

## Inclusive Employment Guide

“Inclusion of Persons with Disabilities in The Labor Market”

- 2024 -



### **Developers of the guide:**

- **NIZAR MOHAMMAD SARAYJI**, Livelihood Coordinator, International Orthodox Christian Charities.
- **SUMAYYA METE'B AL-ZU'BI**, Department of Employment of Persons with Disabilities, Ministry of Labor.

### **About the guide:**

This guide was developed through close collaboration between the Ministry of Labor in the Hashemite Kingdom of Jordan and International Orthodox Christian Charities.

- The guide involves many references on disability issues in general, and the employment of persons with disabilities in particular, where such references have been documented in a manner beneficial and easily accessible to the reader.
- Identifies the employment services of persons with disabilities provided by the Ministry of Labor.
- Reasonable accommodations required at the workplace, based on the Forty Manual which was developed by the Supreme Council for People with Disabilities.
- Highlights the concerns associated with the employment of persons with and answering such concerns.
- Advantages of inclusive employment.

### **This guide is useful for:**

- Entities supportive of employing persons with disabilities.
- Employers interested in employing persons with disabilities.
- Entities supporting the concept of supportive employment "**Job Coaching**".
- Persons with disabilities and their organizations.

# Guide of employing persons with disabilities

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## Introduction:

The Hashemite Kingdom of Jordan stands as one of the first acceding countries to the [International Convention on the Rights of Persons with Disabilities](#), in the year 2008, when this convention brought about a pivotal shift in policy transformation, moving from a charitable, paternalistic, and medical approach towards a human rights-based perspective. [Jordan's Law on the Rights of Persons with Disabilities, No. 20 for 2017](#), reflected the principles agreed upon in the International Convention on the Rights of Persons with Disabilities in its articles and provisions.

"The international system has become more open to including persons with disabilities, especially following the adoption of the Sustainable Development Plan for 2030 (in 2015), and the endorsement of [the United Nations strategy for the disability inclusion](#). According to this strategy, the United Nations agencies, country teams, and humanitarian country teams assess and monitor their performance in relation to the inclusion of persons with disabilities<sup>1</sup>."

Furthermore, the inclusion of disability issues in humanitarian action has been emphasized through [the guidelines of the Inter-Agency Standing Committee \(IASC\) on the Inclusion of Persons with Disabilities in Humanitarian Action](#) and [Sphere Index and Humanitarian Inclusion Standards for Senior People and Persons with Disabilities](#). In this context, International Orthodox Christian Charities (IOCC) stands among the pioneering organizations that have been actively engaged in supporting disability issues using a comprehensive approach involving the provision of assistive devices, conducting awareness sessions on the social model of disability, and delivering specialized training on including disability issues in the domains of health, education, employment, and rehabilitation, focused on inclusive community development.

To mainstream disability issues necessitate working within an integrated approach aimed at fostering a supportive culture for the concept of inclusion, and working on empowering persons with disabilities, which is considered a pivotal element in emphasizing the sustainability of inclusion as a developmental approach. At the forefront of empowerment lies economic empowerment, which means investing in persons with disabilities as an added economic force. Also, economic empowerment is a crucial factor in supporting the independence of persons with disabilities, and from this standpoint, this guide has been developed to shed light on issues related to inclusive employment. It recognizes the significance of economic empowerment and its role in promoting the integration of persons with disabilities into the workforce.

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<sup>1</sup> Introduction to Guiding Principles of the Inter-Agency Standing Committee on the Inclusion of Persons with Disabilities in Humanitarian Action.

## **First Theme: Ministry of Labor and the Employment of Persons with Disabilities**

The Jordanian Ministry of Labor stands as an active entity in supporting disability issues. The Ministry has taken pioneering preemptive measures to emphasize the right of persons with disabilities to access suitable employment, along with a work environment that ensures the principles of inclusion and equality among all members of the Jordanian society.

### **Vision of the Ministry of Labor:**

An active labor market with a qualified and productive national workforce, attracting talents within a stable and secure work environment.

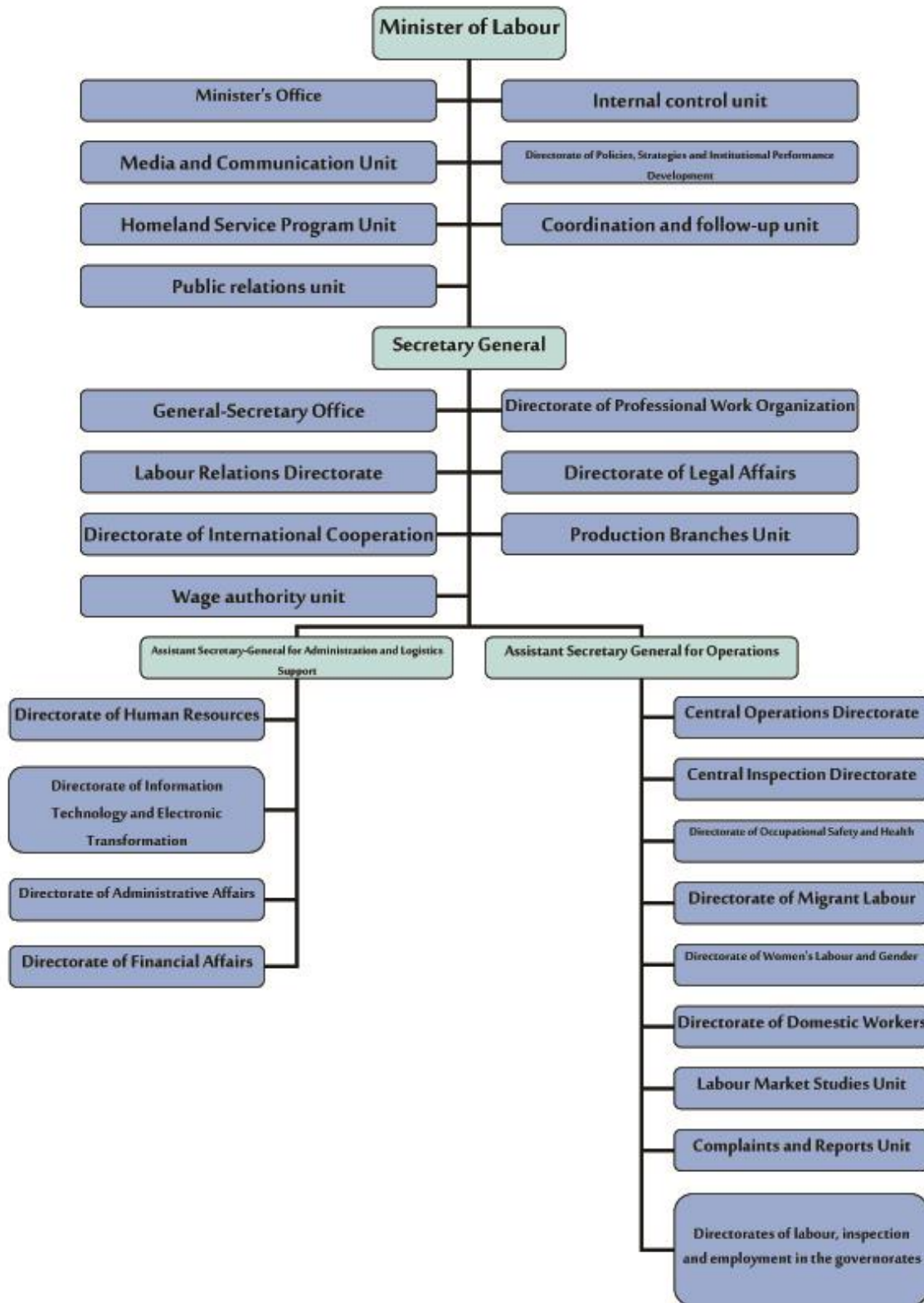
### **Message of the Ministry:**

Regulating and developing the labor market according to best practices, ensuring justice and equal opportunities through the utilization of a qualified and productive workforce. We aim to enhance entrepreneurship, promote skillsets abroad, and establish an integrated system of effective standards, policies, and regulatory tools through a participatory approach with all companies.

### **Key Achievements of the Ministry of Labor in the Context of Employing Persons with Disabilities:**

- Established a department for employing persons with disabilities, as a specialized reference entity in the field of employing persons with disabilities. This department offers technical consultancy within this context.
- Issued a code for employing persons with disabilities.
- Developed guiding and training manuals, informative videos, and success stories related to employing persons with disabilities.
- Provided training programs for entities involved in employing persons with disabilities.
- Incorporating disability issues in all plans of the Ministry's directorates.
- Supported accessibility for persons with disabilities, whether to structures, service centers, or access to relevant information.
- Implemented all necessary measures and actions to support the employment of persons with disabilities, such as linking their employment to the "**Golden List**", and flexible work arrangements.
- Coordinated with the labor directorates and inspection units to ensure reaching the legal quotas for employing persons with disabilities.
- Held local and international partnerships to enhance the efficiency of providing employment services to persons with disabilities.

## Organizational Structure of the Ministry of Labor

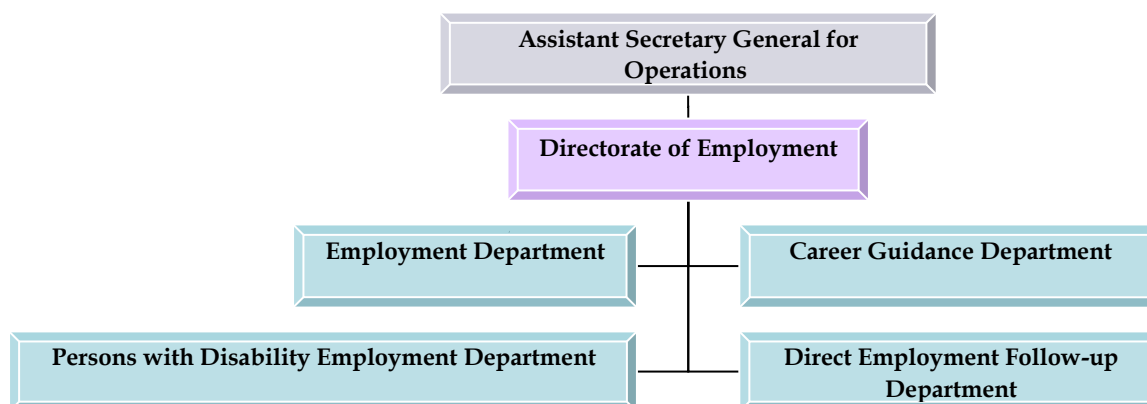


## Strategic Plan of the Ministry of Labor 2022-2025

The Ministry of Labor regulates and organizes the labor market, encompassing the enforcement of safety and occupational health standards, promoting decent work, reducing child labor, managing professional work, and supervising labor and worker affairs. Additionally, it provides employment services to Jordanians inside and outside the Kingdom, all in accordance with the provisions of the Jordanian Labor Law No. 8 for 1996 and its amendments; and since 2006, the Ministry has adopted the strategic planning approach that includes a set of strategic priorities as follows:

1. Regulating and organizing the labor market while ensuring that non-Jordanian labor complements rather than substitutes Jordanian labor.
2. Developing employment services, vocational guidance, providing job opportunities, fostering entrepreneurship, and promoting self-employment.
3. Changing the work culture and enhancing the productivity of Jordanian workers.
4. Economically empowering women and persons with disabilities.
5. Enhancing social protection.
6. Improving working circumstances and conditions in collaboration with all relevant partners.
7. Enhancing the monitoring and evaluation system and implementing a comprehensive labor market data system.
8. Consolidating all national and international entities' efforts to ensure optimal achievement of the Ministry and the sector's institutions goals.
9. Enhancing organizational performance and improving job satisfaction and quality of the services provided.
10. Automating services, processes, and electronic transformation.

## Organizational Structure of the Employment Directorate



Employing job seekers by connecting them with the opportunities available in the labor market and working on bridging the gap between the requirements of these opportunities and the skills and behaviors of job seekers. This is achieved through providing guidance and vocational counseling services to assist individuals in choosing the courses of education and vocational training that align with their interests, aspirations, and abilities, in comparison with the demands of the job market, and monitoring those who are employed thereof.

### **Tasks and Responsibilities of the Central Employment Directorate:**

1. Participating in the development of strategies and employment plans, vocational guidance, and counseling at the national level.
2. Direct employment of job seekers through the national electronic employment platform "SAJJIL".
3. Supervising and monitoring the projects implemented by organizations, associations, and any local or international entities within the projects and programs funded by foreign sources, and projects of the Syrian Crisis Response Plan, or any other local/international programs within the Directorate's scope in coordination with the Directorate of International Cooperation, including the preparation of necessary monitoring and supervision reports.
4. Preparing an annual action plan of field activities for the field employment directorates, monitoring their implementation in cooperation with civil society organizations, the private sector, and supporting entities.
5. Designing and implementing vocational awareness programs, introducing and promoting employment services provided to attract new beneficiaries to vocational guidance, and counseling programs and employment services through:
  - Designing and implementing awareness initiatives and informative programs for the services.
  - Networking with the institutions and organizations implementing and supporting the employment programs and signing agreements with them.
  - Coordinating with the media through those concerned with the communication and media in the Ministry.
6. Preparing and executing employment initiatives and programs and overseeing their execution through the local employment directorates.
7. Monitoring the agreements signed with companies referred by the Employment Committee.
8. Developing and implementing plans for gathering information and analyzing the job market, employment opportunities, and required skills for the positions



available in the labor market through relevant personnel in the field employment directorates and providing information and results and disseminating them through forms and publications.

9. Monitoring employment applications submitted to the Ministry for humanitarian cases and persons with disabilities.
10. Sustaining the electronic systems operating in the Directorate, monitoring the provision of the IT Directorate with information and electronic transformation by modifications and updates required to be reflected on the E-Systems, and monitoring their implementation, testing in compliance with the relevant laws, regulations, instructions, decisions, and circulars applicable.
11. Enforcing the applicable laws, regulations, instructions, and decisions applicable issued by the Ministry according to the Directorate's province, and as related to all employment matters.
12. Implementing the Cabinet decisions, circulars, and notifications issued by the Prime Minister's office according to the Directorate's province.
13. Providing direct technical supervision over the performance of employment personnel working in the employment directorates in the governorates and engaged in the fieldwork; and on the networking process with companies and factories to collect information and data about the labor market, market trends, professions, and required skills, and furnishing the employers with the job seekers according to the professions in demand.
14. Monitoring, analyzing, and studying the performance outcomes of employment personnel, directing them towards improved procedures in line with job seekers' demands registered in the national system, with available work opportunities and employers both inside and outside the Kingdom.
15. Monitoring employed Jordanians through the National Electronic Employment System with the relevant entities to assess their level of continuity and job retention.
16. Providing guidance and vocational counseling services, and training job seekers on general and life skills.
17. Developing tools for career planning and creating plans for vocational counseling for the job seekers.
18. Managing and conducting specialized vocational tests, gauging the behavioral skills related to vocational counseling and guidance programs.
19. Offering skills development services that would facilitate job seekers' entry into the labor market, such as interview techniques, resume writing, and utilizing job search engines on employment websites.

20. Participating in the development of vocational guidance and counselling manuals, and the vocational counselor guides, and updating them consistently.
21. Preparing employment reports for senior management and relevant official entities, in accordance with the annual work plans and performance indicators required to achieve.
22. Proposing projects to increase the vocational training opportunities for women in non-traditional business fields and subjects.
23. Compiling regular/quarterly achievement reports of the directorate and providing these reports to relevant departments in the Ministry, as well as entering them into the electronic monitoring and evaluation system.
24. Developing methods of documentation for the procedures and transactions within the directorate, through printed and electronic formats, in a way that they can be easily accessed and exchanged with other organizational units in the Ministry.
25. Providing regular and direct recommendations pertaining to optimal utilization of human resources, supplies, and equipment in the directorate, as well as the development and improvement of a work environment comfortable for the directorate's employees and service recipients within the resources available.
26. Providing recommendations that contribute to the development of regulations and statutes governing the work of the directorate, in line with the latest developments of strategic and operational plans of the Ministry, and ensuring their compatibility with the existing laws, regulations, and directives applicable.
27. Continuously monitoring and updating the contents of the Ministry's website with everything new related to the work of the directorate.
28. Participating in the internal and external technical committees according to the nature of the work and reflecting the outputs of those committees on the directorate's operations. Preparing reports, related to participation in those committees, and providing them to the relevant entities for dissemination and exchange with the rest of directorates with the aim to propagate the knowledge.
29. Contributing to preparation of the annual budget of the directorate in coordination with the relevant entities.
30. Monitoring the incoming and outgoing correspondences and transactions received by the directorate and its departments, and processing the responses promptly and in a manner that reflects the Ministry's image and reputation among the service recipients, according to the directorate's province.
31. Preparing a report on the internal and external participation of the directorate's employees in conferences, seminars, training courses, workshops, surveys, and other events, and publishing these reports on the management of knowledge system, in coordination with the relevant entity.

32. Developing work mechanisms and procedures, facilitating the services provided to the public according to the directorate's province in a manner that reflects a positive image of the Ministry.
33. Coordinating with the relevant directorate in the Ministry to automate the directorate's processes and continuously develop its electronic systems in order to attain integrated systems.
34. The director, department heads, and employees within the directorate are all responsible for completing all assigned tasks and providing recommendations that contribute to the accomplishment and development of the directorate's work.

### **Employing Persons with Disabilities:**

In 2015, the Ministry established a specialized department for the employment of persons with disabilities within the Central Employment Directorate. Employees from the employment departments of the Ministry's directorates have been designated as liaison officers for the employment of persons with disabilities.

The department is responsible for the following tasks:

1. Coordinating with partner entities to develop strategies and policies related to all issues concerning persons with disabilities.
2. Collecting and analyzing relevant data about job seekers with disabilities.
3. Communicating with job seekers to prepare specific lists according to ad hoc templates.
4. Raising awareness among employers about Article (13) - Labor Law and developing a mechanism to implement it.
5. Identifying the needs of the directorates to ensure their suitability for accommodating persons with disabilities.
6. Conducting guidance and counseling sessions for the persons with disabilities.
7. Supervising and monitoring the projects implemented by organizations, associations, or any entity, either local or international, as part of the foreign funding projects, programs, Syrian Crisis Response Plan, or any other programs, local and international, by the department's province, in coordination with the Directorate of International Cooperation, and preparing the necessary follow-up and supervisory reports.
8. Sustaining the electronic systems operational in the department and monitoring the provision of necessary modifications and updates required to the Directorate of Information Technology and Electronic Transformation, to be reflected on the electronic systems. This includes supervising their implementation and

examination, in accordance with the laws, regulations, instructions, decisions, and circulars applicable.

9. Implementing the effective laws, regulations, instructions, decisions, and circulars issued by the Ministry according to department's province, and whatever concerns the employment of persons with disabilities.
10. Implementing the Council of Ministers decisions, as well as the notifications and circulars issued by the Prime Minister's office by the department's province.
11. Developing plans aimed at enhancing the capacity of the staff of the employment directorate in the field by securing employment opportunities that are suitable for persons with disabilities.
12. Monitoring implementation of the training plans for the facilitators, who have been approved by the Ministry and Japan International Cooperation Agency (JICA), as trainers on the guide for employing persons with disabilities.
13. Monitoring implementation of the training plans (for work tutors) who have been approved by the Ministry and JICA as trainers for servicing the work trainer.
14. Coordinating with the civil society organizations concerned with the affairs of persons with disabilities within the department's scope of province.

## Services Relevant to Employment of Persons with disabilities

### 1. Inspection Services

A specialized form for employing persons with disabilities has been developed, and the Central Inspection Directorate has issued guidelines for completing the form. This is aimed at ensuring the attainment of the legal rate of employing persons with disabilities.

#### Form for Employing Persons with Disabilities

##### Data of Labor of persons with disabilities

No.	National no.	Sex	Nationality	Full name	Education	Nature of job	Specialty	Monthly pay	Date of nomination	Type of disability	Reasonable accommodations provided by the organization to persons with disabilities

I concede that these written data are true and I bear the responsibility for that  
Stamp and signature of the organization

Date: / / 202

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Name of notice checker

Signature

Date

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##### **Guidelines to fill out the Notification Form:**

1. The notification should be submitted to the Labor Directorate in the workplace area within the first month of each year.
2. The name of the institution should be written exactly as it appears in the commercial register and the trade license (attach a copy thereof).
3. Educational qualification (primary, preparatory, secondary, intermediate diploma, university, postgraduate studies).
4. Specialization for individuals with academic diplomas beyond the preparatory level.
5. National ID number of the Jordanian worker and the nationality of non-Jordanian workers.
6. If the number of workers employed in the institution is large, the required information can be provided through computer statements, or on a disk if preferred, adhering to the contents of notification.

##### **Notes:**

- This notice serves as a database for the Ministry for the purposes of implementing the provisions of the labor law and regulating the labor market.
- For inquiries, please contact the nearest labor directorate.

## 2. Flexible Working System

This system aims to enhance the economic participation of various segments of society, with a focus on working women. It also aims to create a more open working environment for new and innovative opportunities.

The following individuals will benefit from this system:

- 1- Workers who have worked continuously for three (3) years.
- 2- Regular workers pursuing university studies.
- 3- Workers with disability.
- 4- Workers with household responsibilities, such as pregnant women, caregiver, or a family member (with a disability or elderly).

**FLEXIBLE WORKING HOURS BY-LAW FOR 2017**

The by-law aims to enhance the participation of working women amongst other segments of society in the national economy and develop work environments for new entrepreneurs

**The beneficiaries of this system:**

- Workers who spent **3 years or more** in the work place
- Workers who have **family responsibilities**, such as pregnant women and those taking care of a child and elderly family
- Regular workers **studying at universities**
- Workers with **disabilities**

**Types of the flexible work contract:**

- Part-time Work**  
Reduce working hours if the work environment permits
- Work within Flexible Hours**  
Distribute working hours not to be less than the total usual working hours, and according to the employee's situation
- Intensive Work Week**  
Distribute weekly working hours on fewer days less than the usual number of working days
- Flexible Year**  
Distribute annual working days on specific months in accordance with provisions of the law
- Remote work**  
Deliver work without the need of presence at the workplace

### 3. Golden List

In line with the Ministry of Labor's commitment to enhance the rule of partnership with the private sector based on shared responsibility, and collaborative teamwork while promoting investment and bolstering the national economic growth accomplished through facilitating the procedures of recruiting and utilizing foreign labor. The Jordanian Ministry of Labor has initiated implementation of the "Golden List" program, based on the **(Code of Practice)** developed to implement the basic international labor standards. Under this program, the Ministry of Labor employs modern techniques to assess the extent to which companies comply with the requirements, conditions, and international labor standards approved, by conducting checks on company performance, and assessing their compliance with the standards and mechanisms adopted for this program, all through continuous coordination and consultation with the company. The concept of the "**Golden List**" was introduced to monitor companies' compliance with provisions of the Jordanian Labor Law, such as adherence to wages, working hours, overtime, and providing the appropriate working conditions.

Any company that is included in the "Golden List," after fulfilling all the specified conditions, will be exempted from the bank guarantee requirement stipulated in the amended instructions for the terms and procedures of employing and recruiting non-Jordanian workers in the qualified industrial zones for the year 2022, as per the Labor Law. This exemption applies if an employer wishes to recruit and employ foreign labor. Any company wishing to join the Golden List and benefit from the provided advantages is required to submit a written application requesting membership in the Golden List to the Minister of Labor. The application should be accompanied by a payroll statement of laborers in the company seeking to join, as well as a copy of the latest report issued by the company's auditors and an audited budget.

In addition, the company should provide a certificate confirming that all employees in the company are registered in Social Security, as well as a license of occupation and a list of the foreign workers' names, their work permit numbers, and the validity period of their permits. The company should also provide a copy of the human resources policy, contractual procedures, occupational safety and health policy, accreditations of the occupational safety and health supervisors, and the credentials of the medical staff working in the company.

Furthermore, the following documents should be included:

- [List of instructions and standards specific to the Golden List](#)
- [Procedures for joining the Golden List](#)
- [List of companies included in the Golden List](#)

## **Partners of the Ministry of Labor Supporting Economic Empowerment of Persons with Disabilities**

Through the Ministry of Labor's efforts to support the employment of persons with disabilities, the Ministry has worked on coordinating and implementing programs with various entities to enhance the concept of inclusive employment. Among these entities are the Vocational Training Corporation, the Development and Employment Fund, and the Authority for the Development and Enhancement of Professional and Technical Skills.

### **First) Services of the Vocational Training Corporation<sup>2</sup>**

The Vocational Training Corporation provides its services to all citizens at various educational levels based on the principle of lifelong continuous education. This is achieved either through:

1. Professional qualifying programs at different levels.
2. Skill-enhancement programs for workers active in the job market.

The institution also provides training and consultation services in the field of occupational safety and health to reduce accidents at work sites, trains tutors and supervisors in administrative aspects and enhances the operations of small and medium enterprises.

One of the main tasks of the Vocational Training Corporation is to encourage youth to engage in vocational training through:

- Gradual transition towards demand-driven and dual training.
- Introducing the specialties related to the professions of the future, rapid technological advancements, and the agricultural sector.
- Establishing vocational training workshops in some government universities.
- Evaluating, qualifying, and categorizing trainers according to the requirements of the Professional and Technical Skills Development Authority.
- Expanding the partnership with the private sector and enhancing its effectiveness.
- Strengthening the vocational guidance and counseling plan.
- Obtaining international accreditation for institutes, programs, and trainers.
- Establishing distinguished vocational training institutes in partnership with international and local entities.

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<sup>2</sup> <https://vtc.gov.jo/Default/Ar>



### **Training Persons with disabilities at the Vocational Training Corporation:**

Since its inception, the Corporation has provided vocational training services for persons with disabilities through the following areas:

First theme: Training people with disabilities professionally at all the Corporation's institutes in various vocational programs:

The Corporation's mission in the field of training persons with disabilities is not to reject the admission of anyone based on their disability. Therefore, any institute within the Corporation is committed to welcoming persons with disabilities and guiding them towards the best options for them, in line with their interests and capabilities. People with hearing disabilities, speech disorders, visual impairments, mobility impairments, and mild intellectual disabilities are all accepted.

In this context, the following institutes have been prepared to meet accessibility standards for persons with disabilities:

- **North Governorates:** Irbid Institute for Females, AJLOUN Institute, Mafraq Institute, AL-SALAMEH building at HAKAMA Institute.
- **Central Governorates:** ABU NSEIR Institute, Zarqa Institute for Females, RUSEIFA Institute.
- **South Governorates:** Princess Taghreed Institute, AL-SALAMEH building at the Aqaba Institute.

Second theme: Projects funded by the Corporation's budget, and other sources, to enhance the services provided to persons with disabilities:

- A project has been implemented for training persons with disabilities, funded by the Vocational and Technical Training Support Fund (currently the Skills Development Corp) 2015-2020.
- Over 650 persons with disabilities were professionally trained in various institutes of the Corporation, exempted from service and training fees, and granted a financial stipend of 50 Jordanian Dinars, monthly.
- Graduates' data were provided to the Ministry of Labor and the Graduates Employment Unit within the Corporation to assist them in locating job opportunities.

In this context, several training programs have been coordinated on how to interact with persons with disabilities and raise awareness among them about the Vocational Training Corporation (its programs, institutes, and services).

### Third theme: Rehabilitation and Vocational Training Center in RUSEIFA (RUSEIFA Vocational Training Institute)

- In 2017, the center's responsibility was transferred from the Ministry of Development to the Vocational Training Corporation, as the specialized entity in the field of vocational training. So, the center became one of the Corporation's institutes and provides vocational training services exclusively for persons with disabilities.
- Capacity (100) trainees.
- The Corporation has developed the center programs to empower graduates with disabilities to obtain a professional practice license.
- Accessible programs are non-traditional (plumbing installations, leather bags, barber, carpentry, tailoring, beauty, and pastry).
- The fourth and final training term has been approved as an experiential period for trainees in the job market to get adapted to and included into the labor market.
- Participants in the center's programs are exempted from service and training fees throughout the training period. Additionally, they receive a monthly financial incentive of (70) Jordanian dinars per trainee.
- Graduates have been assisted in finding job opportunities through collaboration with relevant entities, resulting in the employment of at least 60% of graduates.

### **Second) Development and Employment Fund 3**

The Development and Employment Fund is a government institution established under the Development and Employment Fund Law No. (33) for 1992. Its mission is to promote a culture of self-employment, self-reliance, and entrepreneurship, aimed to create and develop small and medium-sized enterprises by providing financial and non-financial services. However, the Fund enjoys a legal personality with financial and administrative independence.

The primary goal of the Fund is to empower individuals, families, and poor/low-income communities or unemployed people to engage in work and production. This contributes to combating poverty and unemployment. The Fund's headquarters is located in Amman, and it may establish branches and offices throughout the Kingdom by decision of the Council.

#### **The Services Assigned to the Development and Employment Fund:**

The Fund adopts the term "Entrepreneurship" as its official logo, indicating its role in adopting a culture of self-employment and an emphasis on the awareness and educational role in organizing awareness sessions and workshops to introduce the importance of self-employment and adopting a culture of entrepreneurship and self-employment.

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<sup>3</sup> <https://def.gov.jo/default>

Below are the roles assigned to the Fund of Development and Employment:

- Providing the necessary funding to support small and medium enterprises.
- Facilitating the service of preparing economic feasibility studies for the projects funded by the Fund for the targeted categories, in cooperation with a neutral specialized entity involved in such preparation; these are the Productivity Enhancement Centers.
- Providing life insurance services for borrowers against nominal fees.
- Media coverage focusing on success stories of entrepreneurial enterprises through publishing these success stories and dedicating a weekly section, in collaboration with a local daily newspaper, to highlight the success stories to the targeted groups, especially considering the increasing numbers of university graduates and the current job market's inability to absorb the growing number of graduates from various universities and educational institutions.
- Focusing efforts and funding activity of the Fund on projects characterized by their innovative ideas or initiative-driven nature. These projects work on providing employment opportunities for members of the local community, maximizing the added value and benefit, and offering services/products to the local market and other working economic sectors.
- Training and empowering the targeted groups on the importance of productive work and its effect on the trainees, or rehabilitation to reach a suitable level of performance and polish their skills, enabling them to make a success of their enterprises and get the needed opportunity to manage them effectively. This service is considered part of social responsibility.

### **Financing Programs:**

The Development and Employment Fund offers financing programs directed to youth of both genders in all governorates. These financing programs include the following:

- My Profession Program: This financing program aims to fund enterprises for proactive and unemployed youth of both genders. Its purpose is to facilitate the necessary funding for them to establish, initiate, or develop their enterprises in craft, industrial, and professional fields to holders of professional practice issued by the Vocational and Technical Skills Development Authority.
- Youth Seekers of Employment Projects Financing Program: This financing program aims to provide the necessary funding to assist and empower young individuals, holders of qualifications, and university and community college degrees in establishing their enterprises.
- Funding new and existing enterprises.
- Financing university tuition.
- Transportation Means Financing Program.

- Support Program for Tourism Projects affected by the COVID-19 Pandemic.
- Funding the new entrepreneurial projects.
- Financing the Volunteering Youth Projects (**NAHNO Platform**).
- Economic Empowerment Program for projects established through the Fund.
- Women's Empowerment Program /new.
- Financing projects of Youth Seeking Employment /new.
- Financing the company's program.

**Services Provided to Persons With Disabilities and Injured Military Persons:**

- The Fund offers financing to persons with disabilities across all the aforementioned financing programs, and as defined by the program, with an interest rate (**MURABAHA**) less than 1% from the original interest rate of each program.
- The Fund provides financing for injured military persons across all the aforementioned financing programs, as defined by the program with an interest rate (**MURABAHA**) set at half of the original interest rate of each program.

**Third) Technical and Vocational Skills Development Commission<sup>4</sup> (TVSDC):**

In accordance with the National Employment Strategy 2011-2020, "Reforming the Vocational Training Sector" has been one of the eight national priorities identified in the national agenda since 2005. One of the main recommendations of the Human Resources Development Strategy is represented in establishing TVSDC. TVSDC was established in 2019 under Article 31 of the Jordanian Constitution and based on Law No. 9 for 2019.

TVSDC now serves as the unified umbrella for all forms of technical and vocational education and training in the Kingdom. Its main goal is to enhance the quality of outcomes in technical and vocational education and training. The Commission is responsible for licensing and accrediting providers of technical and vocational education and training, as well as evaluating their performance.

However, the Commission has licensed specialized training centers for qualifying persons with disabilities, such as the Vocational Training Center and the Young Women's Christian Association (YWCA).

Persons with disabilities can enroll in training programs accredited by the Commission, tailored to their abilities and skills. This would enable them to take professional competency exams and obtain vocational certificates that open up opportunities for them to enter the job market.

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<sup>4</sup> <https://tvsc.gov.jo>

## **The Key Services Provided by the Technical and Vocational Skills Development Commission:**

- Licensing.
- Accreditation and Quality Assurance.
- Training of trainers.
- Certificates and Exams.
- Procuring quality Training Providers.
- Sector Skills Councils.
- Support Fund for Vocational and Technical Education and Skills and the Development of Skills.
- Additionally, the Commission offers an online platform called "**TADREEBAK**," which provides e-learning courses. This platform allows persons with disabilities to access courses from home without the need to travel.

## **The Virtual Electronic Lab:**

- The Commission established the first virtual electronic training lab in Jordan in collaboration with the German Agency for International Cooperation. This lab serves the purpose of developing vocational and technical training programs through blended training approaches, e-learning, and various educational services.
- The lab is equipped with modern devices that enable users to interact with virtual reality to enhance the educational process in training and in vocational and technical education.
- Establishment of this lab aims to build capacities and develop vocational and technical education and training systems in Jordan. It emphasizes the importance of collaboration between the public and private sectors through the Technical and Vocational Skills Development Commission (TVSDC) as the responsible entity for enhancing coordination and technical cooperation among the vocational and technical education and training institutions and the international partners. This collaboration seeks to enhance the efficiency and impact of invested resources to ensure the continuity of learning and education, and to promote blended training in technical and vocational education and training sector in Jordan.

Creating an inclusive training system, supported by the providers of vocational and technical education and training, along with advanced e-learning technology represented by the "**TADREEBAK**" platform, and the electronic lab for producing the electronic contents (*virtual reality/reinforced reality*), which forms one of the learning management systems for training the providers will offer comprehensive support for other vocational and technical education and training institutions, ensuring coordination among relevant

entities pursuant to reforming the vocational and technical education approach, where virtual reality forms an interactive environment with versatile uses in which the users interact with the educational content further more. It strives to keep pace with the technological advancements and modern visions by providing new developments.

This would support the sustainable development goals, as virtual reality software contributes to the development of student's skills, which in turn uplifts the level of qualified cadres. These qualified individuals will hold up the workforce, thereby providing Jordan with capable and trained resources.

Furthermore, the online platform "**TADREEBAK**" offers electronic courses that make it easier for persons with disabilities to enroll without the need to move from the house.

**Links Relevant to Employment of persons with disabilities:**

1. SAJJIL platform: <https://www.sajjil.gov.jo>
2. Laws for employment of persons with disabilities: <https://rb.gy/zqj2t>
3. Manuals of vocational guidance and counselling: <https://rb.gy/2j19r>
4. Videos for employment of persons with disabilities <https://rb.gy/i1jk6>
5. Job coach: <https://rb.gy/1agxr>
6. Success stories: employment of persons with disabilities: <https://rb.gy/7gc49>
7. Flexible work system: <http://rb.gy/jje41>

## Second Theme: Relevant Definitions 5

1. **Person with Disability:** a person who has long-term physical, sensory, intellectual, mental, psychological or neurological impairment, which, as a result of interaction with other physical and behavioral barriers, may hinder performance by such person of one of the major life activities or hinder the exercise by such person of any right or basic freedom independently.
2. **Discrimination on the Basis of Disability:** Every limitation, restriction, exclusion, nullification or denial either direct or indirect due to disability of any rights or freedoms stated in this Law or in any other Law, and that constitutes discrimination based on disability and reluctance to provide reasonable accommodation contrary to the provisions of this Law.
3. **Physical obstacles and behavioural barriers:** include lack or absence of reasonable accommodation or accessible formats or accessibility, and also include individual behaviours and discriminative institutional practices based on disability.
4. **Reasonable Accommodation:** The alteration of the environment or time-related conditions within a specific context of time or place to enable the person with a disability to practice a right and freedom, or to gain access to services on an equal basis with others.
5. **Accessibility:** The construction of buildings, roads, facilities, and other public and private sector venues in a way that is accessible to all the public, and making adjustments in accordance with the Building Code Requirements for Persons with Disabilities as issued in the provisions of the Jordan National Building Code and any other special standards issued or approved by the Council.
6. **Accessible Formats:** The transformation of information, data, pictures, drawings and other classified items to Braille, or large print, or the transformation of information into electronic or audio formats, or translating into Sign language, or using simplified language, or clarifying the information in any other manner without making any change in the essence or meaning in order to enable persons with disabilities to review and understand the issue.

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<sup>5</sup> Law of Persons with Disabilities No. 20 for 2017 & provision of reasonable accommodation guide and the facilitated forms and accessibility to Higher Education Institutions 2021.



7. **Building Code for Persons with Disabilities:** These are the requirements that must be met in public and residential buildings and public facilities to ensure that all persons with disabilities can use them easily and conveniently. This is achieved by establishing general requirements for the design of new buildings and the requirements that must be provided in existing buildings and external elements to facilitate their use by persons with disabilities.
8. **Universal Design:** The adjustment of goods and services in their initial phases of design and production to allow for the utilization of such services and goods in a manner accessible to everyone.
9. **Barrier-Free Work Environment<sup>6</sup>:** An environment where persons with disabilities have easy and independent access to job opportunities and the labor market, allowing them to compete with others without any form of discrimination.
10. **Accessible Job Advertisements<sup>7</sup>:** Job advertisements should be provided in accessible formats that allow persons with disabilities to read and understand their contents. This includes providing them in large print and publishing them on web pages in HTML format or Word format, enabling blind individuals to read them using the talking screen reader. Additionally, there should be a visual indicator that the advertisement pertains to a job or a vacancy that can be captured and explained to deaf individuals by their interpreters or companions, or the complete advertisement should be made available in sign language video. If the position attracts persons with mental disabilities, a simplified version must also be published to enable them to read and fully understand it.
11. **Sign Language<sup>8</sup>:** The language used by deaf individuals to communicate with each other and with others. It consists of a set of hand movements, facial expressions, and body gestures to express ideas, situations, and emotions within a specific temporal and spatial context. Sign language is not a written or spoken language.
12. **Braille method<sup>9</sup>:** A method that uses raised dot symbols on sturdy paper, used by blind individuals for reading and writing. Braille can be written with inexpensive manual tools or with a machine similar to a handheld printer called "**Perkins**" There is also a Braille embosser that converts electronic texts into Braille called "**Braille Sense**."

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<sup>6</sup> Forty Guide, Q. 16

<sup>7</sup> Forty Guide, Ch.6

<sup>8</sup> Guide of providing reasonable accommodation, accessible forms and accessibility in Higher Education Institutions

<sup>9</sup> Guide of providing reasonable accommodation, accessible forms and accessibility in Higher Education Institutions

### Third Theme: Statistics on Persons with disabilities

According to the World Health Organization and the World Bank, the percentage of persons with disabilities worldwide is estimated at around 15%<sup>10</sup> of the total global population. This percentage increases significantly in cases of armed conflicts and natural disasters, and this group is considered the most vulnerable to risk and marginalization. This risk is heightened in humanitarian contexts, and children and women with disabilities face even greater risks and marginalization.

Approximately 15% of the world's population is estimated to have a disability. Here are some additional statistics related to disabilities:

- It is likely that one in every five women experiences a disability at some point in her life.
- Approximately 46% of adults aged 60 and above are likely to have some form of disability.
- One in every ten children is a child with a disability.

Regarding the percentage of persons with disabilities in Jordan, according to the Department of Statistics and the population census in 2015, it was as follows:

#### Indexes of disability<sup>11</sup>:

Population of the Kingdom	<b>9531712</b>
Jordanian population	6613587
Non-Jordanian population	2918125
Persons with disability in Jordanian society	Approx. 900000
Rate of disability in the Jordanian society/individuals over 5-years-old	11% rate of disability in Jordan
	46% males
	54 females
Rate of disability according to type of disability/individuals over 5-years-old	Visual disability 29%
	Hearing disability 23%
	Motor disability 15%
	Difficulty in remembering or concentrating 14%
	Difficulty in personal hygiene 10%
	Difficulty in communication with others 9%

<sup>10</sup> Sources: guiding principles of the permeant inter-agency commission regarding the inclusion of persons with disabilities in humanitarian work, P.2

<sup>11</sup> Annual report of the Supreme Council of persons with disability for 2015, P.15

Regarding the statistics on the presence of persons with disabilities among Syrian refugees in Jordan, the report from the United Nations High Commissioner for Refugees (UNHCR)<sup>12</sup> in April 2023 indicated that there are 45,146 persons with disabilities. It's important to note that these numbers are subject to change and variation, considering the evolving medical conditions and the presence of elderly individuals facing various risks among the refugee population.

- The prevalence of disabilities tends to increase in situations of disasters and armed conflicts.
- Increasing awareness among families and encouraging the disclosure of disabilities is a crucial factor in obtaining more accurate and realistic figures related to disabilities.

It is worth noting that the lack of accurate data about persons with disabilities has a significant impact on the formulation of relevant policies related to disability issues.

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<sup>12</sup> <https://reliefweb.int/report/jordan/registered-refugees-and-asylum-seekers-jordan-31-march-2023>

## Fourth Theme: Legal Reference

### First) Laws Related to Employment of Persons with Disabilities in the Hashemite Kingdom of Jordan:

The Jordanian Constitution, in Article (6) of the second chapter, emphasizes the principles of equality, equal opportunities, and the guarantee of the right to work among all citizens. It also protects the rights of persons with disabilities, promotes their participation and integration into various aspects of life, and prohibits discrimination and exploitation.

The Jordanian Law on the Rights of Persons with Disabilities, No. 20 of 2017, reaffirms the obligation to employ persons with disabilities. Article (14-A) provides for establishing an Equal Opportunities Committee and Article (14-J) outlines the committee's functions and powers:

- 1- Receive complaints related to discrimination based on disability, or because of it, in the field of employment, investigate them, and settle them with the relevant authorities.
- 2- Issue technical reports related to providing reasonable accommodations in the workplace upon written request from the individuals or the concerned parties.
- 3- Exchange of information and experiences with the Ministry of Labor, the Civil Service Bureau, the private sector, and other relevant entities to enhance the engagement and integration of persons with disabilities in the labor market.
- 4- Collaborate with the Council of Ministers, the Ministry of Labor, the Civil Service Bureau, and employers in issuing guidance and awareness materials related to the requirements for promoting the rights of persons with disabilities at work.
- 5- Perform any other tasks assigned by the president.

Additionally, Article (25/e) mandates that governmental and non-governmental entities employing between 25 and 50 workers and employees hire at least one person with a disability to fill vacancies. If the number of workers and employees in any of these entities exceeds 50, they are required to allocate up to (4%) of their vacancies for persons with disabilities, as determined by the Ministry of Labor.

Furthermore, [Jordanian Labor Law No. 8 of 1996](#), and its amendments, emphasize in Article (13) to employ imperatively a percentage of persons with disabilities based on the legal framework provided by Law No. 20 of 2017 on the Rights of Persons with Disabilities. The Ministry of Labor has also issued [instructions governing](#) this legal provision.

## **Secondly) The International Convention on the Rights of Persons with Disabilities:**

Member countries to the International Convention on the Rights of Persons with Disabilities recognized the right of persons with disabilities to work on an equal basis with others. This right includes providing them with the opportunity to earn a livelihood at work they freely choose or accept, in a labor market and work environment open and inclusive to persons with disabilities, and facilitating their participation therein.

Article 27 of the International Convention outlines several objectives on which the legislation should be based to achieve optimal access to equal employment opportunities for persons with disabilities in work and labor.

The first goal of the Sustainable Development Goals (SDGs) aimed at: "Ending the poverty in all its forms everywhere."

## **Thirdly) International Legal Instruments Related to the Economic Empowerment of Persons with Disabilities in Situations of Disasters and Armed Conflicts**

In the event of a disaster or armed conflict, persons with disabilities are the most vulnerable to the impact and loss of livelihoods and accessing them during emergencies. To ensure the inclusion of disability issues in all stages of intervention (*emergency response and development stage in emergencies*), some standards and guidelines related to the inclusion of persons with disabilities have been issued, including:

- [The Inter-Agency Standing Committee \(IASC\) Guidelines on the Inclusion of Persons with Disabilities in Humanitarian Action.](#)
- [SPHERE standards.](#)
- [Humanitarian Inclusion Standards for Senior People and Persons with disabilities](#)
- [Sustainable Development Goals \(SDGs\) and the Global Convention on Refugees.](#)

## Fifth Theme: Promoting Inclusive Culture

Promoting an inclusive culture is a shared responsibility between all governmental and private entities. This culture has become a vital developmental requirement due to its impact on society and comprehensive development plans.

Promoting inclusive culture encompasses the following:

### First) Correcting Misconceptions:

The concept of "disability" has long been associated with incapacity and stereotypical images that carry discrimination and social isolation. This socially constructed view of disability and its imposition on persons with disabilities has led to their exclusion and often labeling them as less capable or incapable.

There is a need for a qualitative shift in raising awareness about the correct concepts related to disability issues. Social acceptance and individual attitudes are among the most important elements in achieving the active participation of persons with disabilities in all aspects of social, economic, and political life.



It is also essential to raise awareness at the level of families of persons with disabilities to eliminate the culture of shame inherited in our societies. Empowering and enhancing the participation of persons with disabilities should begin with early childhood, thereby initiating a phase of changing the stereotypical images.

The behavioral barriers and negative attitudes of individuals are considered determinants of the economic participation of persons with disabilities. Employers (according to incorrect stereotypes) often believe that persons with disabilities are incapable of making a meaningful contribution to the workplace and that their presence will have a negative impact on the work environment and the relationships with other colleagues.

### **Second) Shifting the Focus from the Charity/Caring and Medical Model to the Social Model and Adopting the Human Rights-Based Approach:**

The participation of persons with disabilities should be based on the principle of equality among all members of society, shifting the focus from seeing the individual as someone sick who needs to be treated with pity and care to focusing on aspects that support the participation of persons with disabilities in all aspects of cultural, social, and economic life within a perspective based on equality among all members of society. Changing the way of thinking can remove behavioral barriers and support the participation of persons with disabilities in development plans, emphasizing their role in the planning, implementation, and monitoring stages.

- ❖ Behavioral barriers are the ideas and attitudes based on prevailing stereotypes in the workplace among employees or workers surrounding persons with disabilities, affecting their communication and interaction with them, showing excessive sensitivity or preconceived judgments about their ability to perform specific tasks, avoiding conversation with them, making decisions on their behalf, and violating their right to choose and make decisions<sup>13</sup>.

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<sup>13</sup> The guide of forty P.22

### **Third) Removing Physical Barriers:**

Removing behavioral barriers alone is not enough to ensure the participation and access of persons with disabilities to service centers and their engagement in the labor market. Therefore, it is necessary to identify the physical barriers and cooperate with the relevant entities and persons with disabilities to remove or mitigate their acute effects.

#### Physical Barriers:

Physical barriers are those obstacles in the natural environment, or those created by man, that hinder the independent mobility of persons with disabilities, preventing them from accessing service centers and actively participating in society. In the workplace, physical barriers<sup>14</sup> refer to the lack of suitability of the workplace, both externally and internally, to be accessed and run about by the persons with disabilities, as well as the use of various facilities, including entrances, exits, elevators, restrooms, safety and security systems, furniture, communication tools, computers, and computerized or written information. This also includes information related to the internal organization of the work, or the content of the job and its goals and objectives, and everything necessary to be practiced effectively and productively.

- ⇒ A barrier-free work environment refers to an environment in which persons with disabilities are provided with easy and independent access to employment opportunities and the labor market, allowing them to compete with others without any form of discrimination<sup>15</sup>.

It is essential to involve persons with disabilities in the development of an accessibility checklist and to benefit from their experiences to meet their requirements for independence in the workplace.

### **Fourth) Awareness about the reasonable accommodations:**

It is important to raise awareness about reasonable accommodations to eliminate concerns related to the requirements of persons with disabilities in the workplace. Reasonable accommodations are cost-effective and do not carry financial risks for employers. Furthermore, persons with disabilities are genuine experts in finding suitable alternatives to ensure their optimal participation in the workplace.

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<sup>14</sup> The guide of forty P:22

<sup>15</sup> The guide of forty P:24



**Reasonable Accommodation**<sup>16</sup>: The alteration of the environment or time-related conditions within a specific context of time or place to enable the person with a disability to practice a right and freedom, or to gain access to services on an equal basis with others.

**Reasonable accommodations** can be divided into physical and non-physical<sup>17</sup>:

- (1) Physical reasonable accommodations include methods of communication and contact, such as sign language, Braille, large print letters, simplified language, and compatibility of computer devices. This also includes screen readers and training individuals on the use of sign language.

Technological devices offer various accessibility features that can be utilized.

- (2) Non-physical accommodations include adjusting work hours and breaks, and training employees on effective communication methods with persons with disabilities.

- Accommodations are an obligation for every individual or entity that manages a service, facility, or establishment targeting the public, and they must be provided unless they cause harm to the individual or entity (Question No. 20 in the Guide of Forty).
- It is preferable to involve persons with disabilities and experts in finding alternatives in case providing reasonable accommodations causes harm to the individual or entity.
- Accessibility is a general obligation that must be fulfilled, and this is a fundamental difference in the legal enforceability between accessibility and reasonable accommodations (Question No. 20 in the Guide of the Forty Guide).
- The reference point in determining the type and form of required reasonable accommodations is the person with a disability, experts and specialists can be consulted if necessary.

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<sup>16</sup> Article 2, law No 20

<sup>17</sup> The guide of forty P:18

## Sixth Theme: Economic Participation of Persons with disabilities

Unemployment rates among persons with disabilities of working age are significantly high in both developing countries and even in some industrialized countries, reaching 80 to 90 percent in developing countries<sup>18</sup>.

Persons with disabilities are the most vulnerable to the risk of poverty. Therefore, excluding them from the economic side has other consequences. The high percentages of persons with disabilities have an impact on the economy and development plans. The International Labor Organization has emphasized that no nation can turn its back on 15% of the population and not invest in them as a potential workforce and as added value to the national economy.

The reality in the Kingdom of Jordan emphasizes low employment rate of persons with disabilities, whether in public or private sectors. Estimates indicate that the employment rate<sup>19</sup> of persons with disabilities in the public sector is not more than 1.0%, while in the private sector it is 0.5%.

The following table<sup>20</sup> illustrates the rate of disability among the Jordanian population age 15 years and more, by governorate, and the status of economic activity for 2015.

Governorate	Employed	Seeking employment	Unemployed and not seeking employment	Total
Capital	9.8	10.1	15.1	11.0
Balqa	9.1	8.6	15.0	10.5
Zarqa	11.1	12.0	15.9	11.9
Madaba	7.8	7.7	13.8	9.5
Irbid	11.4	10.6	16.8	12.1
Ma'raq	8.5	8.6	12.7	9.3
Jerash	9.5	10.0	14.2	10.5
Ajloun	10.5	10.8	16.8	11.8
Karak	10.1	9.0	15.7	10.8
Tafileh	10.5	9.1	16.5	11.1
Ma'an	9.8	9.3	15.4	10.9
Aqaba	13.0	9.8	15.4	11.9
The Hashemite Kingdom of Jordan	10.2	10.0	15.5	11.2

In this theme, the following topics will be addressed:

- Disability and Development
- Determinants of Economic Participation for Persons with disabilities
- Recommended Measures
- Benefits of Inclusive Employment

<sup>18</sup> [The UN: bulletin of real disability and labor](#)

<sup>19</sup> [SHADOW/PARALLEL report on the convention of persons with disabilities rights in Jordan for 2017](#), P.45

<sup>20</sup> [National policy to ensure the rights of persons with disabilities 2020-2030](#), P.63

## First) Disability and Development<sup>21</sup>:

The term "Comprehensive Development" encompasses the idea that all marginalized and excluded social groups have a stake and are partners in the stages of the development process. In general, interventions in the field of disability, within the framework of disability and development, focus on reducing social discrimination and integrating disability issues into achieving daily life participation. This includes going to school, obtaining employment, forming families, and accessing services and institutions like all citizens, away from the charitable or welfare aspects, or just for caring for and attending to them, and recognizing that persons with disabilities and their families seek full participation in their communities as citizens who can contribute to social, economic, and political development.

The participation of persons with disabilities in development plans and their engagement in the labor market will increase their independence and improve their income and the income of their families. Additionally, this significantly contributes to poverty reduction, as the costs of exclusion and isolation impose expenses on both the state and society.

⇒ International Labor Organization (ILO) (*Employment Department*) published a study in 2009 on the [economic consequences of excluding persons with disabilities from the labor market](#).

In the context of disability and development, a methodological tool called KIPA<sup>22</sup> has been developed:

- 1- This tool focuses on identifying the key components of the disability strategy that will contribute to reduction of poverty.
- 2- The framework of this tool is centered on building a rights-based, equality-committed, diversity-accepting society that ensures the participation of everyone. Subsequently, it aims to achieve economic participation for persons with disabilities and secure their rights.
3. The components of this tool should be developed comprehensively and inclusively through coordinating the development efforts among donor agencies, government entities, the public sector, and private sector agencies responsible for implementing and supporting the programs.

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<sup>21</sup> [POVERTY AND SOCIAL DEVELOPMENT PAPERS](#)

<sup>22</sup> Knowledge, Inclusion, Participation, and Access

### Key components of the disability strategy for the reduction of poverty:

- ⇒ Knowledge: Persons with disabilities deserve a quality life through increased knowledge, which includes access to information through education, training, and research.
- ⇒ Inclusion: Reflects the extent of participation of the persons with disabilities in social and economic life, identifying issues that affect them, and must be taken into consideration when designing, implementing, evaluating, and coordinating strategies, policies, programs, and projects.
- ⇒ Participation: Requires the representation of persons with disabilities and their organizations in decision-making at all levels that affect their lives and communities. In practical terms, this means consulting with disability organizations and representatives of persons with disabilities, ensuring they have a say in the decision-making process so they can contribute their expertise in development planning, programs, evaluation, and training.
- ⇒ Access: Measures the extent to which persons with disabilities can use the established and natural environments and access information and communication systems. Another aspect of access is the ability of all individuals to use communication systems, disseminate information, and benefit from it in a format or medium that accommodates the needs of the entire community, such as sign language for those who use it and accessible texts for individuals with visual impairments.

### **Second) Determinants of Economic Participation for the Persons with disabilities:**

The determinants of participation were mentioned generally in the fifth theme "**Promoting the Inclusion Culture**," and in this context, there will be a greater focus on the determinants of economic participation based on the earlier discussion and related issues concerning the employment of persons with disabilities.

#### (1) Misconceptions among employers include:

- There are not many people with disabilities, so disability is not a real issue.
- Persons with disabilities get sick frequently, which will affect their presence in the workplace and their performance, so we cannot rely on them.
- Most persons with disabilities require expensive and complex remedies.
- Persons with disabilities work slowly and often need assistance.
- Persons with disabilities can only perform specific tasks.
- How can we design a meaningful special job that would bring benefit to all of us?
- The work environment will be unsafe for them.

- Persons with disabilities lack the academic and training background needed for employment.
- Co-workers will be constantly concerned about how to communicate with their colleagues with disabilities.
- Feedback and criticism cannot be directed towards persons with disabilities as they will not accept that.
- The presence of persons with disabilities will disrupt the work environment, and other employees will not accept them receiving preferential treatment (for example, flexible work arrangements exclusively for persons with disabilities or assigning them easier tasks compared to their colleagues).

(2) Misconceptions and Concerns among Coworkers, including:

- Persons with disabilities are not capable of working, and the government should provide for their needs.
- Persons with disabilities require constant assistance, which will impose additional burdens on us.
- To what extent can we allow them to work? Will we be responsible for their mistakes?
- Persons with disabilities are overly sensitive to our interactions with them, and the work environment will become complicated.
- Can we treat them "like regular new employees"?
- Can we discuss their disability with them?
- Will they accept feedback and criticism?
- Should we be concerned about their health condition?

(3) Concerns of Persons with disabilities:

- Can I attend job interviews? Will my disability be a preconceived judgment of my capacities?
- I will get a job that is below my capabilities.
- I have to make significant efforts to prove my competence.
- I won't be promoted based on my competence.
- Will I be able to establish an equitable and respectful relationship with supervisors and coworkers? Will my disability affect how they perceive me?
- Will I have the opportunity to demonstrate my ability to take on new tasks and responsibilities?
- Will I receive feedback and evaluations of my work? I want to be treated like other employees.
- Can I talk about my disability and what I need for accommodations?

### **Third) Recommended Actions to Address Misconceptions:**

Transitioning to inclusive employment and emphasizing the right of persons with disabilities to enter and invest in the labor market as a human force is a collaborative responsibility that takes place at multiple levels. In this context, general recommended actions will be discussed, followed by responses to the aforementioned concerns.

#### **1) General Recommendations:**

Based on the International Labor Organization's belief that access to decent employment opportunities, coupled with sufficient social protection, provides a means to escape poverty. The International Labor Organization has presented a series of recommendations for the comprehensive disability development plan beyond 2015<sup>23</sup>. These recommendations include:

##### **1.1 To empower persons with disabilities to secure decent employment and break free from poverty, targeted actions should be taken to achieve the following:**

- Promote access to education, skill development, and lifelong learning opportunities.
- Enhance access to employment in both the public and private sectors, with active involvement from employers and necessary support from labor unions.
- Foster self-employment and sustainable development projects, along with provision of relevant services to access the required support.

Encouraging persons with disabilities to obtain home-based work permits and providing the necessary facilitation in terms of vocational training and marketing.

##### **1.2 Issues of disability should be taken into consideration systematically across all sectors, and in all efforts of development and the reduction of poverty at the national level. This includes various programs aimed at addressing youth labor, enhancing women's and girls' opportunities, raising rural development, and establishing social protection grounds.**

##### **1.3 Effective consultation must be carried out with persons with disabilities, the organizations representing them, and key stakeholders when designing development programs and implementation plans, ensuring that relevant issues are appropriately taken into account.**

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<sup>23</sup> [Disability and Development "Priority Issues and Recommendations for Disability Inclusion in the Post 2015 Agenda – World of Work"](#)

## 2) Specific Recommendations for Employers

### 2.1 Avoiding Misconceptions:

- Do not assume that persons with disabilities are unemployable and lack the education, training, and necessary skills for work.
- Do not pre-judge that persons with disabilities can only work in specific predefined jobs and roles.
- Do not assume that the work environment will be unsafe for persons with disabilities.
- Do not presume that the presence of persons with disabilities will disrupt the work environment and affect relationships among coworkers.
- Do not assume that employing persons with disabilities is costly in terms of necessary accommodations and additional medical care.

### 2.2 Consultation with Persons with disabilities:

- Persons with disabilities are experts in identifying their own requirements and in determining necessary accommodation in the workplace.
- Persons with disabilities are experts in identifying effective communication methods with them (methods of assistance, communication guidelines, and using the appropriate language to discuss their disabilities).
- Emphasize clarity about the company's specific employment laws and the benefits they can obtain.
- Providing the necessary training they require to ensure their continued employment.

### 2.3 Knowledge of relevant laws regarding the employment of persons with disabilities and obtaining the necessary technical support from the relevant authority:

- The Supreme Council for the Rights of Persons with Disabilities provides the necessary support to ensure the continued employment of persons with disabilities, and the Guide of Forty offers a reference material for the employers regarding the employment of persons with disabilities.
- Ministry of Labor / Department for the Employment of Persons with disabilities offers the necessary facilities for employers interested in hiring persons with disabilities. The Ministry of Labor's website also provides various resources, guides, and success stories.

## 2.4 Providing the necessary training to co-workers on the social model of disability and ways to interact with persons with disabilities.

- Training co-workers can help reduce the concerns of the aforementioned colleagues, as the high-quality training provided by the Supreme Council for the Rights of Persons with Disabilities, the Ministry of Labor, and supportive organizations for inclusive employment, helps dispel fears among co-workers.

## 2.5 Providing Non-Discriminatory<sup>24</sup> Job Postings:

- Article 25, paragraph (b) of the Disability Rights Law prohibits job advertisements to contain any discriminatory signals based on disability.
- Language used in job postings should be neutral, avoiding explicit statements or indirect hints that may exclude persons with disabilities from applying for the advertised position.
- Job postings are preferable to include statements that encourage persons with disabilities to apply for the position.
- Advertisements should indicate the commitment of the concerned entity to provide reasonable accommodation during the job application, or the interview and exam process.
- Advertisements should be available in accessible formats, allowing persons with disabilities to read and understand.
- A hotline should be provided to answer the inquiries of persons with disabilities, especially the deaf individuals who may require clarification in sign language.

## 2.6 Providing Reasonable Accommodations During Interviews at the Workplace:

- Numerous studies have shown that reasonable accommodations are cost-effective.
- Consultation with the disabled people should be conducted to determine the specific reasonable accommodations they need during interviews and at the workplace.
- There are multiple alternatives available for providing the reasonable accommodations, and technology has recently offered many of these types of accommodation.
- Coordination with relevant authorities (the Supreme Council for the Rights of Persons with Disabilities and the Ministry of Labor) and organizations representing persons with disabilities persons with disabilities persons with

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<sup>24</sup> The Guide of Forty



disabilities should be done to obtain the necessary technical support and expert advice.

### 3) Specific Recommendations for People with disabilities

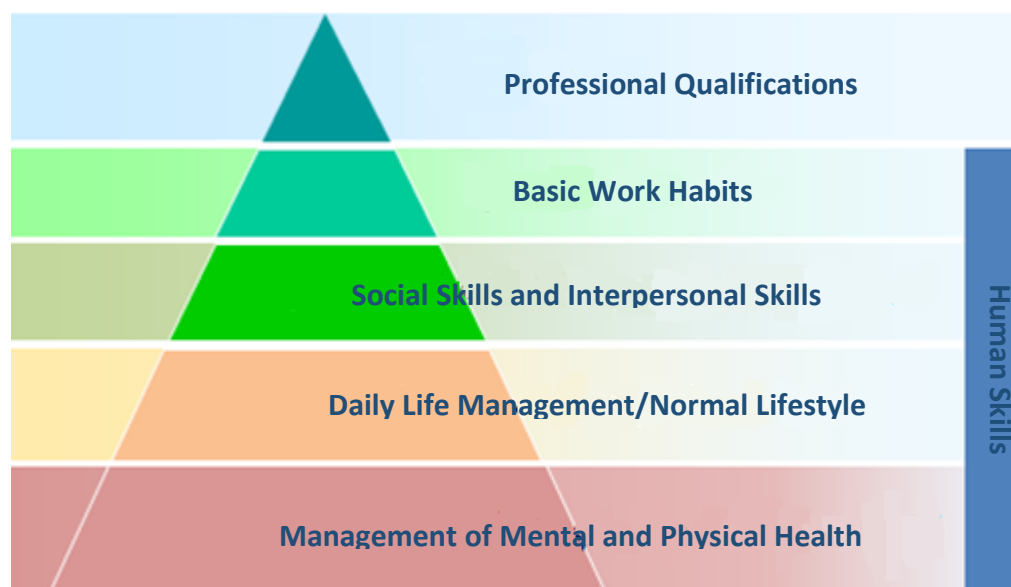
#### 3.1 Acquiring Disability-Related Skills:

- Understand disability according to the social perspective, and the ability to help others to adopt the social model.
- Embrace and advocate for the rights-based approach and familiarize oneself with the relevant disability laws and regulations.
- Identify effective communication methods and use legally recognized language in the workplace and working environment, and train co-workers on how to provide the appropriate assistance when necessary.
- Identify tools and methods needed for easy access to job-related information from workplace-regulating rules and administrative orders.

#### ❖ Appendix on Some Examples of Supportive Assistive Technology Solutions

- Acquire negotiation skills and communication abilities to challenge the stereotypes about disability.
- Ability to identify reasonable accommodations needed during the application, interview, and employment stages.
- Ability to identify sources for obtaining the necessary support for retaining the employment.

3.2 Acquiring the necessary skills for employment from the independence skills, managing daily and social life, cultivating essential working habits, and gaining specialized professional qualifications for accessing an employment.



3.3 Familiarizing oneself with the Relevant Disability Rights Laws and Labor Laws.

3.4 Acquiring Employment/Job Skills:

- Job-seeking skills.
- How to write a resume.
- Preparing a career plan as a proactive step towards employment. The career plan should include exploration of the strengths, sources for acquiring training to gain the necessary skills for income generation, and how to develop these skills.
- How to prepare and acquire the necessary skills for job interviews, and how to gather information about the employer and work environment.
- Utilizing vocational and career counseling services provided by the Ministry of Labor.

3.5 Ensuring familiarity with workplace regulations, demonstrating compliance with duties, and adhering to work rules like any other colleagues in the workplace.

3.6 Making Personal Decisions about Disclosing Your Disability:

- How you will disclose your disability? Will you mention that in your resume? Or will you discuss the reasonable accommodations you may need? Will you choose not to disclose that because your disability will not impact your ability to perform the job?
- “You should make these decisions and be able to defend them”.
- Disclosing your disability is a personal decision, based on your preferences, your knowledge about the employer, and the specific job vacancy.
- If you choose to disclose your disability, you should know how, when, and what you will inform the employer of.
- During the job interview, focus on discussing your skills and abilities before talking about your disability.
- You should appear confident and be prepared to answer the employer's concerns about your ability to perform the job.
- You should be able to explain the reasonable accommodations you may need at the workplace and shift the focus to your power and the accommodations you need.

It is important to participate in the development of success stories to raise awareness among local communities, employers, persons with disabilities, and their families towards changing the stereotypical image and highlighting the capability factor in persons with disabilities.

#### **Fourth) Advantages of Inclusive Employment:**

The inclusive workplace is considered a welcoming environment for all members of society, which enhances credibility and trust among customers and the target audience of the company or factory.

##### The inclusive workplace achieves the following benefits:

1. Employees/workers with disabilities provide a positive perception to customers who have similar circumstances. Persons with disabilities, as potential customers, prefer companies that cater to their needs effectively. Moreover, the community members tend to favor employers who have a greater awareness of social issues.
2. An inclusive work environment contributes to the development of the workplace and occupational health and safety systems through innovation in implementing the reasonable accommodations that support persons with disabilities in completing their tasks and assisting them during emergencies. This has a positive impact on the inclusive work environment.
3. Increased retention rate: Employees with disabilities often demonstrate commitment and a desire to remain in their jobs for extended periods, especially when the work environment is supportive and welcoming to persons with disabilities.
4. Enhanced collaboration: when team members from diverse backgrounds work together, this fosters a culture of cooperation and contributes to accepting a culture of diversity.
5. Problem-Solving Culture: overcoming the employment barriers faced by persons with disabilities and having them in the workplace contributes to fostering a problem-solving mindset. Persons with disabilities possess a wealth of accumulated experiences in facing greater challenges than other members of society. Consequently, their economic participation creates new opportunities in the work environment.
6. Tendency towards innovation: Persons with disabilities tend to utilize available technology that provides access to information and innovate in creating reasonable accommodations that assist them in completing their assigned tasks. This is seen as a positive indicator in the work environment.
7. Enhancing commercial and marketing brand and boosting the corporate social image in being supportive of the social responsibility concept.
8. Achieves the legal quota for employing persons with disabilities, as stipulated in Law No. 20 for 2017 on the “Rights of Persons with Disabilities”.

Including disability issues in livelihood programs and emphasizing the economic participation of persons with disabilities is considered a collaborative social responsibility. Changing stereotypes associated with disability, and affirming the right of persons with disabilities to participate in all aspects of social, economic, and political life, requires the creation of strategic development plans based on a rights-based approach that ensures the participation of all segments of society without discrimination, or exclusion, rooted in inherited stereotypes, which are based solely on a lack of sufficient knowledge about the capabilities of the persons with disabilities

Economic empowerment is considered a crucial factor in enabling with disabilities, enhancing their independence, and emphasizing their economic role. It also serves as a measure of the success of development plans in utilizing all available human resources.

## Appendix

### Examples related to technological accommodations

Accommodations, in general, are cost-effective. The Guide of Forty refers to many of these accommodations in responding to question number (33) about the cost and sources of obtaining the accommodations. The Higher Council for the Rights of Persons with Disabilities provides the necessary technical support through the Equal Opportunities Committee to provide the accommodations.

In this appendix, The focus will be on the technological accommodations provided by apps and smartphones. will also present the experience of International Christian Orthodox Charities in developing a system for the job seekers with disabilities. This system offers a proposed professional model for digital accessibility.

It is essential to remember that the ipersons with disabilities are experts in identifying the accommodations and requirements in the workplace.

#### First) Accommodations Provided by Mobile Phones:

The purpose of mentioning these accommodations is to achieve the greatest possible benefit from what is available in daily lives' activities. It is worth noting that these accommodations, or digital accessibility features, are beneficial for all members of society, especially seniors.

Some of the features provided by mobile phones, whether they operate on iOS or Android systems, which fall under the category of "Accessibility" are mentioned:

1. **Voice-over:** this is a screen reader that accurately describes what is happening on the device's screen and can provide detailed descriptions of the texts and tables.
2. **Spoken Content:** through this feature, the entire screen's content can be read in full. It also allows reading a specific portion of the text and hearing it, with the ability to distinguish between words and sentences, and customize speech patterns and control the reading speed through the speech control unit.
3. **Magnifier:** This functions as a digital magnifying glass. It uses the camera on the iPhone or iPad to enlarge the size of any physical object to which the device is directed.
4. **Screen Settings:** a variety of options are available, including:
  - Text Size: customizing and allowing the adjustment of text size to make it larger or smaller. It also includes the bold text feature to highlight words on the screen, which can be customized for specific applications.

- Color Filters: a set of filters that make easier the experience of individuals with color blindness. It also includes the feature of color inversion or high contrast.
- 5. **Accessibility Shortcuts:** a feature that can be customized and organized to suit an individual's needs to facilitate access to shortcuts and tools that are frequently used, such as text size and magnification, and others, and all without leaving the currently used app.
- 6. **Reduce Motion:** some on-screen actions, such as navigating between apps or launching them, can be made less visually impactful to consider motion sensitivity, and reduce eye strain. This feature can also be customized for specific apps.
- 7. **Dark Mode:** this allows the user to convert all on-screen elements into a dark color scheme to facilitate reading in low-light environments.
- 8. **Assistive Touch:** Assistive Touch feature, available on both iOS and iPad-OS systems, enables the customization of the touch screen to accommodate physical needs. This is done by customizing the Assistive Touch menu.
- 9. **Back Tap:** Back Tap feature allows for a set of custom actions to be executed automatically by double or triple-tapping the back of the iPhone. These actions can range from opening a favorite app to taking a screenshot. Users can choose from 20 different actions, or create their own automated shortcuts, to simplify daily tasks.
- 10. **Sound Recognition:** Sound Recognition feature monitors specific sounds and uses smart technology in the device to alert the person when detected. The device can also be trained to listen to electronic sounds, such as the sound of an electrical device's beep, specific alarm sounds, or doorbells. Notifications will be received upon detecting a certain type of sound or other alerts.
- 11. **Written Description for Video Events:** this feature provides a textual version for a video dialogue, in addition to non-verbal communication, music, and sound effects. It is supported in apps such as Apple TV.

## Secondly) A System for Job Seekers with Disabilities (KOLNA Work)<sup>25</sup>:

The KOLLINA Work search engine has been designed to provide equal access for job seekers with disabilities. The goal of this website is to prioritize job seekers by granting them the freedom to access job search operations and the ability to publish their resumes. This website offers accessibility to persons with disabilities regardless of the type of impairment they have by making the platform as programmatically accessible as possible and using add-ons to enhance accessibility.



**Larger text control** allows users to adjust the font size on the website at multiple levels.



**Contrast:** offers three contrast modes to make browsing the website more comfortable and less straining on the eyes.



**Link Visibility:** makes interactive buttons and branching links clear and distinct, thereby simplifying the job application process.



**Spacing between Text** enhances readability for individuals with visual impairments and reading difficulties by adjusting text and letter spacing.



**Text Alignment:** enables text alignment to the right, left, or center as per user preference.



**Cursor Size:** increases the cursor size by 400%, thereby improving navigation between windows and branching links.



**Reading Guide:** converts the cursor into a high contrast reading guide.



**Image Descriptions:** all graphical images are provided with descriptions that convey their content.



**Keyboard Control:** the ability to navigate a website using the keyboard without the need for any mouse input.



**Line Spacing:** option to increase line spacing, making text easier to read.

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<sup>25</sup> <https://kolnawork.com>