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TURKISH RED CRESCENT COMMUNITY-BASED MIGRATION PROGRAMS SOCIO-ECONOMIC EMPOWERMENT PROGRAM



QUALIFIED IT PERSONNEL TRAINING PROJECT

FINAL REPORT

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QUALIFIED IT PERSONNEL TRAINING PROJECT

FINAL REPORT

Turkish Red Crescent Publications
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FOREWORD

One of the most importance aspects of the migration crisis which deeply effects all humankind as a whole, is to ensure refugees and migrants access to the means of livelihood and have a financial independence without need for financial assistance, and, on this opportunity, building the social cohesion with local community.

One of the most effective methods in minimization or elimination of the economy-driven negative perception and prejudice of local community against refugees and migrants is the participation of these people in the production life, providing for themselves, and making economic contribution in their close relatives and even the community they are living in.

Predicating upon these concerns, Community Centers, established under Turkish Red Crescent Community-Based Migration Programs have launched the Socio-economic Empowerment Program in order to foster the employability of the Syrians under temporary protection, other foreigners under international protection as well as local community and to support the workforce policies of our country. To this end, activities are being carried out for the benefit of beneficiaries, focusing on building vocational capacity and language skills, and employment guidance as well as protection of the rights in work life.

At this point, we, as program, are pleased to present you the final reports which explain the realization processes, concrete deliverables, multiplier effects and general assessments of the projects executed in collaboration with the governmental agencies, non-governmental organizations, private industry representatives, and international stakeholders with the aim of ensuring beneficiaries access to the sustainable means of livelihood. We wish this report containing field results of the long standing and comprehensive planning works may pave and light the way for similar works.

Community-Based Migration Programs Socio-Economic Empowerment Program

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GENERAL INFORMATION

ABOUT TURKISH RED CRESCENT

Red Crescent is a volunteering, not-forprofit, public-interest community service organization, having legal personality, governed by private law, providing pro bono assistances and services.

Founded on 11 June 1868 under the name of “Ottoman Aid Society for Wounded and Sick Soldiers” with the aspiration of helping soldiers wounded or fallen sick in the battlefield without discrimination, Red Crescent has been renamed as “Ottoman Hilal-i Ahmer Society” in 1877, “Turkish Hilal-i Ahmer Society” in 1923, “Turkish Red Crescent Society” (Türkiye Kızılay Cemiyeti) in 1935 and finally, “Turkish Red Crescent Society” (Türkiye Kızılay Derneği) in 1947. The name “RED CRESCENT” is given by Atatürk to the organization.

The goal of Red Crescent is to prevent or alleviate the human suffering, whenever and wherever occurs, without any discrimination, to protect human life and health, to ensure respect to the human dignity, and to strive for ensuring mutual understanding, friendship, respect and cooperation as well as constant peace among people. Red Crescent is a symbol of solidarity whenever needed, equality at the moment of suffering, humanity, impartiality and peace in the most violent moment of the war.

As one of the internationally most respected and resilient organizations in the field of humanitarian aid, Turkish Red Crescent endorses the basic principles of International Federation of Red Crescent and Red Cross. These include humanity, non-discrimination, impartiality, independence, charity, unity and universality principles.

Organization of Turkish Red Crescent consists of a Head Office and branches. All duties in Red Crescent, other than those in Head Office organization, are carried out on the basis of volunteerism.

Carrying out national and international works in the fields such as disasters, safe blood supply, social services, migration services, training, education, youth and volunteerism services, Turkish Red Crescent expands its range of services every each passing day.

ABOUT COMMUNITY-BASED MIGRATION PROGRAMS AND COMMUNITY CENTERS

As a result of the political crisis and conflicts that have started in Syria on 15 March 2011, millions of people had to be displaced making them need humanitarian aids. As a direct consequence of this immigration crisis, Turkey is currently hosting and being a home to 4 million immigrants and refugees. As part of the response to the immigration crisis, Türk Kızılay established the first Community Center in Şanlıurfa city on 20 January 2015 to meet the needs of immigrants living outside the camp, refugees and the local people co-living with them. As of 2021, the services of Turk Kızılay Community-Based Immigration Programs are delivered to beneficiaries through 16 Community Centers in 15 cities across the country.



The main purpose of Community-Based Migration Programs is to strengthen the psychological, social and economic well-being of all vulnerable communities and individuals and accordingly to contribute in development and improvement of the social endurance and a culture of co-habitation. Supported by many national and international non-governmental organizations, the main target audience of the services provided by Community Centers include vulnerable individuals such as individuals with disabilities from every age group, elders and individuals victim of violence. Our Community Centers target at providing services to all needy individuals who live in their territory of service, regardless of religion, language and race.

Protection Program aims to prevent, mitigate or eliminate the current or potential risks, threats and consequences of violence, abuse and access faced by vulnerable Turkish citizens or individuals, groups or communities displaced and taken shelter in Turkey due to the war and humanitarian crises. Furthermore,

it aims, via activities of Restoring Family Bonds Unit (RFBU), at ensuring that persons separated during the emigration benefit from the rights such as family reunion, loss search, family message delivery, under the international legal frameworks such as International Humanitarian Law and Human Rights Declaration, and the rights provided for by laws of Republic of Turkey.

Psychosocial Support Program aims at supporting the social, psychological and physical well-being of individuals and communities who have undergone difficult situations improving their skills to cope with similar difficult situations. Aims at expanding opportunities of local people and immigration population to access the psychological supports, protective and preventive services in health area creating an awareness in the health area.

Socio-Economic Empowerment Program aims at Aims at improving the employability of refugees and local community with a view to make them participate in economy and ensure them to have economic self-sufficiency.

Beneficiary Relations and Communication Program aims at improving and strengthening the co-habitation culture among local people and the immigrants from different ethnic background who had to emigrate Turkey due to the force majeure events such as civil war, social conflict and terrorism.

The primary target group of the Turkish Red Crescent Community Centers include vulnerable individuals such as people with disabilities, old persons, victims of violence from all age groups. In line with the 7 fundamental principles embraced by all personnel, members and volunteers of International Red Crescent and Red Cross Movement, in which Turkish Red Crescent is a part of, aims at making its services impartially available to all people in need who lives in the service area without discrimination in terms of religion, language and race.



ABOUT SOCIO-ECONOMIC EMPOWERMENT PROGRAM

Community-Based Migration Programs Socio-Economic Empowerment Program carries out activities in order to foster the economic well-being of beneficiaries across three main sub-programs.

Guidance to Employment Sub-Program

Based upon the employment supply and demand assessments, activities are carried out in order to foster employability, and permanent inclusion in labor market, of target audience. As part of the labor supply analysis; profiling, identification of individual competence, Turkish language level and personality inventory works are being carried out. And, as part of the labor demand analysis; works are carried out in order to identify the positions with restricted labor supply, vacant positions, to collect the employer demands, to determine competence needs as well as workshops to raise awareness among and inform stakeholders and employers. As a result of these analyses, beneficiaries are referred to the vocational education programs, Turkish language courses, Business and Vocational Turkish Language Trainings, and Social Skill Improvement Trainings in order to foster them in line with the market needs. Beneficiaries who are assessed as eligible to participate in labor market are referred to employers and vacant positions. Legal and cultural work conditions information services are provided to beneficiaries who have been referred to the employment, and work permit application process advisory services to the employers. In addition, work permit fees are paid in full as part of the program.



Vocational Trainings

 20.002

 15.754.633,09 ₺



Turkish Language Trainings

 18.893

 958.470,14 ₺



Guidance to Employment

 32.464

 3.202.069,92 ₺

Entrepreneurship Sub-Program

In line with the need analyses conducted by Community Centers locally for entrepreneurship, collaborations are established with universities, non-governmental organizations and technoparks, providing basic and advance level entrepreneurship trainings. Following the trainings, entrepreneurship camps are being



organized, where business plans and feasibility plans of the beneficiaries are created, determining beneficiaries with sustainable business plans, and accordingly providing in-kind grants to these beneficiaries. At the same time, mentorship and incubation supports are provided for the subjects such as law, marketing, finance and business management during the establishment process of the company. The project being the subject of this report has been carried out as part of this sub-program.

Furthermore, the beneficiaries who are issued a certificate upon successful completion of the vocational trainings organized by Community Center are granted with Home-Based Production, Small Scale Agricultural and Husbandry Production supports in order to enable them carry out household production and create means of livelihood.



Entrepreneurship Sub-Program



Number of People Receiving Training: **843**

Number of People Preparing Business Plan: **383**

Number of People Receiving In-kind Donation Support: **76**

Number of People Participating in the Mentorship and Incubation Program: **77**



6.026.973,20 ₺



Homebased Production, Small-Scale Agricultural and Livestock Production Support



Number of Applicants: **590**

Number of People Receiving In-kind Donation Support: **405**



3.249.105,09 ₺

Agricultural and Husbandry Sub-Program

In line with the collaborations with local units of Ministry of Agriculture and Forest, chambers of agriculture, associations and universities, theoretical and applied agriculture and husbandry trainings are provided to beneficiaries in order to meet the local needs. Beneficiaries who successfully completed the trainings are guided towards employment, or, those who want to carry out production are granted with Home-Based Production, Small Scale Agricultural and Husbandry Production Supports.



Agricultural and Husbandry Sub-Program



Vegetable Growing: **602 people**

Fruit Growing: **372 people**

Mushroom Growing: **234 people**

Medical and Aromatic Plant Growing: **120 people**

Basic Agriculture And Livestock: **1025 people**

Livestock Courses: **344 people**

Home-Based Agricultural Production: **450 people**

Agriculture and Livestock Total: 3.147 people



3.096.267,66 ₺

A blue background with a network diagram of white lines and dots. The text is centered in a bold, blue, sans-serif font.

QUALIFIED IT PERSONNEL TRAINING PROJECT

GENERAL INFORMATION ABOUT PROJECT

Project contains employment referral works in Ankara and Istanbul cities, addressed to the individuals, who are graduates of Engineering and Architecture Faculties (EAF) and Faculty of Economics and Administrative Sciences and have advanced command in English.

As part of the project, vocational training has been provided to individuals who cannot find a job due to the lack of professional competence in cooperation with SAP Turkey, with employment opportunities with the support of customers and solution partners of SAP Turkey.

Project Activities

- Advertisement and Participant Selection
- Professional Courses
 - ABAB Course Module
 - FI (Financial Accounting) Course Module
 - BASIS Course Module
 - CO (Managerial Accounting and Control) Course Module
- Soft Skills Trainings
 - Job Preparation Course Module
- Recruitment Works
 - Career Days
 - Project Close-out Webinar
 - Referrals to Employment

PROJECT TIMETABLE AND TIMING

Detailed project timetable is provided below.

| SAP COURSE PHASE 1 | |
|---------------------------|---|
| August - September 2019 | Publication of advertisement, interviews and selection of participant |
| October 2019 | ABAB and BASIC module professional courses |
| October 2019 | Soft Skills Trainings |
| November - December 2019 | Workplace interviews and referral to employment |

| SAP COURSE PHASE 2 | |
|---------------------------|---|
| June - July 2020 | Publication of advertisement, interviews and selection of participant |
| August 2020 | FI and CO module professional courses |
| August 2020 | Soft Skills Trainings |
| September - December 2020 | Workplace interviews and referral to employment |

Following the assessment of the current IT personnel needs of customers of SAP Turkey, the preparation works were carried out for «Qualified IT Personnel Training Project» and accordingly the eligibility criteria were defined. For this purpose, applications were collected via the system provided by Turkish Red Crescent, upon which selection process was handled based on the level of profile matching according to the eligibility criteria. As a result of the selecting 13,868 applications, SAP consulting training courses were delivered as per the profile matching and professional competence level in the project which was carried out in two different phases and two cities. ABAB and FI course modules were delivered in Ankara, while BASIS and CO course modules in Istanbul. Each module included 25 trainees, and trainings were provided to a total of 100 people as a result of two phases.

Each trainee was supported with Soft Skills Trainings to make them have a stronger position in the labor market

After completion of the courses and other processes, career days were organized, during which the customers and solution partners of SAP Turkey customers who need SAP Consultant met with and were introduced to beneficiaries. As a result of these works, 40 beneficiaries were recruited at various positions in the IT industry.



Qualified IT Personnel Training Project



Number of Applicants: **13.869**

Number of Trainee: **100**

Number of People Taking Soft Skills Trainings: **100**

Guidance to Employment: **100**

Number of Employed People: **40**

PROJECT PREPARATION STAGES

Program Introduction Meeting

For the promotion of the “Qualified IT Personnel Training” project carried out as part of the Turkish Red Crescent Socio-Economic Empowerment Program, a Project Introduction Meeting is held in Istanbul and Ankara with the participation of industrial representatives. The purpose of this meeting is to inform field personnel of Red Crescent Community Center as well as local organizations having a potential of collaboration about the project.

Public entities, personnel of NGOs working for refugees and private industry representatives attended the meeting, during which their support were sought for referring potential trainees to the project. In addition, insights were collected for the issues requiring a particular focus in each cities. And Red Crescent team was briefed about what they will face during the project activities, and their questions about process were answered. By this means, it is aimed at increasing the widespread impact of as well as awareness on the project, whilst ensuring recognition of the project among different stakeholders.

Trainee Selection

Posters and leaflets were used to advertise the project through Community Centers. Also, the project was publicly advertised and communicated over social media accounts of Community Center, seeking stakeholders refer candidates to the project. All applications were collected over an online platform, upon which the short-listing made by selecting the most eligible profiles as per their professional competence, departments they graduated from and foreign language skills. Interviews were conducted with the short-listed candidates.

Final trainees were identified among the people, 18 to 35 ages, graduated from Engineering and Faculty of Economics and Administrative Sciences (Economics, Business Administration, Accounting, Finance, etc.), having a good command in English and Turkish (Reading, Writing and Speaking), having an ID Card acceptable in Turkey (Turkish ID Card, Temporary Protection, International Protection), and lastly who are motivated to be a part of the project and labor market.



Professional Courses

Trainees so identified were provided by SAP Turkey Trainers with the courses as part of the modules, as detailed below.

SAP Financial Accounting (FI) module, teaches about how accounting records kept and reported, that are created as a result of business operations. Beneficiaries participated in the project acquired the competence of how to keep general business accounting, account receivable accounting, account payable accounting and fixed assets accounting.

SAP Managerial Accounting and Control (CO) module teaches about costs, managerial decision-making and profit/loss monitoring, etc. processes. The basic task of the CO module is reporting the events occurred as well as planning. CO module contained training under the sections such as product costing, overhead cost controls, expenses and revenue-type accounting and profit center.

SAP ABAP module is an object-oriented programming language. For those who are familiar with the programming, an easy-to-adapt ABAP course module included the beneficiaries who have a good grasp of programming language. Another use of ABAP is the reporting of data in SAP as per certain criteria. This course module taught beneficiaries about the data reporting processes.

SAP BASIS course module enjoys the position of SAP system administrator in computing world, one of the most important course modules. Thanks to this module, beneficiaries acquired competence in system configuration, troubleshooting of the system issues, maintenance and backup.

Soft Skills Trainings

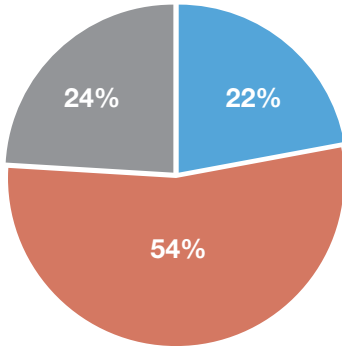
Preparation of Work Module delivered as part of Soft Skills Trainings included training on the subjects such as methods of preparing for a job interview, career planning, life-long learning, strength and seakness analysis, business life and culture in Turkey, labor law and social rights in Turkey.

These courses provided interactively where beneficiaries enjoyed the opportunity of one-to-one instruction. During Preparation of Work Module, as a module supporting employment process, CV of the trainees were updated, and trainees are taught about points requiring attention during an interview. Also, guiding questions in line with the course subjects were asked to beneficiaries to make them aware of the areas in which they feel more competent, and they are made aware of the rights they have in Turkey. All 100 persons participated in the projects received these courses.

Project Target Audience and Participant Statistics

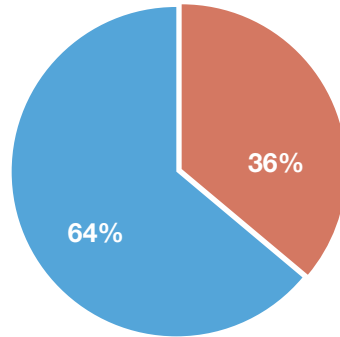
As part of the project, a total of 100 persons received training across ABAB, BASIS, FI and CO Modules in the cities of Ankara and Istanbul. Statistical data relating to the trainees are provided in detail in the following tables.

Age Distribution



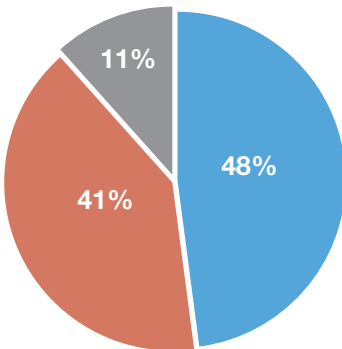
■ 18-25 age ■ 26-30 age ■ 31-40 age

Gender Distribution



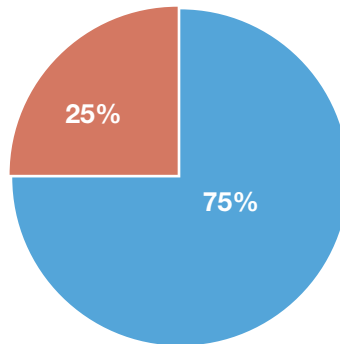
■ Female ■ Male

Nationality



■ Turkey ■ Syria ■ Other

Education Distribution



■ Undergraduate ■ Graduate

GUIDANCE TO EMPLOYMENT ACTIVITIES

Career Days and Webinar Meetings

At the end of the ABAB and BASIS courses - the first phase of the project - career days event was organized with the participation of the trainees who successfully completed the courses, officials of Turkish Red Crescent and SAP Turkey as well as managers and human resources officers of the business and solution partners of SAP Turkey during which trainees were referred to the employment. During these events, project participants enjoyed the opportunity to create networking with company officers to seize new job opportunities whilst companies who seek new personnel enjoyed the opportunity to meet with potential candidates.

At the end of FI and CO courses - second phase of the project - said career days event was organized online in the form of Webinar meetings due to the COVID-19 pandemic, during which the project participants who successfully completed ABAB and BASIS course modules - first phase of the project - and were placed in a job shared their opinions and experiences with graduates of second phase.

Beneficiaries Recruited under the Project and Job Guidance Mechanism

As a result of the profiling work, the progress of beneficiaries in each module was kept under close monitor. During these trainings, employment interviews were conducted with companies which seek employees, on the basis of the educational background of the beneficiaries. At the end of the project, feedbacks were received from consultants who were assigned as course executives by SAP Turkey about the course process as well as employment profile of the beneficiaries. In light of the feedbacks, Community Center personnel conducted one-to-one interviews with beneficiaries in order to refer them to the recruitment process. Then, beneficiaries were referred to employers for job interviews, on the basis of employment profile of the beneficiaries. Also, for foreign beneficiaries who were placed in a job, their work permit procedures were also completed with charges being paid.

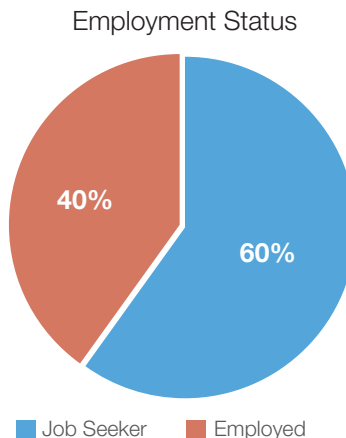
Monitoring and Evaluation Process

During the trainings, attendance status of the participants were constantly monitored by taking attendance daily. The beneficiary who was absent on a specific day was contacted to learn the reason for his/her absence.

Monitoring and evaluation processes will continue for 1 year following the end of the project in order to maintain the well-being of the beneficiaries and support access to and persistency in the employment. The needs and current status of the beneficiaries are assessed through one-to-one interviews in 3rd, 6th and 12th months.

The monitoring on the beneficiaries who accessed the labor market are based on a review of the work conditions in the workplace where they were employed. For the beneficiaries whose employment referral process is in progress, monitoring and evaluation works are being carried out at Community Center. Interviews are being conducted for the job interviews process to which beneficiary is referred, as well as about available positions that are suitable for their profiles.

As a result of the information and employment referral works during the monitoring and evaluation stages, 4 beneficiaries were managed to be recruited.



PROJECT BUDGET

| COST ITEMS OF QUALIFIED IT PERSONNEL TRAINING PROJECT | |
|--|----------------------|
| TRAINEE INCENTIVES - Daily commute and meal costs | TRY 160,020 |
| TRAINING VENUE COSTS - Training room - Meeting package - Projector - Laptop | TRY 235,576 |
| SERVICE FEE - Training | TRY 667,655 |
| TOTAL COST | TRY 1,063,251 |
| COST PER CAPITA | TRY 10,632.51 |

IMPACT OF COVID-19

Since the 2nd phase of the project coincided with the COVID-19 pandemic, training venues were arranged by observing the social distance measures announced by relevant Ministries, ensuring a training delivery which protects the health of both beneficiaries and trainers.

Challenges were faced during employment referral processes due to the adverse impact of COVID-19 pandemic on the labor market. For migrants who were referred to available positions which were managed to be found as a result of arduous efforts, the work permit approval processes were also delayed as civil servants had to work remotely. This also led employers choose the candidates who were not a participant of the project

LESSONS LEARNED AND RECOMMENDATIONS

Participant Selection Process

Project attracted overwhelmingly higher number of applicants than expectations. Individuals who did not meet the project participation criteria (education level, language, age, computer and programming skills) also applied for the project. As a result, it has become difficult to short list 100 participants who both meet these criteria and are motivated to work among 13,868 applicants. There was a waste of time in pre-selection and interview processes, in particular.

The timetable must be planned so that revisions will be possible in case of receipt of more applications than expectations in order to ensure a proper scheduling of the project activities.

Language and Cohesion Problem in Events where Turkish and Foreign Participants Co-attend

The productivity of the training were lessened as refugees do not have a good command of IT literature in Turkish since training was delivered only in Turkish. In addition, project participants being unfamiliar with each other and distanced to different cultures caused a communication gap between local community and refugees.

During interviews conducted while selecting participants, it is necessary to probe their language proficiency deeper. Also, for the projects which gathers together the participants from different cultural backgrounds, comprehensive introduction activities and ice-breaking activities must be arranged before activities commence.



CONCLUSION

In Turkey, local communities host more than 4 million refugees. Given the current labor market, there are significant challenges for these vulnerable people to access registered employment due to the various reasons. These reasons, inter alia, include high levels of unemployment, limited available positions, availability of cash-based assistance to vulnerable target group, and more importantly, insufficient professional capacity of the group seeking and want to work. In this context, it is critically important to foster self-sufficiency of people, and ensure them adapt to the labor market in cooperation with stakeholders. Acquisition and improvement of the skills required by Turkish labor market will offer refugees with income generation opportunities and help them adapt to the community. Therefore, new approaches are needed aiming at ensuring economic independence of both refugees and local communities in terms of both desired results and sustainability.

Turkish Red Crescent continues comprehensive humanitarian aid and improvement services both locally and internationally in cooperation with international organizations, governmental agencies and non-governmental organizations. And thanks to Community-Based Migration Programs, carried out as part of these services, Red Crescent implements activities aimed at ensuring social, physical, psychological and economic well-being of all vulnerable communities living in our country.

This report provides a summary of the experiences gained from Qualified IT Personnel Training Project carried out via Community Centers as part of the Socio-Economic Empowerment Program being implemented by Community-Based Migration Programs.

SAP Consulting Courses, having a complementary position in terms of professional competence, and important position in terms of employability is developed by considering the human resources needs of the current labor market. As an outcome of the project implemented in order to train qualified workforce, the participants are provided with the opportunities of employment, ensuring them and their families to have means to meet basic needs and have self-sufficiency.

With this project, we are very happy to enable our beneficiaries acquire the internationally recognized title of SAP Consultant and include people with good educational background and high levels of skills in the workforce, contributing in the fostering of the human capital backbone.

We hope this report will be a guiding post for employment-guaranteed professional training projects to be planned in the sector for vulnerable groups.

Thank you very much for your interest and attention.





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