

## Employment and training support channels

HRDF engages with all its stakeholders through multiple channels to provide a consistent, personalised, and seamless experience.

### Taqat National Labour Gateway

*Taqat* or the National Labour Gateway is an integrated platform that amalgamates HRDF's mandate and national policies to facilitate and bring into effect programmes and services to develop the national labour market. It is a fully fledged platform for the private and public sectors, that brings together job seekers, employers, and other key stakeholders that are involved in upskilling the Saudi workforce. The main functions of the *Taqat* are:

- › Provide a unified and integrated platform for all parties in the labour market
- › Enhance labour market transparency and provide data to support decision-making
- › Provide tools to manage the labour market and activate its programmes and policies
- › Reduce dependency on expatriates
- › Enhance Saudi workforce competitiveness
- › Support human resource development according to actual labour market needs
- › Provide employment services
- › Provide training services

### National Labour Gateway structure of systems



**Matching system**  
(Between job seekers and vacancies)



SMS and email gateway



Mobile application



Unified wages system



Electronic platform



Customer services management system



Business



Database



E-training system

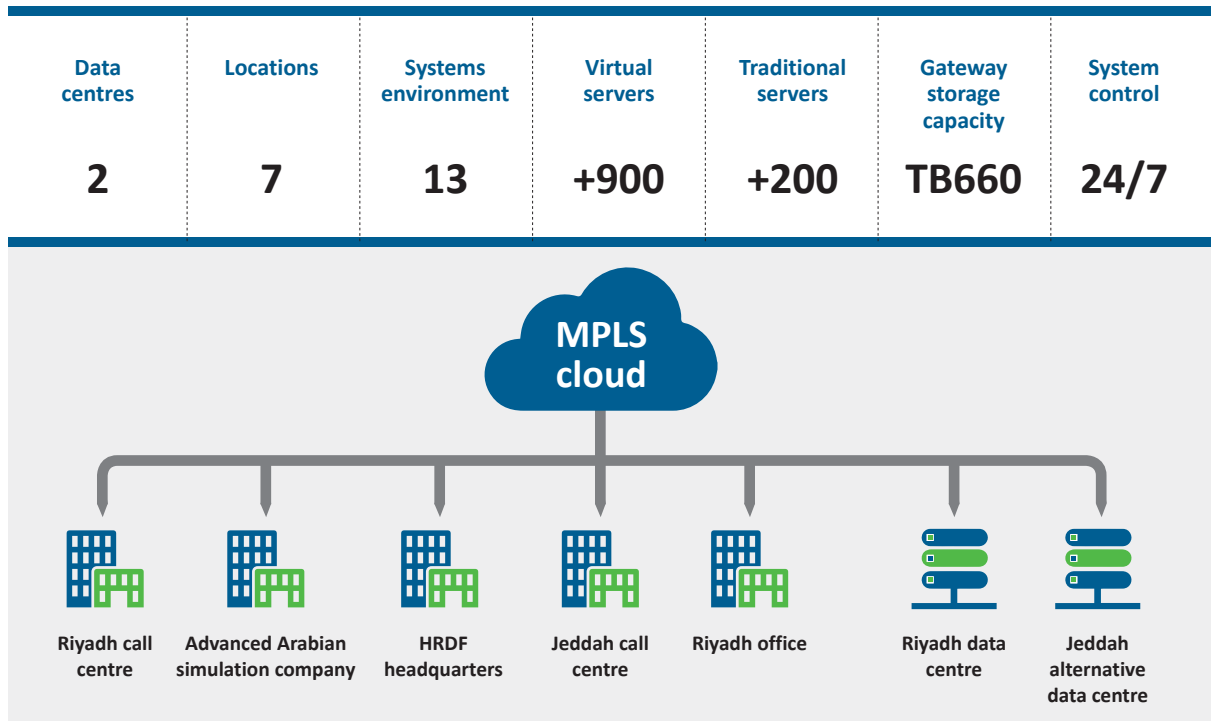


Eligibility system



Payment systems

## National Labour Gateway structure



## National Labour Gateway services and platforms

Find your ideal job with TAQAT

Job Title, Skills, Company etc. Location Search Training and Jobs

- Compare supply to labour
- Create and authenticate CV
- Review and apply for job post
- Schedule interviews and job offers
- Share links of job posts
- Receive messages, alerts, and notifications
- Create a career development plan
- Make use of Arab Standard Occupational Classification (ASOC)

## Recruitment platforms

### Individuals service

- › Create and update CV
- › Determine career desires
- › Review recommended jobs
- › Search in offered jobs
- › Apply for jobs
- › Receive invitations to apply for, receive, and accept job offers
- › Refer job seekers to recruitment channels
- › Authenticate CV

### Employer services

- › Create an account and log in
- › Search for CVs
- › Publish job posts
- › Review recommended candidates
- › Send invitations to apply for, receive, and accept job offers
- › Submit labour recruitment applications

### Service providers services

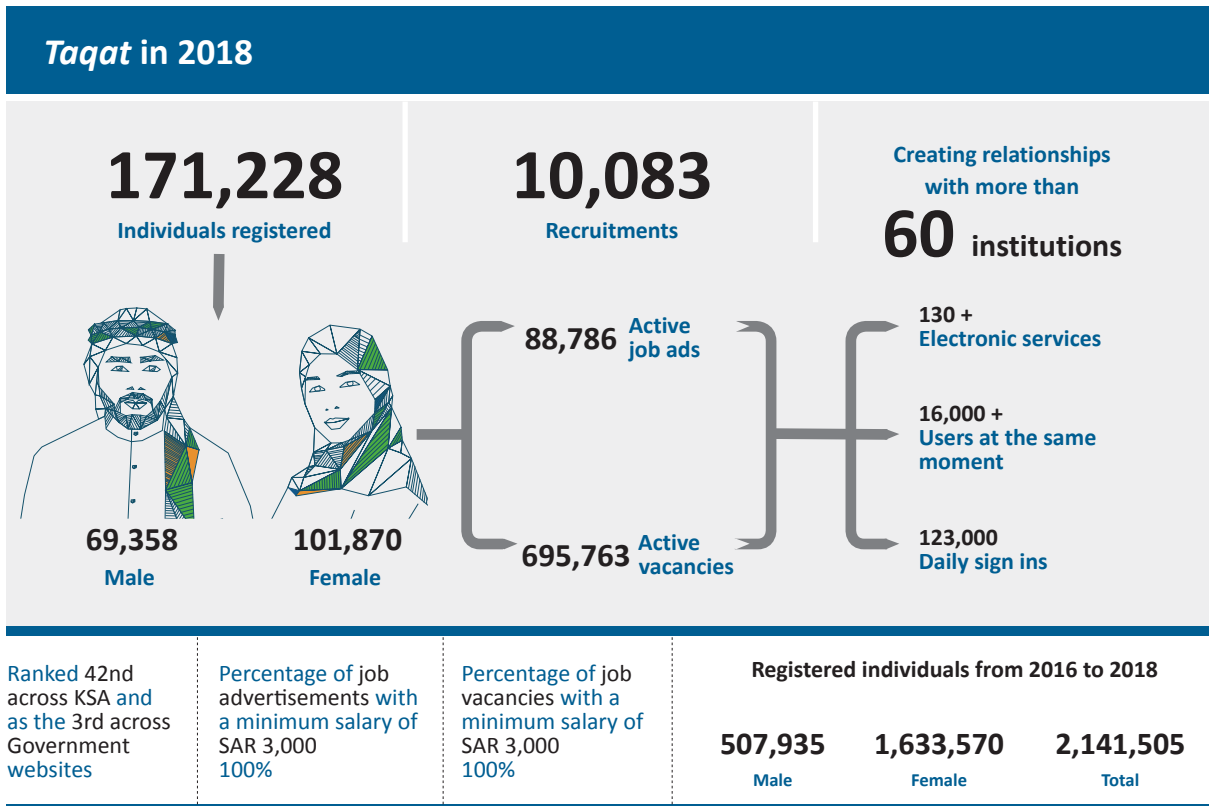
- › *Taqat* rehabilitation and recruitment centres
- › Private recruitment offices
- › HRDF branches
- › Job fairs services

### Training platform

- › Management of training
- › Subsidy programmes
- › Management of training providers
- › Management of training courses
- › Management of training content
- › Management of training courses schedule
- › Register for training courses
- › Management of training course attendance
- › Refer job seekers to courses

### Programmes platform

- › *Hafiz* searching for employment programme
- › *Hafiz* difficulty in employment programme
- › Employment support programme
- › Job commitment bonus programme
- › *Tamheer* on-the-job training programme
- › *Wusool* programme
- › *Qurrah* programme
- › Professional certificate programme
- › Freelance subsidy programme
- › Saudisation growth programme
- › Part-time subsidy programme
- › *Hawafiz* programme (Nationalisation Support System)
- › Upskilling programme
- › *Safi* summer training programme
- › Train to employ programme

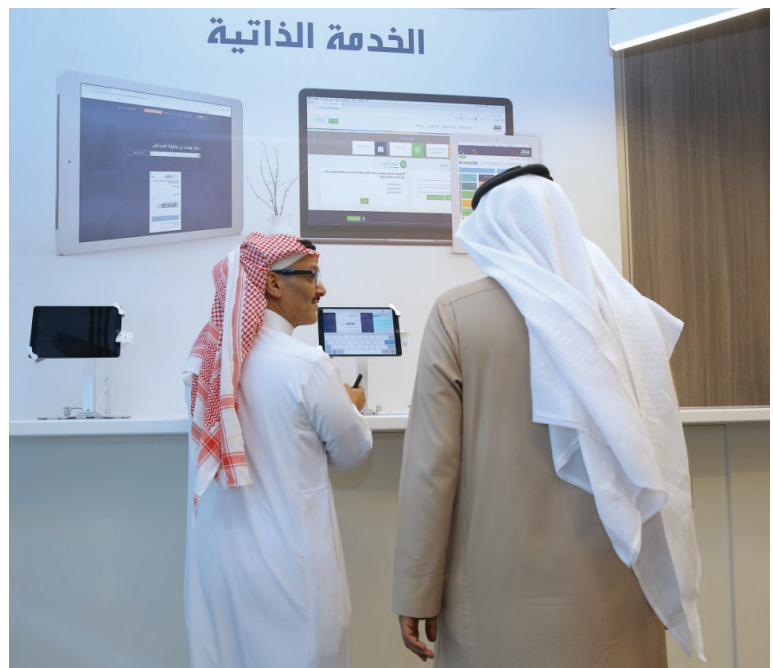


### HRDF touchpoints

HRDF’s touchpoints include its branches across all regions, job placement centres, recruitment offices, and mobile branches all across KSA.

### Branches

HRDF’s branches are the primary touchpoints of the Fund. They are responsible for providing HRDF’s services and creating job opportunities in coordination with the private sector. They implement HRDF’s strategies and the support programmes under the three main axes, align job seekers with appropriate job opportunities, and provide professional guidance where necessary. The number of recruitments done through branches is 38,527 in 2018.



**Number of beneficiaries in 2018**

Regions	Male	Female	Total
Riyadh	1,783	4,116	5,899
Makkah Al Mukaramah	3,166	5,276	8,442
Al Madinah Al Munawarah	1,533	4,490	6,023
Eastern Region	848	5,577	6,425
Al Qassim	532	1,038	1,570
Hail	220	693	913
Tabuk	667	665	1,332
Al Jouf	441	677	1,118
Northern Frontier	239	418	657
Asir	220	896	1,116
Jazan	613	2,194	2,807
Najran	356	1,082	1,438
Al Baha	169	618	787
<b>Total</b>	<b>10,787</b>	<b>27,740</b>	<b>38,527</b>

Table: 4

**Mobile branches**

HRDF's mobile branches are deployed across the Kingdom to provide services such as:

- Introducing customers to HRDF's programmes and services.
- Respond to customer inquiries about employment and training support
- Addressing customer grievances and resolving issues
- Offering career opportunities for job seekers
- Covering regions that do not have fixed branches
- Conducting field visits to existing entrepreneurs

**Achievements of the mobile branches**

Event participant in	Number of participation days
A homeland without an illegal expat	5
Janadriyah 32	17
Janadriyah 33	11
Hail Rally	14

Table: 5

**HRDF Ambassador**

HRDF Ambassador provides services to different segments of HRDF's customers. HRDF Ambassador provides the following services:

- Ability to speak in sign language
- Answers queries and provide customer service
- Oversees quality of service within branches
- Participate in interactive customer communications

The HRDF Ambassador participates in the following events and recruitment exhibitions representing the Fund:

Name of the event	Region
Career Guidance Forum	Asir
Graduation Ceremony and Technical and Vocational Exhibition	Asir
Saudisation and Recruitment Forum	Medina
Mall of Granada	Riyadh
Mall of Riyadh Gallery	Riyadh
Women Employment Forum	Riyadh
Employment Forum	Tabuk
Career Day at Jazan University	Jazan

Table: 6