

## CAPACITY BUILDING: EXPANDING TRAININGS IN IRAQ

ISG continues to help strengthen the capacity of small and medium businesses and to enhance women's economic empowerment in Iraq through the UN Local Area Development Program and in partnership with ILO and UNOPS.

A Training of Trainers on Business Management Skills was held with 21 participants. These trainers are now able to teach workshops on marketing and bookkeeping, but more significantly, develop training proposals and enhance their skills with practical feedback. ISG has already provided grants to 18 Iraqi NGOs that work with small and medium businesses and vulnerable community members wishing to pursue innovative business ideas. More training proposals are still being evaluated for the BMT program and Women's Entrepreneurial Development program. Projects already underway include beekeeping training, a program to provide business skills to women with disabilities, and public awareness programs on women's rights and gender equality. Current projects in the

WED program alone will reach 677 direct beneficiaries. The large amount of training proposals already received from local partners indicate that business management training is a critical activity that meets urgent needs in the community.

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*Graduates of the Halabja training*

## ACE EXCEEDS MENTORSHIP PLACEMENT GOALS

**ACE has successfully met and exceeded its program target. Within three months, the organization set up over 150 mentorships of which 75% of the mentees have successfully found employment as a result of the training.**

The Ainkawa Center for Employment was founded in July 2008 to address the potentially destabilizing high unemployment rates in Erbil. Aside from helping job seekers gain access to the private sector labour market, ACE runs a mentorship program. The program aims to target individuals facing the particularly high entry barriers of the job market. Participants include individuals with no or little previous work experience, Internally Displaced People (IDPs) migrating from other parts of Iraq to an area where they lack the traditional, personal networks required to successfully find work, and Arabic speaking IDPs whose lack of

the Kurdish language prevents their entry into the work force.

ACE works with these individuals as part of the mentorship program and places them in an organization based on their experiences or interests. ACE communicates closely with both the mentee and the mentor to design and monitor a three-month training program in which the mentees acquire very specific skills. This hands-on training is coupled with a soft-skills training program delivered at the center in topics such as CV building, cover letter writing and interview techniques. At the end of the program, it is expected that the mentee will be qualified to be

hired by the mentor organization, or enter employment with a different organization.



*A mentorship taught Zead Raed to assemble computers*

### CAPACITY BUILDING WITH READSOFT FORMS

One of ISG's long-term projects is the implementation of ReadSoft FORMS for the statistics departments of the governments of Vanuatu and the Solomon Islands. The software will be used to process the census data for both countries during the 2009 national census. ISG has completed the installation and staff training on the use of ReadSoft FORMS in both Vanuatu and the Solomon Islands. National government staff are now proficient in the specific uses of the technology and will be able to adapt the technology for additional large-scale data collection purposes throughout the country. ISG has helped to identify other uses of the software for both countries, such as the processing of immigration forms and tax documentation.



*A young woman completing her mentorship with a bridal gown manufacturer*

## CENSUS IMPLEMENTATION IN THE SOLOMON ISLANDS

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This work was performed in conjunction with the Secretariat of the Pacific community, whose staff ISG also trained in the use of the technology.

As a result of ISG's capacity building, the Secretariat of the Pacific community is able to provide technical support directly to Vanuatu, the Solomon Islands and the 12 other Island nations of the Pacific community. In the country of Vanuatu, previous census data has taken months to process, and additional weeks to analyze and publish results. With the implementation of ReadSoft FORMS, this process has been shortened to a number of weeks.

ISG is currently looking for opportunities to perform the same type of assistance with the other 12 Island Nations and census projects around the world.

## M&E TRAININGS COMING TO AMMAN— THIS NOVEMBER

ISG has initiated a series of Monitoring and Evaluation workshops which will launch in Jordan and then be reproduced in Palestine and Lebanon. ISG seeks to use these workshops to build the capacity and knowledge of both Jordanian NGOs and Amman-based international NGO's, and connect with locally-based organizations to establish communication and seek potential for future partnership. ISG has extensive monitoring and evaluation experience through projects conducted in Jordan, Iraq, Bahrain, Morocco, Azerbaijan, and the Ukraine. The first workshop is scheduled for November 22-23 in Amman. Please contact ISG's Business Development Associate, Nilanj Desai at [ndesai@theisg.com](mailto:ndesai@theisg.com) for more information.

## RESEARCH ASSESSMENT: ACCESS TO JUSTICE IN IRAQ

ISG is working with Relief International (RI) in order to measure public perception of the rule of law and access to justice in seven governorates in Iraq. ISG will develop a Protection Assessment for RI's Justice and Protection Centers Network which includes survey design, development of a data collection methodology, designing a database, and conducting a training of trainers for the survey teams. A training of trainers has already been held in Erbil in July 2009. Now, the RI-JPC staff will go on to implement the survey in all 7 governorates where they operate. The findings will be used to refine RI's ongoing protection activities to the needs of communities and to have better indicators to gauge the impact of their program.



*A graduate from the Business Management Training Program in Iraq with equipment for his own small business*