

Background

Through the European Bank for Reconstruction and Development (EBRD) funding, People 1st International have been engaged in a cross-regional intervention to provide businesses with the HR skills required to effectively manage their business.

The EBRD emphasises economic inclusion for development, measuring how economic institutions and education systems provide equal opportunities. Businesses face barriers when employing youth due to high unemployment and education gaps, impacting transitions to work. SMEs struggle to attract skilled labor, worsening labor force challenges.

The Skills in Business Programme aims to address these issues by enhancing SMEs' capacity to recruit and retain skilled young workers through work-based learning.

The project promotes a previous phase of work where People 1st International and EBRD developed an SME Human Resource Competency Framework, comprising 15 standards linked to specific outcomes and KPIs and provided training to local HR consultants across 8 countries to equip them with the tools and know-how to support local small businesses to increase the effectiveness of HR management in line with international best practice.



Skills in Business Standards

Recruitment and Retention	1. Developing Strategies	2. Competency Frameworks	3. People Policies	4. Employability Programmes	5. Market Insights
	6. Recruitment and Selection	7. Inclusion	8. Retention	9. Performance Management	10. Leavers
Work-based Learning	11. Induction	12. Career planning	13. Learning Needs	14. Learning Approaches	15. Measuring Impact



MedLabs, Jordan

People 1st International collaborated with MedLabs Consultancy Group, a prominent Jordanian company in laboratory medicine operating 50+ laboratories across multiple countries, employing over 600 staff. Commissioned by the European Bank for Reconstruction and Development (EBRD) under the Skills in Business initiative the project aimed to develop and increase capacity to attract, develop and retain skills labour within the medical laboratory industry.

Objectives / Challenges

The project initiated in September 2022 with a scoping stage that highlighted the primary motivation for initiating this project was to address high youth unemployment and promote gender diversity in laboratory medicine.

The project's primary objectives sought to enhance staff retention, refine recruitment processes to attract top talent, establish a robust workforce pipeline, and provide continuous development and training opportunities to improve skills within the industry. The challenges addressed included high youth unemployment and the need for gender diversity in the field. The Skills in Business intervention aimed to tackle these challenges through targeted strategies and interventions.

Outcome / Impact



The project resulted in several key outputs for The Academy by MedLabs.

This encompassed the refinement of mission and vision statements, the introduction of innovative strapline concepts, benchmarking of digital presence, alignment of strategic planning, improvement of the organisational structure, and the formulation of policy recommendations for both people and academic policies.

Additionally, the project established clear career pathways for staff development and growth and defined measurable Key Performance Indicators (KPIs) to monitor and evaluate the success of The Academy's initiatives.

Testimonial

"With the help and expertise from People 1st, we have set up a full training academy that will be a provider of specialized training courses in the fields of Medical Laboratory Sciences, Healthcare Quality, Capacity Building, Life Skills and Leadership.

"The Academy by MedLabs", is dedicated to providing high-quality and affordable education and training programs to individuals and organizations in the healthcare industry. Our mission is to empower Medical Lab Technologists & other Health Care Providers, with the knowledge, skills, and confidence they need to succeed in their careers." - Dr. Manar Agha Alnimer, Chair, The Academy by MedLabs, Vice CEO, MedLabs Consultancy Group



About People 1st International

People 1st International has been providing world-class skills solutions for over 50 years. Our expertise is trusted by organisations globally and is proven to:

- Increase staff retention
- Maximise the potential of the workforce
- Increase productivity and competitiveness
- Create effective people strategies
- Build a strong commitment to vocational lifelong skills

people1st
international

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THE EBRD

**SKILLS
IN BUSINESS**