

# Achievements of HRDF's programmes and services in 2019

*This is an overview of the most prominent accomplishments of HRDF in 2019, achieved through its principal programmes, services, and initiatives provided for job seekers, employers, and other beneficiaries under the Fund's objectives.*

## Employment support channels

7,237 beneficiaries of Taqat National Labour Gateway

52,918 recruitments via HRDF's branches

43,706 were hired in the private sector through Rehabilitation and Employment Centres

## Employment support programmes

3,380 beneficiaries of the Upskilling programme

64,582 beneficiaries of the Full-time Subsidy Programme

9,174 beneficiaries of Direct Employment Subsidy Programme

## Training support programmes

**784,706** have completed the training courses of the National e-learning platform (Doroob)

**12,453** beneficiaries of the On-The-Job Training Programme (*Tamheer*)

**34,758** beneficiaries of the College Of Excellence Training Subsidy Programme

## Enablement and creativity programmes

**1,755** beneficiaries of Working Women Childcare Programme (Qurrah)

**44,987** beneficiaries of the Transportation Of Working Women Programme (Wusool)

**157** beneficiaries of the HRDF Leadership Academy

## Excellence in customer service

**877,838** total phone calls remove answered by the Call Centre

**7,196,273** number of website views

Average quality level of call centers are **91%**