUTCOME 4: Cost and feasibility of providing social security to Palestine refugees is assessed	ILO	A study on social protection schemes for Palestine refugees prepared		A preliminary financial assessment on the cost of providing health care coverage / social security for Palestine refugees was completed and two policy options including their respective legal amendments were drafted.	-	
Output 4.1: Cost and feasibility of different policy options for providing social security to Palestine refugees is assessed.	ILO	4.1.1) Policy options identified	zero	Through partnership with the LPDC and the CEP, two policy options/ suggestions for legal amendments for providing full social security benefits to Palestine refugee workers under the National Social Security Fund have been prepared.	-	ILO Monthly reports ILO Quarterly reports Quarterly reports Annual reports MOL annual reports
		4.1.2) One workshop is organized	zero	A workshop to discuss the assessment and policy options will be organized in April 2013 (in collaboration with CEP and LPDC).	-	
		4.1.3) Study completed	zero	A preliminary financial assessment on cost and benefit of providing health care coverage to Palestine refugees working in the formal economy was prepared. A first draft of the assessment was discussed through a small working group (of experts) meeting early July and detailed review of the assessment was made and comments were incorporated.	-	

iii) Success Story

Outputs 1.1 and 1.2 related success story:

Fawzyi Kayed is married with two children; her husbands' work is not permanent. She said "Once I heard about the training, I started to think about joining vocational training course and then start working and this will enhance my living conditions". During interviewing her, she showed a high commitment and enthusiasm in joining the Medical Secretary course because she wants to find job when she finishes, her husband encourages her to study and work. Fawzyi joined the course and she still have 3 months to graduate and starts seeking job, now she is implementing one month on job training in Ghassan Hmaoud hospital in order to practice skills related to Medical Secretary. Fawzyi expressed that after joining the training, her personality improved, and she has started to feel independent and responsible. Moreover, and because of joining a private Lebanese center, she has Lebanese friends now and builds good relationships with them, study together with them and plan several social activities.

Adnan Ahmad is an 18 years old youth, who left Syria escaping from the conflicts and war there. He came to Lebanon with no hope, losing his path with high frustration and depression. He came to live with his relatives in Ein El Helweh camp in which he experienced a lot of problems there as well. During the announcement of the short-term courses, he said "this project opened the door for me to study and then to work, when I heard about it from my relatives I was ambitious to go and apply so as my life could start again". During interviewing Adnan, we knew that he already started to study Hotel Management at one of the training providers in Syria, but the conflicts there prevented him to continue, and he expressed that this project represents a compensation for him so he can continue what he already chose to study. Throughout the regular evaluation and follow up done for the trainees, Adnan showed a great motivation, high spirit of responsibility and cooperation with his colleagues.

Abdullah Derbas is 17 years old and suffers from several problems; perhaps the biggest problem being the fact that he dropped-out of school due to his bad circumstances. Abdullahs' father died when he was 7 years old, and at that time his mother was forced to leave her home and find a job to earn money, and this impacted negatively on the children, and meant that no one was caring for them or encouraging them to follow their education. Abdullah left the school and was spending most of his time in the streets doing nothing. Abdullah was targeted through the literacy program carried out by UNICEF in North, and was followed up regularly. Then he was enrolled within the short-term course to study Aluminum Fabrication, he chose this course in order to find a job later, and help his mother in securing a living for his family. Throughout the period of the training, he was motivated to study and was very committed. Abdullah has since graduated from the course, and he has started working in Aluminum Fabrication; he is very happy that he has become responsible and is able to support his family. At the same time, Abdullah is still coming to the center and attends the illiteracy sessions in order to improve his English Language.

Output 2.3 related success story:

Illiteracy is one of the many problems resulting from deep economic, social, health and education struggles that young Palestinians are facing nowadays. An average young Palestinian living in the camps is a young boy/girl that comes from a big family sinking in deep poverty; his/her father is unemployed or his/her parents are facing divorce or separated; at least one of his/her siblings has severe health problems and is constantly facing risks; and finally his/her access to adequate education is practically nonexistent since education is of low level, many of his/her classmates drop out at a very early stage and none are equipped for the next grade.

Ahmad is a living example of what an average young Palestinian student is all about. Sitting with him and listening to his moving story makes every person realize how hard it is to be a young Palestinian living in the Beddawi camp.

Ahmad is the first born in his family. This 15 year old boy, unlike most of the children his age, has lost his vivacity and the freshness of youth. The living conditions and circumstances in which he lives are incredibly draining. His living conditions are shutting down his hopes and not allowing him to have decent dreams for the future.

Ahmad comes from a very poor family with a father who suffers from mental health disorders and is unable to financially support his family. His mother suffers from chronic asthma, and his sister has been diagnosed with congenital distortion; other siblings have different types of behavioral and psychological problems. Ahmad himself could not escape this misfortune since he is currently being permanently treated for a thyroid cancer. His severe illness forced him to drop out of school at third elementary level; leaving him with multiple deficiencies in reading and writing and even inability to distinguish between letters and numbers.

As a result of the deep concern she had about the future of her son, especially regarding the risks associated with his life style in terms of smoking, drinking alcohol and negative surroundings, Ahmad's mother became in need of counseling support. During one of their many outreach visits, the Al Baddawi Popular Committee team reached out to Ahmad's mother and reacted by identifying Ahmad as a candidate in need of help.

He was first invited to the Baddawi Popular Committee Center as a visitor and later on was enrolled in the literacy and psycho-social support programmes supported by UNICEF and the PBF. Ahmad was also exposed to many refreshing cultural, recreational and sports activities that highly contributed in distancing him from the troubles that were affecting his youth. These activities also strengthened and reinforced Ahmad's literacy skills.

In order to further assist him in firmly building his future, he was then oriented on the career level and thus registered in the UNRWA vocational training programme for the profession of Aluminum craftsman at Siblin center in Nahr el Bared camp.

Ahmad's story demonstrates that even in the most precarious conditions, one can always find a leap of faith. Ahmad, a 15 year old unhealthy Palestinian boy living in the Baddawi camp that had no hope for the future and no skills to mobilize, now finds himself equipped with stronger writing and reading skills and is now preparing for a personal business and a professional plan. His story is no different than the one of his peers enrolled in the current literacy programme; they all are looking to overcome the unfortunate circumstances in which they were born.

Output 2.1related success story:

Humam Yassin is a 21 year old Palestinian refugee from Beddawi camp. He comes from a family composed of 4 brothers and sisters in addition to his mother and father who is a retired UNRWA staff member. Having been a school-dropout for seven years, Humam joined one of the short term courses that UNRWA was providing in cooperation with NAVTSS and was awarded a diploma in General Electricity.

Humam registered at the Employment Services Center in the North shortly after he graduated. After a careful case assessment, he was referred to the apprenticeship program – one of the several services that the centers are





providing to enhance Palestinian refugees' employability. Humam was placed with an employer specialized in electronic components in the North for a duration of 3 months during which he was working as an electrician and managed to gain experience and improve his skills. The duration was covered by UNRWA through a simple stipend to cover the basic transportation fees.

Despite his hearing and speech impairment, Humam managed to prove to the employer and among his work colleagues that he is a competent, committed and qualified person to do the job. This encouraged the employer to offer Humam a sustainable Job which he gladly accepted. Today, not only Humam is building a career, yet he stands as an evidence and motivation for the Palestinian youth that they can break the barriers and make a significant change in their lives.

Output 3.1 related success intervention

The issue of Palestinian employment and Palestinian right to work has always been more of a political debate than a social and developmental right. Information on Palestinian labour force is relatively outdated (the last survey dates back to 1999) and relevant figures on Palestinian workforce are often exaggerated and subjective to serve political interests. Moreover, Palestinians are denied access to health care benefits under the National Social Security although they pay full social contributions.

In order to address such issues, a labour force survey was implemented covering all Palestinian refugees who are living in refugee camps and some localities that have a majority of Palestinians in Lebanon. The survey measured most labour issues including economic activity, characteristics of the employed, unemployment and characteristics of the unemployed, income, working conditions, health coverage and other matters. It provided gender and region/camp segregated figures and indicators. In addition, a financial assessment of the cost for providing health care coverage under the NSSF was conducted.

Hence, for the first time in more than ten years, a reliable and objective information base on Palestinian employment together with a financial assessment on the cost of providing health coverage of Palestinians is made available. The availability of such data will support advocacy efforts promoting the Palestinian right to work and to social security and will back up policy making processes and advocacy efforts for legal amendments and changes towards improved employment and social protection conditions of Palestinians in the country.

III. Monitoring Arrangements

Several tools have been in place to better coordinate, consolidate and monitor the various interventions such as:

1. Monthly narrative report tool^{iv};
2. Quarterly programmatic (indicator based) and financial monitoring tool^v;
3. Monthly partner meeting in which a meeting minutes is shared with partners to follow on;
4. Midterm evaluation, attached is the final report and the consolidated recommendation action plan; and
5. Weekly field visits to the various project sites.

Internal assessment per the various outputs:

In connection with the employment component, the monitoring process could be illustrated in the biweekly reports that were provided by the ESC in the north in addition to the field visits to the ESC and the quality assurance measures and exercises that took place. In addition to this, a monthly monitoring sheet was developed to keep track of the progress towards indicators of the ESC.

The research unit at UNRWA periodically analyses the collected information from the north ESC and provides input and suggestions to enhance the activities and performance of the ESCs. For example, the research unit would identify the profiles of the jobseekers who are addressing the center and compare it to the available information from different surveys that were held earlier. Based on this, recommendations would be provided to rectify the outreach activities of the ESC towards the community.

With regards to UNICEF, the main monitoring in place for the different activities is field visits by the concerned staff members and the M&E field officer for the Palestinian programme. Through those visits and focus groups meetings, the monitoring and impact assessment capacity of the implementing partners was identified as a main weakness which led into UNICEF developing very brief tools to assess the impact of the literacy and social support services on the targeted population. Those tools will be used for monitoring the activities pending the finalization of the M&E framework within the unified literacy manual.

IV. Programmatic Revisions

There were three budget revisions that took place till the end of 2012 due to the security status of the country and others for ensuring higher level of deliverables. The budget implication appears in the attached monitoring plan. Those requests were mainly to cope with the security situation and how that is reflecting on the planned spending and its variance cost. It is worth mentioning that all three revisions did not hinder the agreed deliverables of the project documents. To the contrary, the budget revisions increased the target beneficiaries in some areas such as increasing the TVET graduates from 300 to be 400.

As a result of the challenging security situation in the north and the reluctance of the parents to send their children to mainly follow the apprenticeship scheme, and after several discussions with the parents and the potential beneficiaries themselves, a revision was made and a request was sent to the donor to reduce the number of target apprentices in the north from 100 to 84. Financial implications were also taken into consideration and sent to the donor.

For the VTC related intervention, various internal assessments took place. Monitoring was done through various tools, including regular field visits to the centers and the NTC and TVET private providers. In addition to the monthly reports with monthly attendance sheets of the trainees. And to follow up the progress of the training and plan, several meetings were conducted with trainees, instructors and management to ensure smooth implementation of the plans. Also, evaluations were conducted with trainees throughout the training period (midterm and final evaluation) and corrective measures were taken accordingly.

Internal assessments that took place under the TVET component are as follow:

- Admission and selection
- Registration and enrollment
- Assessment of rejected applicants and their referral

i	Annex 1: Midterm Final report
ii	Annex 2: Midterm evaluation action plan for recommendations and means of verifications
iii	Annex 3: Summary Report of the Labour Force Survey
iv	Annex 4: PBF - IRF Monthly Narrative Progress
v	Annex 5: PBF - IRF Project Monitoring plan