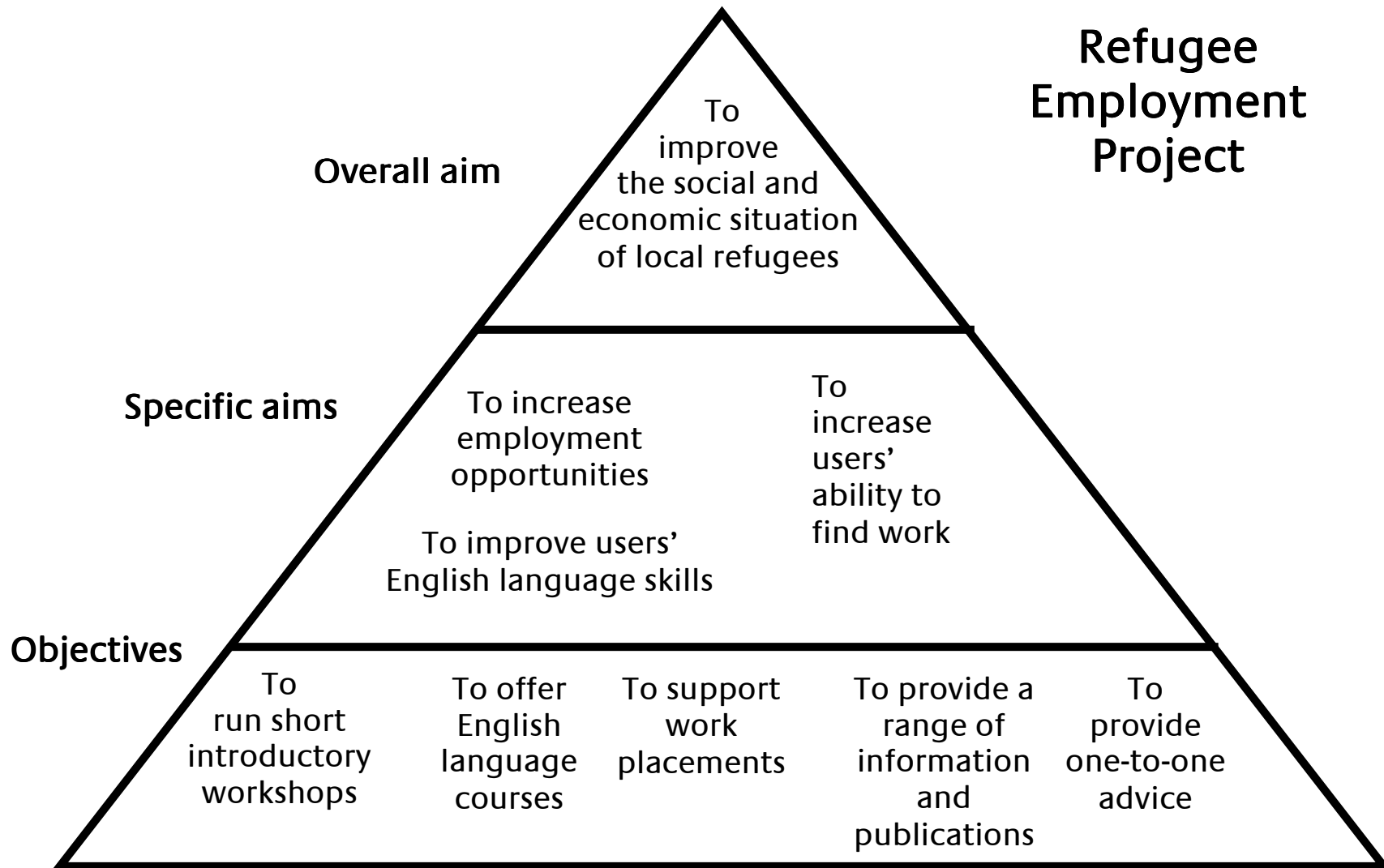


Monitoring and evaluation framework for the refugee employment project



Monitoring and evaluation framework for the refugee employment project

Overall aim: To improve the social and economic situation of local refugees

Specific aims	Outcomes	Outcome indicators	Information collection methods	When & by whom	How to report and use
Aim 1 To increase employment opportunities	Employers more aware of the value of refugees as employees	Level of understanding of refugees' situations Level of employer awareness of refugees' skills Level of employer awareness of economic value of employing refugees	(for all indicators) Telephone interviews with employers Online employer survey	Project manager – quarterly Project manager – annually	Quarterly newsletter for employers and users Annual evaluation Annual review End-of-year report to funders

Monitoring and evaluation framework for the refugee employment project

Specific aims	Outcomes	Outcome indicators	Information collection methods	When & by whom	How to report and use
Aim 1 cont'd) To increase employment opportunities	More placement opportunities	Number of placements offered Type of placements offered Length of placements offered	Database (electronic or paper-based)	Project manager – monthly	Monthly report at team meetings ¹ Annual evaluation Annual review ² End-of-year report to funders
	More work opportunities	Number of voluntary opportunities offered Number of paid opportunities offered Type of industry Length of work Amount of wage/salary received	Database (electronic or paper-based)	Project manager – monthly	

¹ Every month staff and volunteers look at how the project is doing

² The annual review is for all stakeholders including community members

Monitoring and evaluation framework for the refugee employment project

Specific aims	Outcomes	Outcome indicators	Information collection methods	When & by whom	How to report and use
Aim 2 To increase users' ability to find work	Increased knowledge of job market	Level of knowledge on job opportunities Range of places used to seek work	Case file	Advice worker – on going	Quarterly report to staff and management Annual evaluation
	Increased employability	Level of interview skills Level of computer skills Number of CVs written	Observation Test/Assessment Case file	Class tutor – end of course Advice worker – ongoing	Annual review End-of-year report to funders Quarterly newsletter for employers and users

Monitoring and evaluation framework for the refugee employment project

Specific aims	Outcomes	Outcome indicators	Information collection methods	When & by whom	How to report and use
<p>Aim 2 cont'd)</p> <p>To increase users' ability to find work</p>	Users get jobs	<p>Number of jobs applied for</p> <p>Types of jobs applied for</p> <p>Number of jobs secured</p> <p>Length of employment</p> <p>Types of jobs secured</p>	<p>Case file</p> <p>Face-to-face interviews</p>	Advice worker - ongoing	(as above)

Monitoring and evaluation framework for the refugee employment project

Specific aims	Outcomes	Outcome indicators	Information collection methods	When & by whom	How to report and use
Aim 3 To improve users' English language skills	Improved written skills	Whether users can complete job applications on own Quality of job applications produced	Observation	Class tutor – end of course	Quarterly report to staff and management End-of-year report to funders
	Improved communication skills	Ability to speak English	Observation Self assessment		

Monitoring and evaluation framework for the refugee employment project

Objectives	Outputs	Outputs indicators	Information collection methods	When & by whom	How to report and use
Objective 1 To run short introductory workshops	Workshop on refugee issues for employers	Number of workshops	Database (electronic or paper-based)	Workshop facilitator – on the day	Quarterly report to staff and management
	Workshop on employing refugees (legal issues; benefits; offering support) for employers	Issues covered	Register		Quarterly newsletter for employers and users
		Number of attendees Profile of attendees			Employer feedback form
Computer literacy workshop for users	Number of workshops	Database (electronic or paper-based)	Workshop facilitator – on the day	Annual review	
	Number of attendees Profile of attendees	Register		End-of-year report to funders	
	Level of user satisfaction	User feedback form			

Monitoring and evaluation framework for the refugee employment project

Objectives	Outputs	Outputs indicators	Information collection methods	When & by whom	How to report and use
Objective 2 To offer English language courses	ESOL ³ classes	Number of classes Length of classes Type of classes	Database (electronic or paper-based)	Class tutor - on the day by	Quarterly report to staff and management
		Number of attendees Profile of attendees	Register		Annual evaluation
	'Preparing for interview' class 'CV writing' class	Level of user satisfaction	User feedback form	Users - end of term	Annual review End-of-year report to funders Quarterly newsletter for employers and users

³ ESOL stands for 'English for Speakers of Other Languages'

Monitoring and evaluation framework for the refugee employment project

Objectives	Outputs	Outputs indicators	Information collection methods	When & by whom	How to report and use
Objective 3: To provide a range of information and publications	Information leaflets Factsheets	No. of information leaflets/factsheets produced Range of information given out (content) Quality of leaflets/factsheets	Database (electronic or paper-based)	Information officer - on-going	Quarterly report to staff and management Annual evaluation Annual review End-of-year report to funders
	Job bulletins	No. of bulletins posted Where posted			
			(for all outputs) Level of user satisfaction	Annual user survey	Information officer, yearly

Monitoring and evaluation framework for the refugee employment project

Objectives	Outputs	Outputs indicators	Information collection methods	When & by whom	How to report and use
Objective 4 To support work placements	Matching service	No. of employers contacted Types of employers No. of placements set up Length of placements Types of industry	Database (electronic or paper-based)	Information officer – ongoing	Quarterly report to staff and management Annual evaluation Annual review End-of-year report to funders
	Support to employers	Type of support offered	Case file	Advice worker - ongoing	
	Support to users	Type of support offered	Case file	Advice worker - ongoing	
		(for all outputs) Level of user satisfaction			

Monitoring and evaluation framework for the refugee employment project

Objectives	Outputs	Outputs indicators	Information collection methods	When & by whom	How to report and use
Objective 5 To provide one-to-one advice	Advice sessions	Number of advice sessions Length of advice sessions Amount of advice given Type of advice given Level of user satisfaction	Database (electronic or paper-based) User feedback form	Advice worker – on-going By user at the end of their case	Quarterly report to staff and management Annual evaluation Annual review End-of-year report to funders Quarterly newsletter for employers and users