

2010  
LoYAC Summer Internship Program  
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## شكراً لتعاونكم في تدريب شباب الأردن صيف ٢٠١٠



## PROGRAM REPORT FOR LOYAC SUMMER PROGRAM – 2010

### Overview

The LoYAC Summer Intern Program in 2010 included six- to eight-week internship opportunities for 190 students at several public institutions and private corporations. In addition to successfully completing these 190 internships, LoYAC interns fulfilled their commitment to complete a minimum of eighteen hours of volunteer community service.

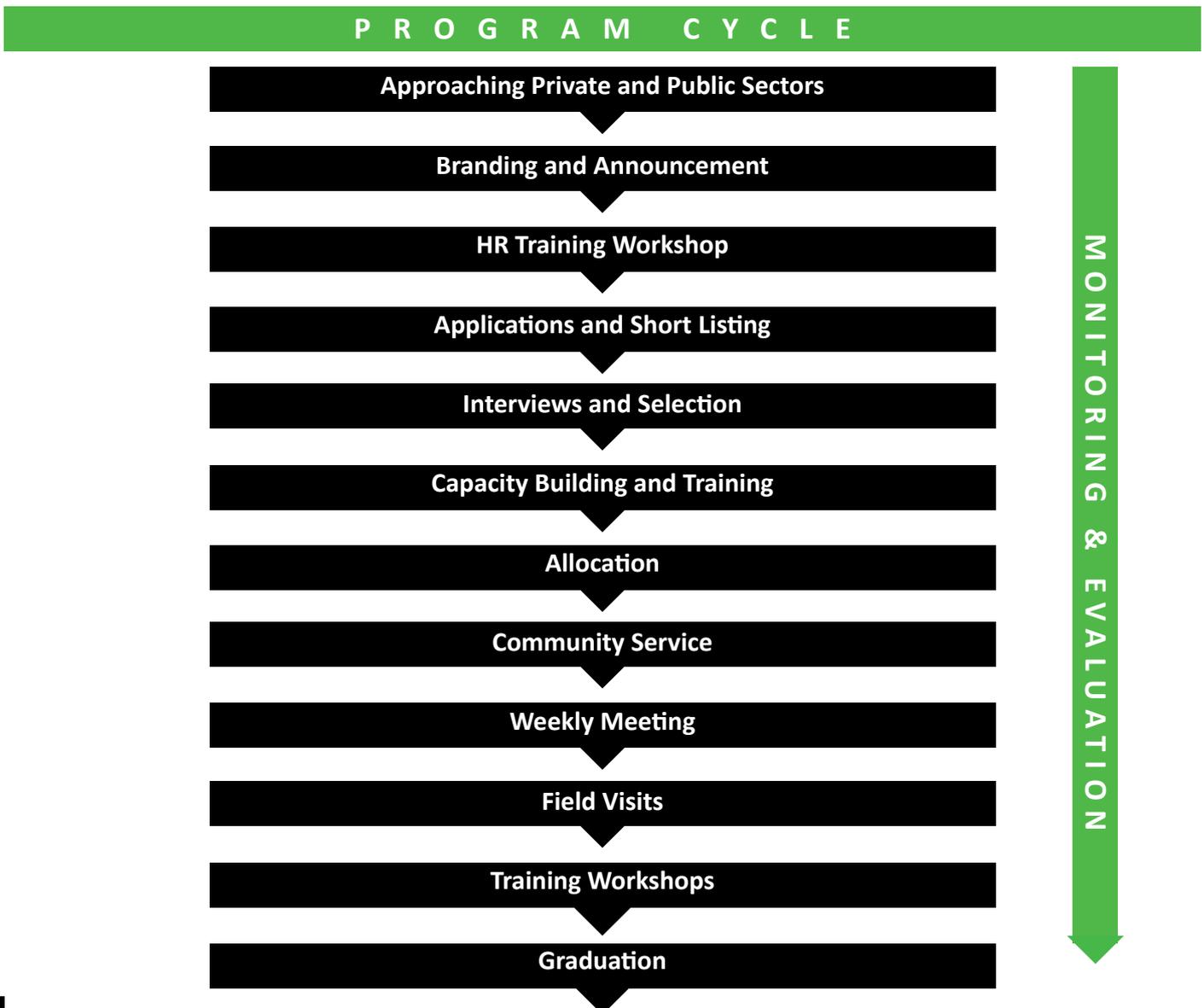
### Main Objectives

Students enrolled in this program benefit from this experience in numerous ways, including:

- Gaining work experience in a professional environment.
- Exposure to a work environment in their field of interest or study.
- Receiving professional job training prior to the internship and mentoring during the internship.
- Establishing the groundwork for a future professional network.
- Allowing for academic studies to be more relevant and accessible.
- Engaging in community service and evolving into more proactive citizens.

### Program Methodology

There are several steps taken to ensure the program flows successfully, these include:



## APPROACHING PRIVATE AND PUBLIC SECTORS

For the purposes of the 2010 Summer Program, several private and public sectors were approached by members of the executive board of directors. Many new companies joined the LoYAC program to host interns at their premises, with a total of 38 corporations hosting LoYAC'S interns this year.

### Public Sector Institutions:

- Ministry of Energy and Mineral Resources.
- Ministry of Planning and International Cooperation.
- Ministry of Information Communication Technology.
- Social Security Corporation.
- King Hussein Cancer Center.

### Private Sector Corporations:

- Arab Center for Engineering Studies (ACES)
- Al Amal Hospital
- Al-Ghad Newspaper
- Anabtawi Sweets
- Arabtech Jardaneh
- Bank Audi
- Cairo Amman Bank
- Capital Bank
- Chocoholic Café
- Cozmo
- Dar Al Dawa
- El Zay
- Hikma Pharmaceuticals
- International Credit Card- ICC
- Islamic Insurance Company
- Bin Izhiman
- Friends of Jordan Festivals Society
- Jordan Kuwait Bank
- La Poutchi
- LoYAC Jordan
- Maisam for Architects
- Meydan
- Miqdadi for Agricultural Equipment
- Modmills
- Nutri-Dar
- Pharmacy One
- Manaseer - Ready Mix
- Recap
- Safeway
- Shoo Fee TV
- Scientific & Medical Supplies, SMS
- Zain
- Zein Travel

## BRANDING AND ADVERTISING

### A. The program was promoted in the following ways:

- Newspapers: Advertisements ran in Al-Ghad and Al-Rai newspapers.
- Television: Youm Jadeed program on JTV hosted LoYAC to talk about LoYAC's programs.
- Radio: The LoYAC team was hosted by Farah El-Nas FM and Amman Radio FM to announce the beginning of the program.
- Social Media: Program information is regularly updated on Facebook and LoYAC's website
- SMS: LoYAC sends general text messages to students across Jordan announcing the summer program.
- Liaison offices of King Abdullah Fund for Development.
- University websites.
- Community Development Centers: Princess Basma Youth Resource Center (PBYRC), East-West Initiative (EWI) and Al-Ruwad Center for Development.



### B. Orientation Sessions

An introductory orientation package was compiled by the LoYAC team and presented to students in numerous universities to encourage eligible students to apply to the summer program. The universities approached by LoYAC this year were:

- The University of Jordan.
- Jordan University of Science and Technology (JUST).
- Yarmouk University.
- Princess Sumaya University for Technology (PSUT).
- Al Albayt University.
- Hashemite University.
- Petra University.
- Al-Ahliya Amman University.
- Al-Zaytoonah University.
- Zarqa Private University.
- Israa Private University.

## HR TRAINING WORKSHOP

In corporation with USAID Jordan Economic Development Program (SABEQ), LoYAC held a workshop entitled “Managing Effective Internship Programs”. The workshop focused on promoting the benefits of internship programs for the industry, universities and interns. Successful internship models were presented by some of the participating companies. A total of 25 HR managers from companies that provide LoYAC with summer internships attended.



## APPLICATIONS AND SHORT LISTING/INTERVIEWS AND SELECTION

After applications are received, they are screened then long-listed for interviews.

The criteria for the initial screening are as follows:

- Age: 16-24 years old
- Registered student
- Passing grade point average
- National ID holder

For students to be accepted into the internship program, several steps take place in the process of short-listing and selecting students.



1 • Receiving applications from university and school students

2 • Screening the applications and selecting interns for interviews

3 • Interviewing the interns

4 • Further screening of interviewed interns

5 • Selection of specific students for specific internships

**This process took place from March 2010 to May 2010.**

- Over 2,500 applications were received from different locations and venues, of which 1200 passed the first screening.
- A total of 800 students were interviewed. The interviews were carried out by LoYAC's executive board members and management team at KAFD liaisons offices at universities. High school students were interviewed at several central locations in Amman.
- A total of 300 students/interns were selected for internships.

## CAPACITY BUILDING & TRAINING

Training workshops took place in May and June 2010 with the cooperation of the Princess Basma Youth Resource Center (PBYRC). The training focused on work and basic life skills to prepare the students for the rigors of their internships and summer jobs.

- A Training of Trainers (TOT) workshop was delivered by PBYRC staff. Six volunteers from LoYAC's previous intern program were enrolled in the TOT to train them to become co-trainers in the upcoming workshops for 300 interns.
- Intensive workshops were conducted in Queen Zein Al Sharaf Institute for Development (ZENID) over several weekends. Workshops were conducted for high school students and university students separately.
- LoYAC's co-trainers assisted in conducting these workshops.
- During the workshops, commitment forms were distributed to the interns. High school student forms needed to be signed by parents or guardians.
- Community service sheets were distributed to the interns where every intern committed for volunteering in a number of places.
- LoYAC set up a Facebook page as a communication platform for the summer program to facilitate contact between the interns and to keep them updated.
- A total of 300 students were trained at the ZENID workshops.
- The workshops focused on the following skills:
  - Self awareness.
  - Self marketing.
  - Interviewing skills and CV writing.
  - Volunteerism.
  - Team building.
  - Problem solving.
  - Work ethics.
  - Communication and presentation skills.



## INTERNSHIP ASSIGNMENT

After the workshops, all trained interns were assigned to their corresponding internships. High school students were selected to work in hypermarkets and retail businesses, while university students were assigned to cooperating companies according to their majors of study as well as according to the needs of the companies participating in the program.

### In the Public Sector:

The 2010 program was the first time public sector organizations and institutions cooperated with LoYAC, hosting 19 student interns. Interns were paid by the King Abdullah II Fund for Development (KAFD).

Entity Name	No. of Interns	University
Ministry of Information Communication Technology	5	Hashemite University
		Zarqa Private University
		Hashemite University
		The University of Jordan
		Lowa University/ USA
Social Security Corporation	5	The University of Jordan
		Princess Sumaya University for Technology
		Hashemite University
		The University of Jordan
		Princess Sumaya University for Technology
Ministry of Planning and International Cooperation	3	Applied Science University
		Yarmouk University
		Princess Sumaya University for Technology
Ministry of Energy and Mineral Resources	2	Jordan University of Science and Technology
		The University of Jordan
King Hussein Cancer Center	4	Princess Sumaya University for Technology
		Israa University
		Hashemite University
		The University of Jordan
Total	19	

### Private Sector Companies:

New companies hosted LoYAC's interns as well as companies which had previously participated in the 2009 program. A total of 171 students interned with various companies and centers, and were assigned internships according to their majors and according to the hosting capacity of companies.

Major	Workplace
Finance, Accounting, Management Information System	Jordan Kuwait Bank, Cairo Amman Bank, Audi Bank, Capital Bank, El-Zay, ICC, Masafat, Dar Al Dawa,
IT, Computer Engineering, Computer Information System	Scientific & Medical Supplies- SMS, Shoo Fee TV, Islamic Insurance Company
Business Administration, Marketing	Zain, Ready Mix, Meydan
Pharmaceutical	Hikma Pharmaceuticals, Pharmacy One
Agriculture	Miqdadi for Agricultural Equipment
Civil Engineering	Maisam for Architects, ACES, Arabtech Jardaneh
Nursing, Medicine	Al Amal Hospital
Nutrition	Nutri-Dar
Tourism	Zein Travel
Languages	Al-Ghad Newspaper

- High school students were placed in hypermarkets and retail businesses such as COZMO, Safeway, Chocoholic Café, La Poutchi, Anabtawi Sweets and Bin Izhiman.
- The companies and number of interns hosted were as follows:

Company	No. of interns
Arab Center for Engineering Studies (ACES)	1
Al Amal Hospital	4
Al-Ghad Newspaper	2
Anabtawi Sweets	6
Arabtech Jardaneh	1
Bank Audi	4
Bin Izhiman	4
Cairo Amman Bank	6
Capital Bank	3
Chocoholic Café	4
Cozmo	15
Dar Al Dawa	2

Company	No. of interns
El Zay	2
Hikma Pharmaceuticals	5
International Credit Card	2
Islamic Insurance Company	2
Friends of Jordan Festivals Society	23
Jordan Kuwait Bank	12
King Hussein Cancer Centre	5
La Poutchi	3
LoYAC Jordan	3
Maisam for Architects	1
Maydan	4
Ministry of Information and Communications Technology	5
Ministry of Energy and Mineral Resources	2
Miqdadi for Agricultural Equipment	1
Modmills	1
Ministry of Planning and International Cooperation	3
Nutri-Dar	2
Pharmacy One	5
Manaseer - Ready Mix	3
Recap	1
Safeway	28
Shoo Fee TV	1
Scientific & Medical Supplies, SMS	7
Social Security Corporation	5
Zain	10
Zein Travel	2
<b>Total</b>	<b>190</b>

- At the end of their internships, interns were paid a minimum of JD 150 by the companies that hosted them.
- A total of 190 interns benefited from these internships.

## COMMUNITY SERVICE

Interns enrolled in the summer program are required to commit to at least 18 hours of community service at a place of their choosing. The volunteering part of the program aims to engage youth in community work, strengthen their sense of civic duty, engagement and community, as well as to help broaden their horizons by interacting with people from different backgrounds and communities.

### Community Service Program

- Different volunteer opportunities were set up at various NGOs and community centers. Volunteering mostly took place during interns' weekends. Some NGOs provided transportation to and from the volunteering location.
- Several centers hosted LoYAC volunteers such as Madrasati, Zaha Center, Tikyet Um Ali, Ruwwad, The Children's Museum, KHCC, Intel Club House, Bader Society and Dawlieyeh Society. Some students were already involved in community work with certain organizations such as East-West Initiatives, Ruwwad, Al-Farouk Society, Mercy Corps and Amideast, and continued volunteering in these centers throughout their summer intern program.
- Community service details:

Company	No. of interns	Community work
Zaha Centre	15	Ushering for the "We Love Reading" Conference
Madrasati	60	Painting school walls in Jerash, Zarqa and Ma'in
Tikyet Um Ali	50	Packaging of food packets for Ramadan; stuffing envelopes
Ruwwad	6	Volunteering in Jabal Nathif area
Hamzet Wasel	3	Research work
Bader Society	27	Orphanage iftars and clothing distribution
Intel Club house	3	Monitoring and helping youth in the club
The Children's Museum	17	Monitoring the children and assisting them with activities
Energy Festival/USAID	27	Ushering
LoYAC	18	Data entry; managerial tasks
KHCC	7	Data entry; managerial tasks
Mercy Corps	1	Activities coordination
Al Farouk Society	1	Organizing
Amideast	1	Data entry

\*Note: Some students volunteered at multiple centers

- Many interns chose to continue volunteering after completing the 18 hours of community service required by LoYAC. These interns have exhibited great dedication and enthusiasm in the spirit of assisting their communities.



**WEEKLY MEETINGS**

As part of maintaining a network of good communication between LoYAC and its interns, two meetings were held during the summer internship program. The meetings were a means for interns to express their opinions about the program, give feedback on their internships and to become better acquainted with other interns. The Royal Jordanian Film Commission and Muhtaraf Al-Rimal for Arts hosted these LoYAC meetings with its interns.

The meetings also included different interactive activities like games, music and a stand-up comedy show. An open mike session at each meeting gave interns the opportunity to tell others about their internship and community service experiences.



**FIELD VISITS**

As part of LoYAC’s monitoring and evaluation process, field visits were scheduled with the human resources departments in all the participating companies. These field visits were used to assess students’ commitment and performance in the workplace and were conducted by LoYAC executive board members and staff. During field visits, supervisors and interns also updated LoYAC on the progress of their internships. Problems were discussed and appropriately handled.



## SUCSESSES

### Stories and Testimonials

The interns regularly expressed their satisfaction and enthusiasm about the internship program as well as their community service opportunities. The following testimonials from interns describe their experiences:

- **Haya Hamdan – 18 years old**

“I participated in the LOYAC internship program this summer. At first I thought it might be fun rather than wasting my time at home; I would meet some new friends and try some work, but actually I’m thankful for LOYAC now. It didn’t give me a normal opportunity; it gave me a chance to meet a group of amazing engineers who welcomes me. I was organizing their schedules with many different companies, writing official letters, preparing their tenders, their offers, etc. And after I finished the internship program, the company asked me to continue with them. It was an amazing opportunity; I continued my training at SMS for one more month. With LOYAC, I have work, developed my skills and learned how to be detailed, determined, and responsible. Thank you LOYAC!”



- **Khalid Arman- 21 years old**

“When I first started training at Pharmacy One, I felt like I belonged there immediately. Everyone there treated me with kindness and I was given important tasks which helped me to improve myself as a pharmacist. I realized then that I may not be given such an opportunity in the future and if it wasn’t for LOYAC I wouldn’t have gotten this far.”



- **Nidaa Duraidi – Social Security Corporation**

“I want to thank LoYAC as it was a great experience for me and they made me responsible for other employees at SSC.”

- **Qamar Hind – King Hussein Cancer Center**

“The training was great and now we have a clear idea about the labor market.”

- **Rawan Malhas - Ministry of Energy and Mineral Resources**

“There was great cooperation from the managers and they gave us a lot to learn.”

**Statements from Volunteers:**

- **Sara Khalaf**

“Volunteering today was an unforgettable day! I had so much fun”

- **Nour Abu Awwad**

“We had a great day today volunteering!”

- **Ghazi Maraqa**

“Volunteering “madrasati” 31-7-2010 ... Ma’een ... it was amazing!”

- **Zaid Hajji**

“I loved volunteering; they made us make a playground.”

**ADDITIONAL WORKSHOPS**

In cooperation with the Royal Jordanian Film Commission (RFC), 15 students from the LoYAC 2010 program were selected to attend an 8-day filmmaking workshop at the RFC. The students wrote, filmed and edited three short-films.



**CHALLENGES**

Some challenges which arose during the summer program that should be improved upon next year include:

- Lack of commitment from some interns, who did not complete their 6-week internship
- Some interns did not take the program seriously and did not completely abide by the rules of their workplaces.
- Some interns did not begin their community service requirements.

## MONITORING, EVALUATION AND IMPACT ASSESSMENT

### A. Methodology

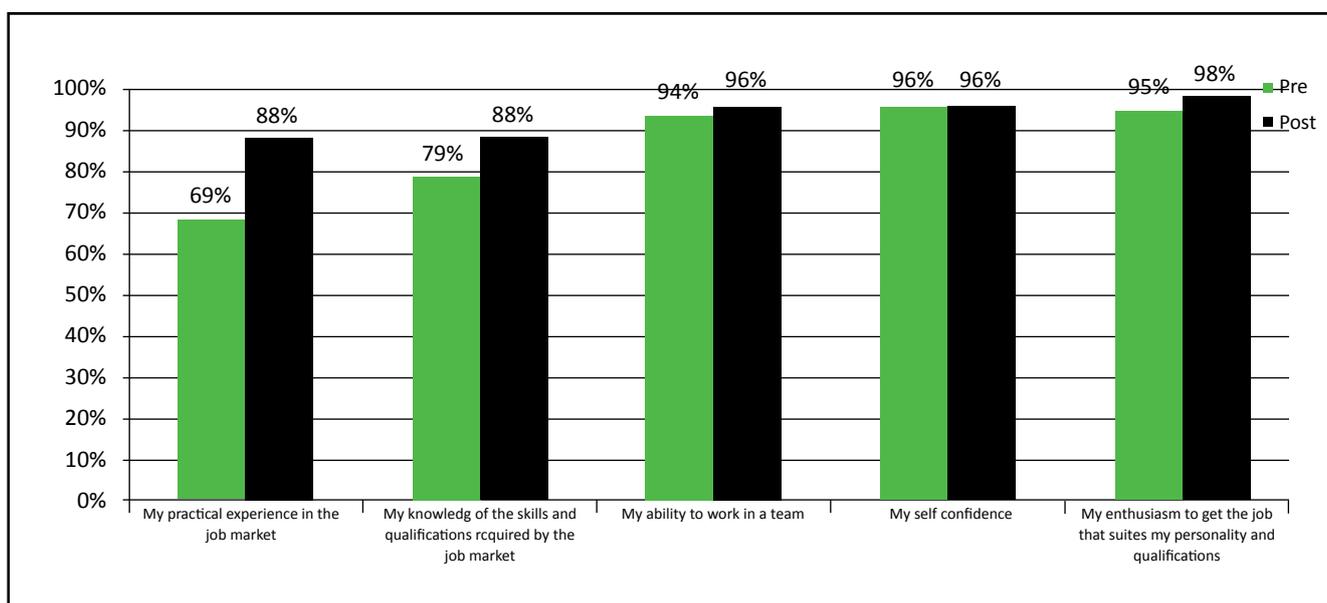
The method used for conducting an impact assessment on the program including using pre- and post-program evaluation forms. This process included the following:

- All enrolled interns received the pre-evaluation form before commencing in any activity with the program.
- The forms were collected and the data collected from these forms was entered into a database.
- Every intern was given a code number, which included symbols indicating his/her gender, education level and ID number. This technique was used to ensure that pre- and post-evaluation forms were matched for the same interns.
- At the end of the program, only interns who completed the program and who completed the pre-evaluation form were approached to fill a post-evaluation form.
- The sample size of the matched pre- and post-evaluation was 47%.

The pre- and post-evaluation method was used for the following reasons:

- The sample size was convenient and accessible.
- Distributing and collecting forms online greatly facilitated the process.
- It was important to measure the difference in intern skills and knowledge before and after their program experience.
- It was important to set benchmarks for the levels of certain skills of the interns because of the diversity of their backgrounds, academic levels, age groups and skills.

### B. Results



As chart 1 demonstrates, the program had an excellent impact on the interns’ practical experience in the job market, which is the main objective of this program.

**Closing Ceremony for the Summer Internship Program of 2010**

LoYAC Jordan celebrated the completion of its 2010 Summer Internship Program on October 20, 2010. The closing ceremony was held at the Grand Hyatt Hotel in Amman in the presence of representatives from the Ministry of Labor, USAID-Jordan Economic Development Program and a wide variety of private and public sector entities, as well as many of LoYAC’s partners and friends. The event celebrated the successful completion of the 2010 Summer Internship Program that placed 190 interns at 33 private sector companies and 5 public institutions.



# DONOR RECOGNITION

## INVEST TOGETHER . . . GROW TOGETHER

Partnering with LoYAC offers you an opportunity to make a greater impact in shaping our future generations. Your contribution will help make a real difference in more young peoples' lives.

Partnership benefits and opportunities are presented in this package to best showcase your brand in relation to your contribution.

### LOYAC PARTNER - JD 50,000 +

#### **Sponsor's brand will be prominently placed on LoYAC's**

- Special co-branded thank you roll-up banner placed throughout the sponsorship period.
  - During internship selection and capacity building activities.
  - At the community service venue.
  - During the annual recognition event.
- A special plaque from LoYAC.
- Intern t-shirts for marathons, community service activities, events and job-sites where permitted.
- Annual event invitation cards sent to all VIP partners.
- Certificates awarded to interns at end-of-program.
- Online homepage.
- Annual recognition event presentation.
- Annual report, which is distributed to businesses, corporations and posted online.
- Annual newspaper advertisement (half-page) published in local newspapers for all LoYAC sponsors.
- Sponsor will be invited to attend end-of-program ceremony.
- Sponsor will be awarded as an annual partner at end-of-program ceremony.

### SILVER SPONSOR - JD 10,000 +

#### **Sponsor's brand will be prominently placed on LoYAC's**

- Special thank you roll-up banner placed throughout the sponsorship period.
  - In English course classroom.
  - At the community service venue.
  - During the annual recognition event.
- A special certificate from LoYAC.
- Online webpage.
- Annual recognition event presentation.
- Annual report, which is distributed to businesses, corporations and posted online.
- Annual newspaper advertisement (half-page) published in local newspapers for all LoYAC sponsors.
- Sponsor will be invited to attend end-of-program ceremony.
- Sponsor will be awarded as a silver sponsor at end-of-program ceremony.

**BRONZE SPONSOR - JD 5,000 +**

**Sponsor's brand will be placed on LoYAC's**

- Special thank you roll up banner placed throughout the sponsorship period.
  - At the community service venue.
  - During the annual recognition event.
- Annual recognition event presentation.
- Annual report, which is distributed to businesses, corporations and posted online.
- Annual newspaper advertisement (half-page) published in local newspapers for all LoYAC sponsors.
- Sponsor will be invited to attend end of program ceremony.
- Sponsor will be awarded as a bronze sponsor at end of program ceremony.

**BENEFACTOR - JD 2,500 +**

**Sponsor's brand will be placed on LoYAC's**

- Online webpage.
- Annual recognition event roll up banner.
- Annual recognition event presentation.
- Annual report, which is distributed to businesses, corporations and posted online.
- Annual newspaper advertisement (half-page) published in local newspapers for all LoYAC sponsors.

**SUPPORTER - JD 1,500 +**

**Supporter brand will be placed on LoYAC's**

- Online webpage.
- Annual report, which is distributed to businesses, corporations and posted online.
- Annual recognition event presentation.
- Annual newspaper advertisement (half-page) published in local newspapers for all LoYAC sponsors.

**CONTACT INFORMATION**

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