

## Terms of Reference

### **Support the Jordan Chamber of Industry in mainstreaming disability inclusion and reinforce governance of the Industrial labour market unit**

#### **BACKGROUND:**

Jordan Chamber of Industry is the main employers body representing the interest of industrialists in Jordan and it is the ILO employer's constituent. It is an APEX organization without direct company-members but composed by the three local chambers of industry (Amman, Irbid and Zarqa). As most of the chambers, it primarily deals with economic and trade matters, but nonetheless it covers within its mandate social and labour issues as well. It aims to participate in the formulation of the general policy, strategies and plans of industry, participate in the development of national industry, take care of the interests of industrial and craft enterprises, enhance cooperation between the chambers of industry, enhance the capabilities of the chambers and coordinate their efforts.<sup>1</sup> Jordan Chamber of Industry mandates includes representing industrialists and chambers of industry before any entity inside and outside the Kingdom, providing technical advice to the industrial and economic ones, using experts and economists for this purpose, and submitting proposals for legislation, draft laws and regulations related to it, and any other tasks related to its objectives.<sup>2</sup>

As part of its services, JCI has a dedicated **industrial labour market unit** which was established in 2009 with the aim of providing information and advocate for a better alignment of skill development and Technical and Vocational Education and Training (TVET) policy and industrial sector needs. In 2022-23 this Unit expanded its services on aspects related to labour relations (labour law, contract dispute, occupational safety and health, etc.) The unit includes the organization of HR committees to discuss about training, employment and labour issues, the management of several vocational training centres to support national efforts to produce a workforce that matches with the needs of the different industrial sectors and the delivery of services to companies encountering challenges to recruit, select and train their workforces. JCI also offer support through career advice, employment inclusion programmes for vulnerable populations, workplace learning and other apprenticeship method ensuring the provision of decent work and responding to their members need at the same time. The unit is supposed to include a labour economist, a labour lawyer and two skills specialists.

Therefore, the roles that the Jordan Chamber of Industry can play through the labor market unit should be a combination of services delivered in coordination with the local chamber (services "cascaded" from JCI to local Chambers which have the main responsibility to deliver the services to companies).

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<sup>1</sup> Article 4 of the Chambers of Industry Law No. 10 of 2005.

<sup>2</sup> Article 5 of the Chambers of Industry Law No. 10 of 2005.

it is possible to divide these roles into three main axes, namely:

- 1- Consulting services in the fields of labor regulations and labor relations- especially the Labor Law and the Social Security Law and the regulations, instructions and decisions issued thereunder.
- 2- Industrial labour market unit, providing information related to vocational training and employment and facilitating access to qualified and trained labour.
- 3- The active participation in labour market information and indicators, labour market policies and the gap between supply and demand in various industrial sectors.

The economic integration of people with disabilities (PWDs) in Jordan, particularly within the private sector, is a topic of increasing importance. The Kingdom has ratified the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) in 2008 and promulgated the Law on the Rights of Persons with Disabilities (2007) providing equal opportunities in employment, education, and access to public services for PwD. Besides it has created the Higher Council for Rights of Persons with Disabilities and defined a national strategy to improve lives of persons with disabilities. Moreover, the country is hosting in 2025 jointly with Germany and the International Disability Alliance (IDA) the third [Global Disability Summit](#), a key conference to advance the rights of persons with disabilities.

Despite these legal protections, challenges persist in translating policy into practice, particularly related to decent work. These include barriers to employment, education, and social participation. It is estimated that around 13-16% of the population in Jordan has a disability<sup>3</sup>, though the actual number may be higher due to underreporting. However, the labour force participation rate for people with disabilities remains significantly lower than that of the general population, with many facing unemployment or underemployment. Barriers to employment include lack of enforcement of existing laws, discrimination, lack of accessibility in the workplace, inadequate skills training and support, and social stigma. There is thus much room for improvement: Initiatives such as awareness campaigns, skills development, and workplace collaboration programmes and incentives for employers to hire people with disabilities can help address these challenges. Additionally, ensuring accessibility in workplaces and providing reasonable accommodations are essential steps towards creating an inclusive work environment.

To achieve these goals, JCI needs to mainstream the inclusion of people with disabilities among their services and strengthening the role of the private sector in ensuring disability inclusion. This can be achieved through exchanges with other peer organizations in the Global Business and Disability Network that aim to promote the inclusion of people with disabilities in the workforce, and thus can be a guiding example for Jordanian enterprises. JCI is the most appropriate organization to host the Jordan Business and Disability Network, a national platform where companies can share their experiences and learn from each other on how to make sure the imperative inclusion of persons with disabilities can happen effectively at their companies.

In order to effectively promote and host the Jordan Business and Disability Network, JCI, with the support of the ILO and other international partners, might need to strengthen its service

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<sup>3</sup> Stats from the Higher Council for Rights of people with disabilities.

provision and mainstreaming the disability inclusion business case among their employment and training services.

### **MAIN OBJECTIVES OF THE CONSULTANCY:**

The objective of this consultancy is twofold

- 1) Strengthen the governance of JCI in its relationship with regional chambers, to fully provide employment and labour related services according to its mandate to their regional members, identify main members need in the area of employment, labour and training and support the conceptualization, coordination and monitoring of specific labour, training and employment related services at regional level
- 2) Mainstreaming disability inclusion among the ILMU services offered by JCI and ensure hosting the Jordan chapter of the Business and disability network as a way to create awareness and promote effectively the inclusion of people with disabilities among Jordanian enterprises.

### **SCOPE OF CONSULTANCY and deliverables**

The Work will be performed under the guidance and supervision of José Manuel Medina Checa, Senior ACTEMP Specialist in Beirut and in close coordination with Jordan Chamber of Industry, Director general and project manager in charge of the Labour Market Unit.

### **LOT 1: GOVERNANCE IMPROVEMENT OF THE INDUSTRIAL LABOUR MARKET UNIT**

#### **Task 1.1 - Identify main services requested by Regional chambers and their members related to the Employment and Labour Unit**

The consultant will conduct a rapid assessment of services delivered by the ILMU, satisfaction among members receiving these services and alignment with main services requested by regional chambers and/or their members. The methodology will include an initial briefing with the Manager of the ILMU, and interviews with board members and staff from regional chambers. After this first round of meetings, the consultant will contact a sample of enterprises and companies benefiting from services to validate their satisfaction with the services requested.

#### **Deliverable 1.1: Identification of ILMU added value services report**

#### **Task 1.2- Redefine service delivery, adapt job descriptions and identify main processes and operations enabling to strengthen coordination with JCI's members**

Based on the previous service satisfaction report, the consultant will propose an adaptation of existing industrial labour market unit and their services. The consultant will adapt the functional organigramme and jobs description of the minimum staff required to perform the tasks and services described. Additionally, the consultant will draft the standard operating or policy procedures guiding the relationship between the Industrial Labour Market Unit and the regional chambers, services delivered (service charter), delivery timeframe, resource allocated, minimum reporting required, and the monitoring role of the Labour Market committee.

**Deliverables: Industrial Labour Market Unit Service charter. Main Standard operating procedures and reporting instruments.**

**Task 1.3 Facilitation of a 2 days' workshop with main members of the Labour Market committee, regional chambers and staff involved in employment and labour market services.**

Facilitation of a 2 day workshop in Jordan (place TBC) for a maximum number of 15 people to validate main findings and procedures.

**Deliverable 1.2: Workshop technical report and final validation of tools, finding and procedures.**

## **LOT 2: MAINSTREAMING DISABILITY INCLUSION**

**Task 2.1 Mapping of disability inclusion services and stakeholders**

Conduct a mapping of partners and services promoting the inclusion of people with disabilities in the Jordan labour market. The mapping will include public and private institutions (NGOs, training centers, recruitment agencies, community associations, etc), regional coverage, service provided, status, contact person and a description of service provided.

**Deliverable: short report (around 4-5 pages) and Mapping of institution and services delivered by each institution under the format of a table.**

**Task 2.2 Organization of at least 3 focus groups discussions with main regional chambers on challenges to promote the inclusion of people with disabilities and support requested**

Organization of 3 focus groups discussion (one per region) in partnership with Chamber of Amman, Irbid and Zarqa for around 10-15 companies to identify main challenges these companies may have in the inclusion of people with disabilities and main services requested.

**Deliverable- Concise report summarizing main challenges and support requested from the private sector.**

**Task 2.3: Analysis of services provided by the Industrial Labour market unit and design of a specific service providing information, training and support to companies willing to promote disability inclusion**

The consultant will analyse the actual services provided by the Industrial Labour market Unit and will look for to mainstream the concept of inclusion of people with disability at workplace. This will include the drafting of specific guidelines, checklists, factsheets or any other material allowing any company willing to recruit a person with disability to successfully achieve it.

The consultant will design specific referral mechanism in partnership with specialized institutions allowing companies interested to have access to technical, legal and labour advice as well as capacity building to companies willing to include persons with disabilities into their workforce, to access to services such as support on recruitment practices, onboarding training and workforce awareness, reasonable accommodation advice (necessary adjustments to facilities or

infrastructure, such as paving factory floors, to enhance mobility, orientation, workplace safety, software adaptation, accessibility).

**Deliverable: Services analysis report and referral mechanism**

**Task 2.4: Drafting of a position paper**

Drafting of a position paper (5-10 pages) summarizing the position of the private sector to promote the inclusion of people with disabilities and Advocating for a more enabling business environment for the inclusion of people with disabilities at workplace, such as tax exemptions, social security contributions and incentives requested from the Government.

**Deliverable: Position paper of JCI on the role of the private sector to promote the inclusion of people with disabilities**

**Task 2.5: Capacity building to staff in the Labour Market Unit and main partners on instruments and services promoting disability inclusion**

Organization of a 2-day workshop for main JCI ILMU Staff and associated actors as well as regional chambers on the promotion of disability inclusion. The consultant will be in charge of proposing an agenda, identifying other experts if required and will act as main facilitator of the sessions.

**Deliverable: Technical training report**

**Task 2.6: Facilitation of a workshop among main JCI members and Board members (including large companies with experience in the inclusion of people with disabilities) to validate JCI approach and service delivery, including the decision of JCI hosting the National Business and Disability Network**

The consultant will present its main findings and recommendations, the changes included in the including the referral mechanism to main Board members and regional chambers. During this validation workshop ILO representatives will introduce the Global Business and Disability Network and the potential role of JCI as coordinator of this network In Jordan

Deliverable: Technical report and letter from

**TIMEFRAME**

This assignment should take place from between January 2025 to March 2025

DELIVERABLES	NUMBER OF WORKING DAYS	DEADLINE
Deliverable 1.1	3 days	15 <sup>th</sup> January
Deliverable 1.2	5 days	20 <sup>th</sup> January
Deliverable 1.3	3 days	25 <sup>th</sup> January
Deliverable 2.1	5 days	15 <sup>th</sup> January

Deliverable 2.2	6 days	25 January
Deliverable 2.3	4 days	10 February
Deliverable 2.4	2 days	15 <sup>th</sup> February
Deliverable 2.5	4 days	23 <sup>rd</sup> February
Deliverable 2.6	3 days	26 February
<b>TOTAL</b>	37days	

### Payment schedule

First payment: The consultant will receive a first payment upon delivery of deliverables 1.1, 1.2, 1.3 and formal clearance by the Senior ACTEMP Specialist.

Second payment: The consultant will receive a second payment upon completion of work, including the submission of the deliverables for tasks 2.1 to 2.6 and formal clearance by the Senior ACTEMP Specialist

## Requirements

### Academic Qualifications and experience

- Master's degree in law or political sciences, with at least 10 years of experience in employment, and labour topics, preferably in labour law
- Previous working experience in disability inclusion is an asset
- Prior work with private sector and/or business association and a deep understanding of chamber structures and processes as an asset
- International experience as an asset

### Competencies

- Training skills
- Analytical skills
- Interpersonal and communication skills, both oral and written
- Accuracy, punctuality and reliability
- Ability to work as part of a team
- Ability to transfer knowledge and methodologies
- Problem-solving and strategic planning ability
- Flexibility
- Ability to cope with pressure and challenges
- Understanding of business environment in Jordan



International  
Labour  
Organization

### **Language and other skills**

- Excellent knowledge of Arabic and English
- Capacity to communicate fluently with different stakeholders (business community, government authorities, donors)

### **Proposal submission procedures**

The consultant must submit his CV, technical and financial proposal by email to Mr. Jose Manuel MEDINA CHECA, Senior Employers' Activities Specialist, [medinacheca@ilo.org](mailto:medinacheca@ilo.org) . The deadline for submission is **December 31, 2024 COB**.

Proposals received after the deadline will not be considered for evaluation.