

# A World of Limited Possibilities

Refugee Youth and  
Job Opportunities  
Within the Lebanese  
Law and Market

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## INTRODUCTION

**Lebanon's already fragile economy continues to struggle amid the largest political and social crisis since the end of the Civil War in 1990. The country is the third-highest indebted country in the world when it comes to the ratio of debt-to-GDP, standing at \$86 USD billion, or higher than 150 percent of GDP. Economic growth has plummeted to 0.2 in 2018, with warnings of default and recession risk if the financial indicators continue to look bleak.**

The October uprising has exposed the many weaknesses of the country's political, financial, legal and economic systems. The banking sector is struggling to contain the repercussions of years of corruption and mismanagement. The Central Bank has repeatedly dismissed talks of 'capital control' imposed on individual and business accounts, but limited withdrawals on those accounts and scenes of long queues at nearly every bank have prompted warnings of looming economic collapse.

The recent events will undoubtedly become the new 'starting point' for economists, legal experts, financiers, investors or any person interested in scrutinizing the Middle Eastern country's context and problems. Even though worrisome signs had appeared in the Lebanese horizon for years, the mass protests in villages and cities have lifted the lid on a mountain of challenges that only long-term policies taken in the short term will be able to fix.

One of the starkest grievances, widely pronounced on the street was lack of job opportunities, particularly amongst the youth. University and even school students went on strike in protest against the disproportionate numbers of youth unemployment, currently put at 35 percent, and accused the government of doing little to fix to generate more opportunities for the thousands who graduate every year. For those, the only option is to seek a career abroad.

## BACKGROUND

**Lebanon has a long history of protracted economic crises. The country of 10,452 square kilometers has a population of nearly 6.5 million people, including almost one million Syrian refugees. The long-standing gap between the labour supply and labour demand in the Lebanese market further has exacerbated the situation and led many people to either close their business or lose their jobs.**

Furthermore, one need only to look at the statistics that only a quarter of people with a job in Lebanon are women to realise that gender gap represents one more boundary to be pushed when it comes to market reforms.

Solutions have indeed been put forward by successive governments, but they have done little to bridge that gap in the market. Lebanon needs to create six times more jobs than it currently does to accommodate the 23,000 people who join the waiting list every year.<sup>1</sup>

The influx of over a million Syrian refugees in the wake of the Syria Crisis has placed a further strain on the labour market. Competition for jobs increased, driving down wages and causing black and informal markets to thrive. Restrictions by the government have meant to limit the jobs that Syrian refugees can do, but law enforcement is still lax.

In legislation, and in spite of a raft of actions taken to regulate the labour market, many areas in the Lebanese law do not provide for a clear-cut answer. Besides the mainstream high-skilled, semi-skilled and unskilled jobs, the law does not cover territories such as freelance, internship or online work. The ability to do such jobs is determined by other factors, which are mostly logistical in nature; such as access to internet connection or having a bank account. Legislation remains a grey area.

## REFUGEE WORKERS AND THE LAW

**The right to work for refugees is protected under the 1951 Refugee Convention which relates to the Status of Refugees. Article 24 stipulates that refugees should be allowed the same treatment accorded to nationals in respect of “hours of work, overtime arrangements, holidays with pay, restrictions on homework, minimum age of employment, apprenticeship and training, women’s work and the work of young persons, and the enjoyment of the benefits of collective bargaining<sup>2</sup>”.**

Although Lebanon is not a signatory to the Convention, the Lebanese constitution makes clear that Lebanon is “a founding and active member of the United Nations Organisation and abides by its covenants and by the Universal Declaration of Human Rights. The Government shall embody these principles in all fields and areas without exception”<sup>3</sup>

Virtually open borders, close family relations, and intertwined cultures and interests have for long made the Lebanese-Syrian a unique example. In 1993, the two neighbors signed a bilateral agreement for Economic and Social Cooperation, which allowed nationals of both countries to stay and work freely. With the influx of Syrian refugees into Lebanon, the Lebanese government unilaterally suspended the agreement. Syrian refugees were now required to sign a ‘pledge not to work’.

The new regulations meant that Syrian refugees in Lebanon were only allowed to work in three sectors: agriculture, construction, and the environment. When they take up a job, their status automatically changes into ‘migrant worker,’ even when they are still registered as refugees with UNHCR.

Syrian workers applying for a settled ‘worker’ status within the three sectors have to obtain a work permit for a fee of around 120,000 Lebanese Pounds (around \$80 USD). The Lebanese economy, however, is full of instances of informal jobs done outside these regulations. The almost-non-existent enforcement of the law has contributed to inequality in jobs, oversight of poor working conditions, and violations committed by businesses employing Syrian refugees. Child labour has increased by manifold as wages continue to decline.

Today, it is hard to give an accurate figure of Syrians working in Lebanon. Some estimates suggest that out of 384,000 people in working age, 35 percent do not have a job<sup>4</sup>. Many refugees do part-time or casual ‘daily’ work in both urban and rural areas. The great majority of those are hired for non- to semi-skilled jobs (janitors, painters, carpenters, etc.)

Syrian workers are mainly distributed across five sectors: Services (36-40%), Agriculture (24-28%), Trade (14-15%), Construction (11-12%), and Manufacturing (4-5%).

## NEW LABOUR REGULATIONS

**A series of new decisions in 2018 and 2019 sought to stem the expansion of the informal labour market. A decision by the ministry of labour 29/1 for 2018 set out a list of occupations and roles which should be occupied by Lebanese workers only.**

By default, senior roles (deans, managers, presidents) in public and private institutions such as universities, hospitals, syndicates, and engineering companies are usually filled by Lebanese nationals.

Besides those, there is interestingly a host of trades which Syrian refugee labourers who have experience in manual jobs expect to try to take up. These include chefs, barbers, house painters, tailors, electricians, glaziers, drivers, plasterers, and masons. Other categories of work that are not popular among the Lebanese but are restricted to them only include gatekeepers and interior construction workers. Lebanese-only office jobs, on the other hand, include data entry clerks, secretariats, accountants, and managers.

Should employers not find a Lebanese candidate with the right qualifications within three months, they can submit an application to hire a foreign worker. The law stipulates that those born to a Lebanese mother or those born in Lebanon and lived there all their lives should be considered ahead of immigrants. This means Syrian refugees are pushed further down the pecking order even on the list of occupations that they are perceived to do better than others.

Those changes were followed, in July 2019, by a decision (84/1) issued by the ministry of labour in relation to annual work permits for Syrian refugees. The order sought to 'regulate the status of Syrian workers' in the Lebanese job market. The five-point decision requires Syrian workers to apply for work permits based on the jobs that they are permitted to undertake under the law. For those who are unable to prove their entry date or job starting date, they are required to pay a two years' fee. A deadline of 31/12/2019 was given to Syrian workers to settle their status. Looking at the fact that three-quarters of Syrian refugees do not even possess a valid legal residency, it is hard to see any potential improvement in work permit numbers before the end of the year.

The decision coincided with a national campaign by the labour ministry has seen a nation-wide crackdown on businesses that are owned by Syrian refugees or hire refugee workers without a work permit. This has left thousands of refugees - including Palestinian refugees who protested the decision - with limited opportunities and put more numbers out of the job market, directly affecting Lebanese employers in low-paid businesses such as bakeries, restaurants or mobile phone shops. The Lebanese government has repeatedly denied that the aim of the new measures was to push Syrians to return to their country, but rather to get more Lebanese people into work.

## OPPORTUNITIES AND CHALLENGES FOR YOUTH

**Fresh graduates and young refugees between 18 and 25 years can look out for genuine career opportunities that exist in the market. While traditional jobs and professions are hard to find, there are some technology-based and entry roles that they can use as an entry point. Those roles require modern skills that require education and on-the-job training. They can be divided into three main categories:**

### 1. MSMEs AND ENTREPRENEURSHIP

Lebanon has lacked a clear definition of what makes Micro, Small and Medium Enterprises (SMEs). Only recently has the government started looking at the status of those businesses and thinking of strategies to capitalize on its vitality to job creation and growth.

Recent data has revealed that the proportion of MSMEs in Lebanon is huge. Up to 95 percent of companies in Lebanon are defined as either micro (less than LBP 500 million annual turnover and fewer than 10 employees), small (LBP 5 billion and fewer than 50 employees), or medium enterprises (LBP 25 and fewer than 100 employees).<sup>5</sup> Together, those companies employ 50 percent of the total workforce in the country, compared to 60 percent worldwide. Micro enterprises meanwhile constitute the largest proportion of MSMEs in Lebanon, with 73 percent of the total number.

Interestingly, a small percentage of those businesses are technology-based; more than half (57 percent) provide wholesale, retail trade and repairs services. Next, come real estate activities (14 percent), followed by manufacturing (11 percent). Businesses like communications and financial intermediation make up only 4 percent and 2 percent respectively.

How many of all those businesses are Syrian is not known, although for Syrians to register a business, their ownership share has to be less than 50 percent. Abroad, Syrians can still register their businesses in countries like Cyprus or the USA and open an online bank account there. The main challenge remains in challenges related to transferring the money from that country to their place of residence in Lebanon, where the majority are not banked. Also, the cost would be very high for small businesses and startups.

There has been a relative upsurge in recent years in the number of employers hiring refugees in low-skilled and semi-skilled jobs in SME sectors. However, this has not been the case with high-skilled roles that SMEs and start-ups working particularly in technology offer. Entrepreneurs with technology-based skills have been encouraged to join UN agencies and NGOs. More and more schemes have also been rolled out offering competing SMEs small cash grants to grow their businesses and open up to new markets. But there is much more that needs to be done on the supply front.

Apart from such schemes, there has virtually been no support for Syrian entrepreneurs. Like other job-seeking refugees, they are seen as competitors, rather than productive contributors to the market. Report after report has identified them as 'vulnerable' category in need of humanitarian aid to alleviate the pressure they have caused. The unfriendly environment has discouraged Syrian SMEs and startups from founding or scaling a business in Lebanon.

In spite of a restrictive environment and regulations, self-employed Syrian refugees have shown resilience. Lebanon has missed out on opportunities that other refugee-hosting countries like Turkey and Jordan grasped through promoting innovation and productivity.

#### **Challenges:**

Generally speaking, Refugees SMEs and startups in Lebanon have insufficient support across the ecosystem. The Ministry of Economy and Trade has identified nine dimensions where the sector falls short of achieving much-needed progress. Those dimensions are divided across four levels: entrepreneur, enterprise, industry/sector, and nation. They include culture, capital, capabilities, market structure, legal and regulatory, research and innovation, employment and labor, financial markets, and infrastructure.<sup>6</sup>

Research which surveyed 151 entrepreneurs identified top challenges faced by entrepreneurs when creating start-ups or moving businesses into Lebanon. Those included:<sup>7</sup>

- **Complex regulatory policies:** Unfriendly rules that add another layer of challenges for ambitious businesses.
- **Banking and financial services limitations:** Refugees are denied access to basic financial services such as opening a bank account.
- **Social exclusion:** The rise of anti-refugee sentiment affects business deals and demotivates refugee entrepreneurs.

In startup ecosystem mapping analysis prepared of this study, indicate that the majority of the organization focusing on support refugee entrepreneurs with skill-building and training and a minimal number of organizations support SMEs and startups with scaling and offer access to funding for Seed stage.

## 2. ONLINE WORK

Opportunities for refugees to work remotely are mostly centered around the tech sector. Most opportunities that are available are in e-commerce, programming, software and mobile app development, digital marketing, graphic design, translation, and data analysis. Refugees have also been employed remotely in nontechnical sectors such as online tutoring and translation.

This type of job, which remains widely untapped, provides one more option and a positive advantage for young refugees who have just finished their studies and are looking for their first experience. It allows them to work as contractors or freelancers on a project basis. Online work provides flexibility and can introduce one to new clients from anywhere in the world, opening up new possibilities depending on the field of expertise.

With the use of an internet network and a search engine, young refugees can take advantage of the many platforms available online. Creating your own PR is vital, but not necessary since what actually matters is the ability to meet the job requirements in a timely manner.

### Challenges:

Online work remains a vague area in legislation. No laws setting the boundaries could be found in this or other pieces of research. Online workers are not considered 'workers' in the sense that they are subjected to income taxation or are eligible for social insurance benefits. Thus, they belong within the 'informal business' category. Some challenges, however, do exist, and can be divided as follows:

- **Skill related:** Many refugees left school due to the war. Remote jobs usually require new and advanced skill sets that require previous experience or, at least, academic background. Those skills include coding, writing, translation, programming, and others. Also, most of the work requires higher quality standards than the traditional business market.
- **Logistical:** Access to electricity, computers, and high-speed internet. Such basic requirements are not available to a significant range of refugees.
- **Payment:** Payment is a particular issue that can often single-handedly cause a job opportunity to go wasted. Receiving payments can always pose a challenge for refugees in Lebanon, especially those who do not have a bank account. Money transfer companies have recently imposed restrictions on the amounts that can be transferred and applied extra fees, making things harder for low-earners. Some companies aiming to pay their freelancers can either accumulate the amount to be transferred in one batch, or ask their local offices to pay their consultants in cheques or cash.

## 3. INTERNSHIP/VOLUNTEERING

Internship constitutes an easy way, particularly for those aiming to get some experience in a particular field. Plenty of local and international non-government organizations offer internship opportunities that help provide skills such as communication, negotiation, time management, and writing, as well as hands-on experience in humanitarian, financial, research and education sectors.

Internship contracts are easier to arrange. There is no work permit needed for the intern to perform the work. They are usually registered as 'volunteers'. The law allows non-Lebanese workers or current students to do a certain amount of hours per week. The intern also has the flexibility of deciding the amount of time they want to put into the job. Some choose this as a 'first step' for a longer career in the sector they are serving.

One of the main challenges, like with the two previous pathways, is the payment. Although most of the recruiters pay a 'stipend' for their interns under different titles such as 'transport compensation', this is not considered as a salary. There is also always an element of uncertainty when the intern has to think about the next steps after they have finished their internship term.

A typical internship or volunteering opportunity lasts between three and six months, making it 'not enough' for the intern to get the kind of experience they need on their CV.

## SKILLS GAP AND DEVELOPMENT

**To understand which career path young Syrian refugees aspire to take upon completing a university degree is to first understand the percentage of those who complete university education in the first place.**

Existing data suggest that out of 117,420 Syrian aged 18-24 in Lebanon, just over 7,000 were in a private or public university in Lebanon in 2018.<sup>8</sup> Academic institutions explain that the absence of adequate policies around employment of skilled refugees, coupled with low expectations when it comes to future opportunities, have pushed many refugees out of the education system in favor of casual low-skilled jobs that provide short-term fix but offer no prospect in the longer term.

There is a clear gap between the type of jobs that young Syrians perform and the skills that they possess. It is not uncommon to meet a graphic design graduate working in a clothes shop, for example. On the one hand, a university degree in Lebanon, if no job is found within the first three months after graduation, can be an expensive shortcut to unemployment. On the other hand, it is clear that further education is essential for skilled jobs as a whole. Around 42 percent of skilled Syrian refugee workers have either a university degree or a secondary education.<sup>9</sup> Employers tend to consider a university degree an integral part to any job they are offering. With options narrowing constantly, graduates have to think creatively before the next leap.

### Technical and Vocational Education and Training (TVET)

Technical and Vocational Education and Training (TVET) has also been promoted as another genuine pathway that can transform the ambition and reality of young people by giving them a practical opportunity to do a job. In Lebanon, there are 162 public and 398 private vocational and technical schools offering TVET, and approximately 83,168 students were registered in such programmes in the 2016–2017 academic year.<sup>10</sup>

TVETs typically relate to specific occupational fields, production, services, and livelihoods, regardless of the location or availability of related jobs. In reality, the chasm between what these programmes offer and the characteristics of businesses continues to widen. International observers have warned that the skills that individuals are entering the job industry with do not meet the expectations of companies that continue to adopt technology in their operations.

### Technology-based Jobs

In recent years, alternative, technology-based skills have overtaken as a favourite for young graduates seeking to lay the foundation stone for their careers. There are some essential skills that, if honed, can help refugees compete for remote jobs that can be done with the use of a computer. Those skills include coding (for programmers or app developers), writing, translation, web development, graphic design and other skillsets. Freelancers quickly discover that in order to get your first client, you have to showcase that you are able to perform a set of tasks that require more than one single set of skills.

Clients will always look for the more 'complete' service providers, requiring higher quality standards than what the traditional market is able to offer. If you are building a website, you would rather have one person creating the layout and the construction at the same time.

Technology-based skills will need to be accompanied with the required 'soft skills'. International NGOs and education institutions have sought to connect both through special programmes that equip young participants and future job candidates with interpersonal skills as communication, creative thinking, work ethic, negotiation, networking, time management, and problem-solving.

## JOBS THAT REFUGEES CAN DO

The Lebanese law does not state in black and white the types of work that refugees can do in Lebanon. The literature describes it as a grey area full of ambiguity, which experts tend to interpret as 'can still do'.

Table: List of knowledge-based jobs that refugees do with Lebanon:

Job	Description of the job (role, major activities, etc.)	Specific skills (vocational skills & employability skills) or any other soft skills requirements	Minimum requirements (certification, high school degree, etc.)	Average salary/in come potential
<b>MSMEs and entrepreneurship</b>				
<b>Business Developer</b>	A Business Developer is responsible for the business development aspect of an organization. Primary duties include identifying business opportunities, building and maintaining successful relationships with prospects and existing clients, collaborating with executives on business strategy to determine objectives, evaluating current business performance and maximizing business reach and potential.	<ul style="list-style-type: none"> <li>- Leadership skills</li> <li>- Communication skills</li> <li>- Project Management skills</li> <li>- Research &amp; Strategy</li> <li>- Computer skills</li> <li>- Business Intelligence</li> <li>- Entrepreneurship skills</li> <li>- Time management</li> </ul>	<ul style="list-style-type: none"> <li>- Degree in business, management or marketing or similar fields</li> <li>Work experience, entrepreneur mindset,</li> <li>- Taxes corporate laws</li> </ul>	\$1000
<b>Developer</b>	Develop and maintain our organization's systems software and computing infrastructure. The Computer Programmer's duties will include managing systems performance, providing tech support, reviewing and updating existing programs, identifying and fixing defects, supporting data architecture, generating reports, developing in-house software, and mitigating the potential risk. This includes all titles of, Web developer, App (Android and IOS) developer, Front-end and back-end developer, security, database, and other	<ul style="list-style-type: none"> <li>- Coding and debugging.</li> <li>- Designing and testing computer structures.</li> <li>- Troubleshooting system errors.</li> <li>- Writing computer instructions.</li> <li>- Managing database systems.</li> <li>- Maintaining operating systems.</li> <li>- Editing source-code.</li> <li>- Profiling and analyzing algorithms.</li> <li>- Implementing build systems.</li> <li>Providing tech support.</li> </ul>	<ul style="list-style-type: none"> <li>- Degree in Computer Science or Computer Programming</li> <li>- IT Skills</li> <li>- Knowledge of Programming languages, and Operation systems</li> </ul>	\$800 - \$1000
<b>Marketer</b>	Marketing executives develop and oversee marketing campaigns to promote products and services. The role of a marketing executive can encompass creative, analytical, digital, commercial and administrative responsibilities. The details of the role will vary depending on the type and size of the employer, as well as the industry. Executives are likely to work closely with other employees in areas such as advertising, market research, production, sales and distribution	<ul style="list-style-type: none"> <li>- Communication skills</li> <li>- Social media skills</li> <li>- Knowledge of market research data, data analysis, and statistics</li> <li>- Marketing strategy</li> <li>- Marketing software and tools</li> <li>- communication, presentation and leadership skills</li> <li>- Data analysis</li> <li>- Writing skills</li> </ul>	<ul style="list-style-type: none"> <li>- BA in Marketing, Communications or similar relevant field</li> <li>- Work experience</li> <li>- Knowledge using social media and online marketing and CEO</li> </ul>	\$800

Job	Description of the job (role, major activities, etc.)	Specific skills (vocational skills & employability skills) or any other soft skills requirements	Minimum requirements (certification, high school degree, etc.)	Average salary/income potential
<b>Finance &amp; Accounting</b>	Prepare balance sheet, profit, and loss statements and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments and obligations incurred to predict future revenues and expenses. Reports organization's finances to management and offers suggestions about resource utilization, tax strategies and assumptions underlying budget forecasts.	<ul style="list-style-type: none"> <li>- A formal accounting qualification</li> <li>- Financial Management</li> <li>- financing and accounting software skills</li> <li>- Financial reporting</li> <li>- Risk management skills</li> <li>- Taxes corporate laws</li> </ul>	<ul style="list-style-type: none"> <li>- BA in accounting or finance preferred</li> <li>- Experience with financing and accounting software &amp; financial analysis and forecasting</li> <li>- knowledge of Microsoft Office; accounting software</li> </ul>	Accounting: \$600 Finance: \$700
<b>Salesman</b>	Managing organizational sales by developing business plans, meeting planned goals, and coordinating with our marketing department on lead generation. A Salesman also called a Sales Representative or Salesperson, sells products or services to businesses or consumers. They explain how a product works or what services are available, provide sales materials such as brochures or pamphlets, create sales leads and follow up with new customers. Salesmen can work in a wide variety of industries, such as automobile, pharmaceutical, retail, insurance or financial services, to name a few.	<ul style="list-style-type: none"> <li>- Previous work experience</li> <li>- Experience in planning and implementing sales strategies.</li> <li>- Experience in customer relationship management.</li> <li>- Leadership skills</li> <li>- communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>- Bachelor's degree in business or related field.</li> <li>- work Experience</li> </ul>	\$400 - \$600
<b>Online Work</b>				
<b>Software Engineer</b>	A software engineer is a person who applies the principles of software engineering to the design, development, maintenance, testing, and evaluation of computer software. Main tasks: Develops information systems by designing, developing, and installing software solutions, Develops software solutions by studying information needs, conferring with users, and studying systems flow, data usage, and work processes,	<ul style="list-style-type: none"> <li>- Analyzing information</li> <li>- programming skills (Proficiency in Java or C++, and)</li> <li>- Software design</li> <li>- Software debugging</li> <li>- Software documentation</li> <li>- Software testing</li> <li>- Problem-solving</li> <li>- Teamwork</li> <li>- Software development fundamentals</li> <li>- Software development process</li> <li>- Software requirements</li> </ul>	<ul style="list-style-type: none"> <li>- BA in Computer Science, Computer Engineering or a related technical discipline</li> <li>Professional software development</li> <li>- object-oriented design skills</li> <li>- Experience serving as technical lead throughout the full software development lifecycle</li> </ul>	\$800
<b>App/Web Developer</b>	Responsible for developing and/or designing websites for our company.	<ul style="list-style-type: none"> <li>- Website and software application designing,</li> </ul>	<ul style="list-style-type: none"> <li>- Bachelor's degree in Web</li> </ul>	\$700

Job	Description of the job (role, major activities, etc.)	Specific skills (vocational skills & employability skills) or any other soft skills requirements	Minimum requirements (certification, high school degree, etc.)	Average salary/in come potential
	You will be working alongside a team of other developers in creating, maintaining, and updating our websites.	building, or maintaining. - programming language and technical terminology. - Able to solve complex problems - Communications skills	development or a related field, or relevant experience. - Proficient in JavaScript, HTML, CSS, and My SQL	
<b>Translator</b>	Translator responsibilities include reading and thoroughly understanding the context of a given material, using specialized dictionaries and translation tools and proofreading finished pieces of work. To be successful in this role, you should have a keen eye for detail and be fluent in at least two languages in addition to your native language.	- proofreading skills with the ability to identify grammar, spelling and punctuation errors - knowledge of content editing tools - Familiarity with translation software - Time-management skills	- BSc in Languages, Translation, or similar field - Work experience as a Translator, Interpreter or similar role - Fluency in at least two languages	\$500
<b>Writer/Editor</b>	Writers and editors are responsible for producing the content we read in newspapers, books, magazines, and online, as well as what we hear when we watch a movie, television show, radio program, podcast, or commercial. Some people who work in this field put together the documentation that comes with the products we buy. Writers and authors create content for print and online media, television, movies, and radio. Technical writers specialise in producing materials such as instruction manuals and documentation for computers, hardware, household appliances, consumer electronics, and cars. Editors evaluate and select content for publication in print media and online. They also assign topics to writers	- Writing and Proofreading skills - Time management - Drafting. - Spelling. - Structure. - Punctuation. - Strong Vocabulary.	- BA in language learning or relevant degree or related work experience	\$450-600\$
<b>Graphic Designer</b>	The graphic designer job description includes the entire process of defining requirements, visualising and creating graphics including illustrations, logos, layouts, and photos. You'll be the one to shape the visual aspects of websites, books, magazines, product packaging, exhibitions and more. Main responsibilities include: Study design briefs and determine requirements, conceptualise visuals based on requirements, develop illustrations, logos, and other designs, and ensure final graphics and layouts are visually	- Branding and creativity - Familiarity with design software and technologies (such as InDesign, Illustrator, Dreamweaver, Photoshop) - Critical Thinking - Typography	- Degree in Design, Fine Arts or a related field is a plus - Work experience - portfolio of illustrations or other graphics - Familiarity with design software and technologies (such as InDesign, Illustrator, Dreamweaver,	\$450 - \$600

Job	Description of the job (role, major activities, etc.)	Specific skills (vocational skills & employability skills) or any other soft skills requirements	Minimum requirements (certification, high school degree, etc.)	Average salary/in come potential
	appealing and on-brand		Photoshop)	
<b>Data entry</b>	Data entry operator responsibilities include collecting and entering data in databases and maintaining accurate records of valuable company information.	<ul style="list-style-type: none"> <li>- data entry skills</li> <li>- familiarity with spreadsheets and online forms.</li> <li>- Experience with MS Office and data programs</li> <li>- Typing speed and accuracy</li> <li>- Organization skills, with an ability to stay focused on assigned tasks</li> </ul>	<ul style="list-style-type: none"> <li>- Proven data entry work experience, as a Data entry operator or Office clerk</li> <li>- Experience with MS Office and data programs</li> </ul>	\$600
<b>Consultant</b>	Provides advice to companies to solve problems, create value, improve growth, and maximize business efficiency and profitability. Acts as a liaison between management and support staff to help employees understand how their job performance affects the company's operations. Main responsibilities: conducts research to understand how a company functions and where a company can improve, analyses gathered information to form a hypothesis of company weaknesses and how to fix them, and interviews all necessary groups, such as employees, management, and shareholders to aid in consultancy	<ul style="list-style-type: none"> <li>- Business and Industry Knowledge,</li> <li>- Communication skills,</li> <li>- Problem Solving,</li> <li>- Conflict Resolution,</li> <li>- Research Skills,</li> <li>- Interviewing Skills,</li> <li>- Team Management,</li> <li>- Interpersonal Skills</li> </ul>	<ul style="list-style-type: none"> <li>- Proven experience as a consultant.</li> <li>- Experience in project management.</li> <li>- Knowledge of data analysis and research techniques.</li> <li>- Ability to develop detailed proposals and plans.</li> </ul>	\$800 - \$1000
<b>Internship/Volunteering</b>				
<b>Teacher</b>	A Teacher is responsible for preparing lesson plans and educating students at all levels. Their duties include assigning homework, grading tests, and documenting progress. Teachers must be able to instruct in a variety of subjects and reach students with engaging lesson plans	<ul style="list-style-type: none"> <li>- written and verbal communication skills</li> <li>- Dealing with kids</li> <li>- Well-organized with excellent leadership abilities.</li> <li>- ability to work with kids</li> </ul>	<ul style="list-style-type: none"> <li>- Bachelor's degree in Teaching or relevant field.</li> <li>- In-depth knowledge of teaching methods and legal educational procedures.</li> <li>- Single subject teaching credential or certification if teaching a specialized subject</li> </ul>	\$350- \$500

Job	Description of the job (role, major activities, etc.)	Specific skills (vocational skills & employability skills) or any other soft skills requirements	Minimum requirements (certification, high school degree, etc.)	Average salary/income potential
<b>Office Assistant volunteer</b>	The Office Assistant will perform a variety of tasks depending on project deadlines in the organization's office. This will include answering phones and other administrative tasks as assigned by the	<ul style="list-style-type: none"> <li>- Positive attitude</li> <li>- Ability to follow instructions</li> <li>- Able to work well independently or in a group</li> <li>- problem-solving skills</li> </ul>		\$250
<b>Photographer and video editing</b>	Video Editor at the company is responsible for capturing, editing, and producing photos and videos for internal and external purposes, capture studio-quality photographs and video, and Manage and oversee all technical aspects of video recording and editing	<ul style="list-style-type: none"> <li>- Photo and video shooting</li> <li>- Creative thinker</li> <li>- Proficient in Final Cut Pro X, Adobe After Effects</li> </ul>	<ul style="list-style-type: none"> <li>- BA/BS or similar degree</li> <li>- work of experience as video specialist of a similar role</li> </ul>	Photo: Starting 500\$ Video: Starting 600\$ Editor: Starting 600\$ All Together : Starting 800\$
<b>Knowledge filed intern</b>	Working in a specific field as an intern, this includes all the job listed above			\$400

## TOP SKILLS IN THE TARGET GROUP ACQUIRED INFORMAL OR NON-FORMAL EDUCATION.

There are common skills that Syrian refugees have acquired, whether through university or through other non-formal education opportunities. These skills can be the foundation stone for the future. This list does not include each and every skill that young Syrian refugees have, but it compiles the most observed ones as evident in research.

### **Business development skills**

Some of the Syrian refugees interviewed said they have participated in entrepreneurship training with organizations like Jusoor, Injaz, and Nawayia.

### **Arabic skills**

The overall majority of Syrian students will have acquired Arabic skills as a result of years of learning Arabic as a first language at school and university. Syria is well-known for its pioneering Arabic teaching programmes that for years were used by foreigners.

### **Basic computer use**

The widespread use of basic devices, including a computer or a mobile phone, has opened up possibilities for young refugees to learn on the internet. Users have access to an array of learning material, free online courses, and other tools.

### **Group work**

Syrian students have reported in more than one survey learning how to work in groups. Culturally, cooperation and collaboration remain firmly enshrined in unwritten rules. Syrians feel comfortable communicating their need for support or offer help to those who need it.

### **Other basic skills that are essential to future careers:**

- Microsoft Office
- Teaching
- Web development
- Research
- Social media
- Photography

## SKILLS GAPS THAT TO BE IMPROVED

By comparing the existing skills that Syrian refugees have with market requirements, we conclude that there is a list of essential professional and sectoral skills that, if built, can help young people break down the barrier and reach out to new opportunities.

**Foreign language:** English is integrated into any job or future business, so it is essential for fresh graduates and those planning their first move to improve their English skills, whether through specialist training courses or through on-the-job experience.

**Planning and organizational skills:** These skills are essential to reach any goal. Planning is essential to any step and is required at all levels in the workplace.

**Personal skills:** Motivation, independence, and initiative-taking are some basic requirements that are needed to grab the attention of any recruiter. They should be coupled with the work ethic and problem-solving qualities that help one overcome the disappointment of not being always successful.

**Computer skills:** In today's fast-moving world, there are essential tools that help cut a lot of search time. Tools such as job searching websites or freelance platforms can present untapped paths to a new career.

**Marketing skills:** This is a broad term that can apply to any field of work, but it starts with one's ability to market themselves in the job market or introducing a new service or product.

## RECOMMENDATIONS

### For the government:

- Provide information and legal support for Syrian refugee entrepreneurs on how to establish businesses in Lebanon.
- Introduce broader business regulation reforms including those providing a more robust environment that encourages financial innovation and inclusion.

### For the international community:

- Fund information centers to improve refugees' access to entrepreneurship opportunities, in adherence with host-country laws

### For non-governmental organizations:

- Adopt a comprehensive approach in programmes targeting entrepreneurs, focusing on teaching business plan development, smart growth strategies, financial recordkeeping, and identification of market opportunities.
- Share more information among actors regarding best practices and lessons learned in start-up developments to better understand the challenges that start-ups face.
- Support vocational training programmes that are aligned with local market needs. Development actors should shift towards funding vocational training based on market surveys of labour demand and supply.
- Expose young Syrian refugee and immigrant entrepreneurs to local startup ecosystems by hosting meetups and networking events to help Syrian startups connect with strategic partners and potential investors.
- Provide facilities with access to high-speed internet and computer devices for refugees to be able to work online.
- Use business and financial matchmaking services to scale solutions that appear to be working. This could be done by presenting milestone-based grants that cover start-up costs of operation or match-funding by investors.
- Organize business plan competitions to introduce start-ups to venture capitalists and angel investors. Such events act as a quality filter for investors looking to find the best deals in town in only a few hours and a chance to approach a team directly.

# APPENDIX: OVERVIEW OF THE SYRIAN REFUGEE'S STARTUPS IN LEBANON

## LEBANON

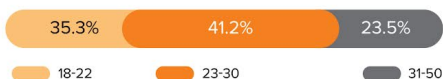
Total responses: 17



### ENTREPRENEURS GENDER:



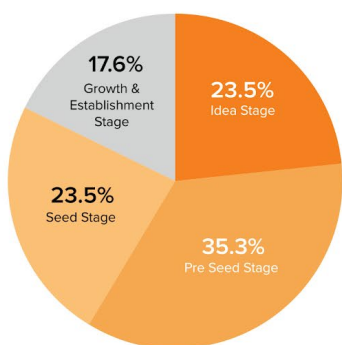
### ENTREPRENEURS AGE:



### TYPOLOGIES OF ENTREPRENEURS:



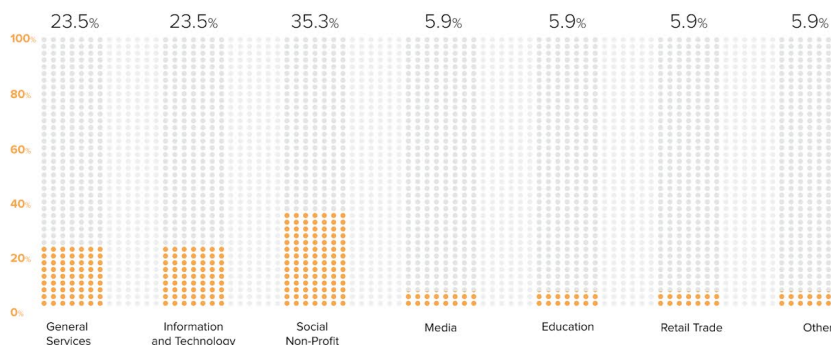
### STARTUP STAGE:



### STARTUPS CHALLENGES:



### STARTUP INDUSTRIES:



## REFERENCES

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- 2) United Nations Convention Relating To The Status Of Refugees
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- 5) Lebanon SME Strategy: A Roadmap To 2020
- 6) Lebanon SME Strategy, Ministry Of Economy And Trade, 2014
- 7) Entrepreneurship In Exile by Ahmad Sufain Bayram
- 8) Tertiary Education For Syrian Refugees In Lebanon, Aub
- 9) Pathways To And Beyond Education For Refugee Youth In Jordan And Lebanon
- 10) National Strategic Framework For Technical Vocational Education And Training In Lebanon