

**LIUDMYLA HULIAIEVA  
ANDRII OLIINYK  
OLENA KRAVCHENKO**

# **GUIDEBOOK**



**RISE UP:  
CAREER DEVELOPMENT  
STRATEGIES FOR  
INTERNALLY DISPLACED  
WOMEN IN UKRAINE**



**Co-funded by  
the European Union**



**Women's Initiative  
for New Growth and Skills  
Empowering Migrant Careers**

Project 2024-1-DE02-KA220-ADU-000247718



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# Project Consortium WINGS



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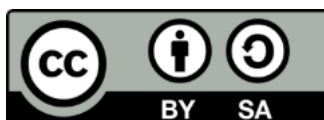
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## Authors

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## 1. INTRODUCTION

### 1.1. The WINGS project and the importance of supporting forcibly displaced women migrants

**Migration is not a new phenomenon in the modern world. However, Russia's war against Ukraine, launched in 2022, has turned it into an unprecedented global challenge.**

According to the UNHCR Operational Data Portal, more than 9.855 million Ukrainians had been forced to leave their homes and become migrants because of the war as of 2024. Of these, 3.555 million people are internally displaced persons (IDPs) within Ukraine, while another 6.3 million have found refuge abroad, including 5.9 million in Europe.<sup>1</sup>

A distinctive feature of this forced migration is that 80% of displaced persons are women with children. Arriving in host countries, these women face numerous challenges: language barriers, difficulties finding employment, social isolation, legal and administrative obstacles, and limited access to education and professional development opportunities. As primary caregivers for children and often also breadwinners, many lost the jobs they had before the war and experienced a sharp decline in social and economic status, which has complicated the process of rebuilding their lives.

In response to these acute challenges, the WINGS project - "Women's Initiative for New Growth and Skills - Empowering Migrant Careers" (Erasmus+ KA2 project, No. 2024-1-DE02-KA220-ADU-000247718, implementation period 2024-2026) - was developed. Its mission is to provide women who fled the war in Ukraine with tools, resources and support to rebuild their careers in host countries. By developing new skills and financial independence, the project also aims to address the socio-psychological consequences of displacement and unemployment.

**The WINGS project implements its mission through a comprehensive approach:**

- **Resource development.** The guidebook "Rise Up: Career Development Strategies for Migrant Women" offers accessible and practical advice adapted to the unique challenges faced by forcibly displaced women migrants when looking for work in host countries.
- **Career Integration Learning Programme (CILP).** This programme is designed to develop skills that help women integrate effectively into a new work environment.
- **Networking and cooperation.** Dialogue and communication across different host countries create space for exchange of experience, solution-finding and mentoring support for migrant women.

**The objectives of the WINGS project are to:**

- raise public awareness of the challenges faced by forcibly displaced women migrants and foster understanding and empathy in host communities;

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<sup>1</sup> <https://data.unhcr.org/en/documents/details/105903>



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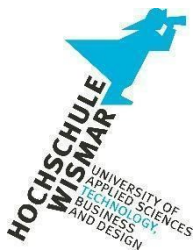
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- provide forcibly displaced women migrants with opportunities to achieve financial independence and self-sufficiency;
- create a support network and connections between forcibly displaced women migrants and professionals, opening new opportunities for cooperation and mentoring;
- develop a comprehensive and accessible electronic guidebook covering labour-market and employment specifics in countries of residence, including a selection of current professional-development opportunities;
- provide information on support services and programmes for adult forcibly displaced women from Ukraine in their countries of residence, helping them overcome professional isolation and confidently rebuild their careers;
- bring together stakeholders - migrant women, local authorities, support organisations and other actors - to discuss challenges and find solutions related to professional integration and career restart for women.

The WINGS project involves partner organisations from countries that have received large numbers of Ukrainian refugees: Czechia - more than 400,000 forcibly displaced Ukrainians, Poland - more than 1,100,000, Germany - more than 1,190,255, and Turkey - more than 46,000. At the same time, Ukraine has 3.555 million internally displaced persons. In Ukraine, the project will work with Ukrainian women IDPs.<sup>23</sup>

The WINGS partner organisations are:



**HOCHSCHULE WISMAR** (HSW, higher education institution, Germany) is a German university with more than a century of academic excellence in engineering, technology, business and design. The university currently has about 8,900 students. HSW is a leader in e-learning and international cooperation. Its expertise in Erasmus+ projects, migrant integration and entrepreneurship development supports innovation and empowers people to succeed in education, careers and research.

[www.hs-wismar.de](http://www.hs-wismar.de)



**Fundacja Marki Polskiej im. prof. Witolda Kieżuna** (FMP, charitable organisation, Poland) actively promotes skills development, inclusion and sustainable development. It supports civil society, promotes European Union values and responds to social challenges such as unemployment and social exclusion, with particular focus on supporting migrants. Through its experience in Erasmus+ projects, educational initiatives and labour-market integration programmes, FMP develops cooperation and provides opportunities for personal and

<sup>2</sup> <https://unric.org/en/ukraine-over-6-million-refugees-spread-across-europe/>

<sup>3</sup> <https://www.washingtoninstitute.org/policy-analysis/turkeys-growing-ukrainian-and-russian-communities>



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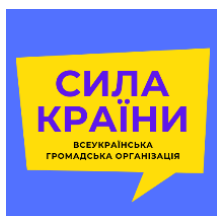


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professional growth, including for refugees from Ukraine, through lifelong learning and innovative solutions.

[www.fmarkipolskiej.pl](http://www.fmarkipolskiej.pl)



**SYLA KRAINY** (All-Ukrainian NGO, Ukraine), founded in 2011, focuses on supporting inclusion, protecting socio-economic rights and assisting vulnerable groups, including migrants and people with disabilities. Through its experience in legal aid, education and labour-market adaptation, the organisation has implemented a number of impactful projects aimed at promoting equality, empowering women and supporting the professional development of internally displaced persons in Ukraine and Europe.

[www.syla-krayini.com.ua](http://www.syla-krayini.com.ua)

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**Prague City Vysoka Skola s.r.o.** (PCU, higher education institution, Czechia), founded in 2004, offers English-language education with British accreditation in various fields, with particular attention to sustainability, inclusion and innovation. Through strong international partnerships, PCU supports displaced Ukrainian students, provides scholarships and facilitates their integration through research projects, social programmes and trauma-sensitive training. Its strong expertise in education, business and media makes PCU a valuable partner in initiatives aimed at social and economic inclusion.

[www.praguecityuniversity.cz](http://www.praguecityuniversity.cz)



**Akademi Kultur ve Egitim Dernegi** (AKED, NGO, Turkey), founded in 2013 in Kastamonu, actively promotes education, culture and sport through local and international projects. Through its experience in Erasmus+ initiatives and socially responsible campaigns, AKED supports young people, promotes inclusion and develops professional skills. Its interdisciplinary team has strong project-coordination expertise, offers innovative solutions to social challenges and builds partnerships at both national and international levels.

[www.aked.biz](http://www.aked.biz)



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**The WINGS project is a powerful response to the challenges faced by women forced to migrate because of the war in Ukraine.** By providing career-development resources, opportunities for acquiring new skills and cooperation among key actors, the project gives these women tools to rebuild their lives, achieve financial independence and successfully integrate into host communities.

Through its comprehensive approach and international partnership, WINGS not only addresses the urgent needs of forcibly displaced women migrants, but also contributes to long-term social cohesion and inclusive economic growth across Europe and beyond.

**One of the key tools for achieving the WINGS objectives is the guidebook “Rise Up: Career Development Strategies for Internally Displaced Women”.**

## 1.2. Purpose of the guidebook

**The guidebook “Rise Up: Career Development Strategies for Internally Displaced Women” has been created as a source of support, inspiration and practical guidance for adult women who have been forcibly displaced within Ukraine because of the war.**

Recognising the difficult circumstances in which these women have found themselves - loss of home, work and stability - the guidebook offers a structured and accessible roadmap for rebuilding a professional path in new conditions. It helps women navigate a new environment with confidence, make informed decisions and build a future with faith in their own abilities.

**The purpose of the guidebook is to provide women IDPs with practical advice, tools and resources needed to overcome career barriers such as relocation, loss of previous employment, limited access to education, legal difficulties and psychological fatigue.** At the same time, the guidebook seeks to strengthen women's sense of confidence and self-reliance by opening up new opportunities for employment, learning or starting their own business.

**The “Rise Up” guidebook covers the following key topics:**

- **Labour market in Ukraine:** an overview of current trends, accessible sectors and occupations relevant in Ukraine, particularly in the regions where internally displaced women live.
- **Legal aspects of employment:** basic information on labour rights, document procedures, conditions and forms of formal employment.
- **Support and opportunities:** a selection of programmes, projects, civic initiatives and services that support career development, self-employment, mentoring support and social adaptation.
- **Job search:** practical advice on preparing a CV, preparing for interviews and using online job-search platforms effectively.
- **Education opportunities:** information on free courses, retraining, recognition of prior learning and lifelong learning.
- **Entrepreneurship:** advice for those who want to start their own business - where to begin, how to assess an idea, find support and attract funding.



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The guidebook is written in a clear and friendly style, making it easy to find answers to urgent questions and adapt the advice to a specific situation. Each section of the guidebook is a separate step on the path to restoring professional fulfilment. Beyond its practical content, the “Rise Up” guidebook is intended to create a sense of unity and support among internally displaced women. It contains not only instructions and facts, but also an effort by the authors to motivate women to believe in themselves, emerge stronger from crisis and build a dignified and sustainable future in a new place.



## 2. LABOUR-MARKET TRENDS AND OPPORTUNITIES

### 2.1. The state of the labour market in Ukraine

In 2024, Ukraine's real GDP grew by 2.9% after growth of 5.5% in 2023. The forecast for 2025 indicates a likely slowdown to 2-3% due to electricity shortages, inflationary pressure and security risks.<sup>45</sup>

The economy continues to adapt to martial-law conditions, focusing on strengthening defence capacity, logistics, construction and exports. The key drivers of the economy remain:

- **Agriculture:** 43% of goods exports in 2024 (corn, sunflower, wheat); Information technology: although exports of IT services declined by 4.2%, the sector retains strong potential;
- **Construction:** growth of 16.2% in 2024 due to infrastructure recovery programmes;
- **Defence industry:** more than 300,000 people were involved in the sector in 2024.<sup>6</sup> In 2024, the share of the employed population increased to 52.4% - the highest level since 2021.

Defence, public administration, logistics, finance and IT showed wage growth and stronger demand for workers (wages in these sectors rose by 33% in 2024).<sup>7</sup>

At the same time, trade, catering and service sectors saw declining employment due to business losses and reduced demand.<sup>89</sup>

As of 2024, Ukraine's unemployment rate was 12.7%, and the labour market was gradually recovering from the deep crisis caused by the full-scale war.<sup>101112</sup>

The average wage in December 2024 reached UAH 21,473, which was 23.1% higher than in the same period of the previous year. In 2025, the minimum wage was set at UAH 8,000 per month.

#### The main labour-market challenges include:

- **Shortage of qualified personnel.** The lack of specialists remains a critical challenge, especially in traditionally "male" occupations. Mobilisation, labour migration and demographic changes have significantly intensified labour shortages in construction, transport, energy and industry.

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<sup>4</sup> <https://bank.gov.ua/en/news/all/komentar-natsionalnogo-banku-schodo-zmini-realnogo-vvp-u-2024-rotsi>

<sup>5</sup> <https://www.imf.org/en/Countries/UKR>

<sup>6</sup> [https://ces.org.ua/en/ukrainian\\_economy\\_in\\_2024/](https://ces.org.ua/en/ukrainian_economy_in_2024/)

<sup>7</sup> <https://odessa-journal.com/in-2024-ukraines-real-gdp-grew-slower-than-in-2023-increasing-by-29>

<sup>8</sup> <https://finclub.net/news/chastka-pratsiuuichykh-ukraintsiv-rekordno-zroslo-za-chas-velykoi-viiny.html>

<sup>9</sup> <https://thedocs.worldbank.org/en/doc/bf81d702093c4e7ce911cb00603d3fb9-0080012025/original/Listen-to-Ukraine-Update-2025.pdf>

<sup>10</sup> <https://www.csis.org/analysis/ukraines-future-rests-its-people>

<sup>11</sup> <https://www.ukrinform.ua/rubric-economy/3966852-torik-seredna-zarplata-v-ukraini-zroslo-na-231-derzstat.html>

<sup>12</sup> <https://7eminar.ua/news/712-minimalna-zarobitna-plata-u-2025-roci-ta-prozitkovii-minimum>



- **Insufficient qualifications of candidates.** Many applicants do not meet employers' requirements because of weak training or lack of necessary experience. This complicates employment even when vacancies are available.
  - **High wage expectations.** About 35% of employers planned to increase wages in 2025, but a significant share of applicants had higher financial expectations, creating a mismatch between supply and demand in the labour market.
- Today, full-time employment remains the most widespread form of employment in Ukraine. At the same time, temporary and seasonal work is widely used in agriculture and services, especially in regions with a high share of IDPs. Self-employment is also becoming more important: more and more internally displaced women are opening microbusinesses through state grants and support from civil society organisations. This form of economic activity becomes not only a source of income, but also a tool for restoring financial independence and psychological resilience.

## 2.2. Promising sectors and employment opportunities for internally displaced women in Ukraine

As of 2024, more than 3.555 million IDPs were officially registered in Ukraine, the majority of whom are women. However, according to 2023 data, only one third of working-age internally displaced women had formal employment.<sup>131415</sup>

The share of women among registered unemployed persons increased to 17.3% in 2024, compared with 8.9% in 2023. Thus, a significant share of Ukrainian internally displaced women remains unemployed or works informally.<sup>16</sup>

Ukraine's labour market continues to undergo major transformations caused by the war, demographic change and technological development. At the same time, enterprises show high adaptability and the labour market is becoming more socially oriented.

The distribution of available vacancies by type of economic activity in 2024-2025 shows that the largest share of vacancies is offered by manufacturing enterprises (22%), healthcare (13.6%), transport (9.4%), water supply (7.0%) and trade (6.8%). Regionally, the largest share of vacancies is concentrated in large cities of industrially developed regions such as Dnipro, Kharkiv, Kyiv, Lviv and Odesa. The structure of hiring shows the highest labour-market demand for skilled tool workers (25.9%) and workers servicing equipment and machinery (24.9%). Demand for skilled labour in production and engineering is increasing, demonstrating employers' need for blue-collar workers, industrial specialists and the persistence of long-term shortages in these occupational groups. A significant share of hiring in 2025 also concerns elementary occupations (12%), reflecting retraining of labour caused by demographic problems, price imbalances and the availability of more qualified work.

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<sup>13</sup> UKRAINE SITUATION REGIONAL REFUGEE RESPONSE PLAN (2024). UNHCR. Geneva, Switzerland, January 2024. URL: <https://data.unhcr.org/en/documents/details/105903>

<sup>14</sup> <https://voxukraine.org/en/labor-market-in-wartime-demographic-challenges-for-ukraine>

<sup>15</sup> <https://www.rada.gov.ua/uploads/documents/75506.pdf>

<sup>16</sup> <https://surl.li/xzsfpy>



Lower demand is observed for trade and service workers (7.2%), managers (6.2%), professionals (6.2%), clerical support workers (3.8%) and skilled agricultural workers (3.4%).

Thus, employers are more focused on technical and production occupations, while managerial and administrative positions have a lower need for staff renewal.

According to employer surveys in 2024-2025, the most in-demand occupations for hiring were: motor-vehicle driver, seamstress, tractor driver, repair fitter, electric and gas welder and salesperson.

Blue-collar occupations that do not require higher education or extensive experience, such as general workers, loaders and cleaners, also remain in demand.

**Demand differs across economic sectors:**

- in education, teachers, educators, cleaners, lecturers and vocational-training instructors are needed; in administrative and support services, building and territory maintenance workers, security guards, landscapers, janitors and road workers are needed;
- in manufacturing, demand will remain high for seamstresses, repair fitters, electricians for repair and maintenance of electrical equipment, motor-vehicle drivers and machine-tool operators; in trade, employers will need cashiers, salespersons, loaders, managers and pharmacists;<sup>17</sup>
- in transport and logistics, motor-vehicle drivers, rolling-stock repair fitters, track workers, wagon inspectors-repairers and trolleybus drivers are needed;<sup>18,19</sup>
- in agriculture, forestry and fisheries, tractor drivers, auxiliary workers, workers for integrated agricultural production maintenance, motor-vehicle drivers and winegrowers are needed;
- in healthcare, nurses, junior nurses, family doctors, physicians and social workers are needed;<sup>20</sup>
- in the mining industry, longwall miners, underground electrical fitters, underground miners, underground installation operators and duty/repair electrical fitters are needed;
- in water supply, emergency-recovery fitters, motor-vehicle drivers, repair fitters, electricians for repair and maintenance of electrical equipment and electric and gas welders are needed;
- in energy, boiler operators, boiler machinists, fitters, stoker/boiler operators and distribution-network electricians are needed.

Demand for qualified staff is growing in sectors traditionally promising for women's employment. In 2023-2024, vacancies for nurses and social workers increased by more than 30%. Education is experiencing a shortage of preschool educators, teachers and assistants for inclusive classes.

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<sup>17</sup> <https://surl.li/xzsfpv>

<sup>18</sup> <https://nszu.gov.ua/>

<sup>19</sup> <https://mon.gov.ua/>

<sup>20</sup> <https://me.gov.ua/News/Detail?lang=uk-UA&id=5ce82d84-2f37-428d-b989-d89533a0bb71&title=VlasnaSprava2024>



Women are also involved in international assistance projects, particularly as coordinators, facilitators and social consultants. In entrepreneurship, positive change is supported by the “eRobota” programme, which has enabled thousands of women to start microbusinesses in beauty services, household services, education and care using grant funds. According to the Ministry of Economy, as of 2024 more than 8,000 microgrants had been financed, many of them targeted specifically at internally displaced women. The full-scale war has substantially changed the structure of labour demand in Ukraine, particularly due to the mass mobilisation of men and their participation in combat.

This has led to labour shortages in sectors traditionally dominated by men, including logistics, manufacturing, energy, agriculture, construction and security. Employers therefore increasingly need to involve women in occupations that were previously atypical for them.<sup>21</sup>

This requires adaptation of companies' HR policies and additional professional training or retraining for women.<sup>22</sup>[work.ua](https://work.ua)<sup>23</sup>[robota.ua](https://robota.ua)<sup>24</sup><sup>25</sup>

The process is supported by state and international initiatives, including voucher-based training programmes, grants for new qualifications and campaigns promoting gender equality at work. Thus, the crisis also creates new opportunities to strengthen women's economic role, including that of internally displaced women, in the national economy.

At the same time, **internally displaced women face barriers when looking for work:**

- psychological trauma and stress caused by the loss of housing, stability and work;
- absence of housing in a new place of residence, lost documents and gaps in employment history, which complicate formal employment;
- low awareness of state and international support programmes;
- mismatch between IDP qualifications and the requirements of the labour market in a new region, creating a need for retraining expenses that are not always covered by the state or charitable organisations;
- impossibility of working or difficulty finding work because of childcare responsibilities;
- discrimination against IDPs by employers. These and many other factors limit women's ability to return to active economic participation in the labour market.

At the same time, the integration of IDPs into Ukraine's economy has significant potential. According to the Ministry of Economy of Ukraine, involving IDPs in productive work contributes not only to their self-employment but also to the development of local economies, especially in communities hosting large numbers of displaced people. To overcome these barriers, the state offers a number of tools. One is education vouchers - a free opportunity to receive vocational training or

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<sup>21</sup> <https://me.gov.ua/News/Detail?lang=uk-UA&id=430dbf7e-3eae-471f-9e40-b4cff8435336&title=20-MilionivvroPidtrimkiDliaVpo-Ukraintsiv-SchoPovernulisDodomu-TaPriimaiuchikhGromadTrokhPostrazhdalikhVidViiniOblastei>

<sup>22</sup> <https://diia.gov.ua/>

<sup>23</sup> <https://www.work.ua/>

<sup>24</sup> <https://robota.ua/>

<sup>25</sup> <https://business.diia.gov.ua/>



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retraining within an approved list of specialities. Specialities are offered in IT, accounting, logistics, marketing, food technologies and other fields. Online platforms adapted to the needs of IDPs, including Work.ua, Robotota.ua and Diiia.Business, also play an important role. They offer vacancies with flexible schedules, remote work, work without experience or special education. More information about these programmes is provided in the following sections of the guidebook. In conclusion, despite structural difficulties, internally displaced women in Ukraine show a high readiness to participate in the country's economic life. With appropriate support, they can become a key factor in the recovery of local economies and the building of an inclusive society. State policy focused on inclusion, retraining, small-business development and conditions for combining work and childcare is the basis of their sustainable professional growth.



## 3. LEGAL REGULATION AND EMPLOYMENT REQUIREMENTS

### 3.1. Legal framework for employment

After the start of the full-scale war in Ukraine in 2022, millions of citizens were forced to leave their homes and move to other regions of the country or abroad.

IDPs found themselves in a situation in which access to employment, public services, housing and social protection required additional regulatory mechanisms.<sup>26</sup>

Ukrainian legislation and public-administration practice changed to simplify procedures for IDPs, including in the field of employment.

According to the Law of Ukraine “On Ensuring the Rights and Freedoms of Internally Displaced Persons” (No.1706-VII of 20 October 2014), **IDP status** is granted to citizens of Ukraine who were forced to leave their permanent place of residence because of armed conflict, temporary occupation, mass human-rights violations or emergencies.<sup>27</sup> Such a person must apply to social-protection authorities, after which they receive a certificate of registration as an IDP.<sup>28</sup> This certificate confirms IDP status and provides the right to state assistance, medical services, education and simplified access to employment in other regions of Ukraine.<sup>29</sup> In 2023, the procedure for obtaining an electronic IDP certificate through the Diia portal was updated, greatly simplifying access to public services and accelerating document processing.<sup>30</sup> In the context of internal migration within Ukraine, IDPs do not need a separate work permit because they are citizens of Ukraine.<sup>31</sup>

However, when IDPs go abroad, the situation changes: in countries of temporary residence they often need a work permit under the national law of the relevant state.

#### **A key element of the legal framework is the guarantee of equal access to the labour market for women who have IDP status:**

- Article 24 of the Constitution of Ukraine prohibits any privileges or restrictions based on sex, place of residence or social status.
- Article 2-1 of the Labour Code of Ukraine (No. 322-VIII of 10 December 1971) directly prohibits discrimination during recruitment, conclusion and performance of an employment contract, determination of remuneration, promotion and termination of employment relations.
- The Law of Ukraine “On Principles of Preventing and Combating Discrimination in Ukraine” (No. 5207-VI of 6 September 2012) defines direct and indirect discrimination and establishes the obligation to stop violations and compensate damage.

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<sup>26</sup> <https://zakon.rada.gov.ua/laws/show/1706-18#Text>

<sup>27</sup> <https://zakon.rada.gov.ua/laws/show/254%D0%BA/96-%D0%B2%D1%80#Text>

<sup>28</sup> <https://zakon.rada.gov.ua/laws/show/322-08#Text>

<sup>29</sup> <https://zakon.rada.gov.ua/laws/show/5207-17#Text>

<sup>30</sup> <https://zakon.rada.gov.ua/laws/show/2866-15#Text>

<sup>31</sup> <https://zakon.rada.gov.ua/laws/show/1706-18#Text>



- The Law of Ukraine “On Ensuring Equal Rights and Opportunities for Women and Men” (No.2866-IV of 8 September 2005) establishes equal pay for work of equal value and prohibits discriminatory requirements in vacancies.
- The Law of Ukraine “On Ensuring the Rights and Freedoms of Internally Displaced Persons” (No.1706-VII of 20 October 2014) confirms that IDP status cannot be grounds for refusal of employment or deterioration of working conditions. In practice, an employer may not require local registration or other documents not provided for by law, and properly issued electronic documents are accepted as legally valid.

If rights are violated, it is advisable to record the circumstances and seek support:

- contact the territorial body of the State Labour Service of Ukraine (<https://dsp.gov.ua/>);
- inform the State Employment Service of Ukraine (<https://dcz.gov.ua/>) about a discriminatory vacancy announcement or refusal of employment;
- file a complaint with the Ukrainian Parliament Commissioner for Human Rights (<https://ombudsman.gov.ua/>);
- obtain free legal aid (<https://legalaid.gov.ua/>) through the state network of access points for legal assistance across Ukraine and by phone or online;
- apply to court;
- information about courts and procedures for submitting documents is available on the Judiciary of Ukraine portal (<https://court.gov.ua/>).

To support IDP employment, the state has created a number of mechanisms, including compensation to employers, state assistance for starting a business, preferential lending and retraining programmes. In 2022-2024, amendments were adopted to the Law of Ukraine “On Employment of the Population” (No. 5067-VI of 5 July 2012), providing for:

- longer periods of unemployment benefits for IDPs;
- financing of internship and professional-adaptation programmes;
- compensation of employers' expenses when hiring IDPs, including partial wage coverage;
- involvement of employment services in work with IDPs as a separate population category with vulnerable social status.<sup>32</sup>

### 3.2. Labour rights and employment legislation

Legislation provides that IDPs have equal labour rights with other citizens of Ukraine.

**The main labour rights of an employee in Ukraine are:**

1. Right to work: free choice of place of work, conclusion of an employment agreement or contract, guarantees of proper working conditions, remuneration not lower than the minimum wage, the right to social protection in case of unemployment and other rights.
2. Formal employment. Internally displaced women may be officially employed, enter into an employment agreement or contract, receive a record in a paper or

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<sup>32</sup> <https://zakon.rada.gov.ua/laws/show/5067-17#Text>



electronic employment record and use the guarantees of the Labour Code of Ukraine.

3. Right to decent remuneration: wages must be paid on time and in full, not lower than the minimum wage, including allowances, bonuses and compensation under the contract.
4. Right to rest: regulated working hours, annual paid leave of at least 24 days and additional leave where applicable (children, disability, etc.).
5. Labour guarantees for women: prohibition of discrimination based on sex and IDP status, protection of pregnant women and mothers, and parental leave to care for a child (up to three or six years).
6. Protection against unlawful dismissal: dismissal only on the grounds defined by law, notice of dismissal and the right to challenge dismissal in court or file a complaint with the State Labour Service of Ukraine.
7. Right to vocational training and retraining: access to retraining courses and assistance through state services.
8. Right to unemployment benefits: registration with an employment centre, receiving unemployment benefits and participating in employment programmes.

**Key legal acts defining labour rights include:**

1. Law of Ukraine "On Employment of the Population" (No. 5067-VI of 5 July 2012). Defines state employment policy, the status of unemployed persons, rights and obligations of jobseekers and employers, employment-support tools and powers of the state employment service.<sup>33</sup>
2. Labour Code of Ukraine (No. 322-VIII of 10 December 1971).<sup>34</sup> Sets general rules for the emergence, change and termination of labour relations, requirements for employment contracts, working time and leave, remuneration, labour discipline and guarantees for protecting labour rights.<sup>35</sup>
3. Law of Ukraine "On Ensuring Equal Rights and Opportunities for Women and Men" (No. 2866-IV of 8 September 2005).<sup>36</sup> Defines the principles of gender equality in labour, prohibits discriminatory requirements in vacancies, establishes equal pay for work of equal value and mechanisms of state policy on equal opportunities.<sup>37</sup>
4. Law of Ukraine "On Compulsory State Social Insurance in Case of Unemployment" (No. 1533-III of 2 March 2000).<sup>38</sup> Regulates the unemployment-insurance system, eligibility for benefits, the amount and duration of payments and active labour-market support programmes.<sup>39</sup>

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<sup>33</sup> <https://zakon.rada.gov.ua/laws/show/5067-17#Text>

<sup>34</sup> <https://zakon.rada.gov.ua/laws/show/322-08#Text>

<sup>35</sup> <https://zakon.rada.gov.ua/laws/show/2866-15#Text>

<sup>36</sup> <https://zakon.rada.gov.ua/laws/show/1533-14#Text>

<sup>37</sup> <https://zakon.rada.gov.ua/laws/show/2136-20#Text>

<sup>38</sup> <https://zakon.rada.gov.ua/laws/show/108/95-%D0%B2%D1%80#Text>

<sup>39</sup> <https://zakon.rada.gov.ua/laws/show/504/96-%D0%B2%D1%80#Text>



5. Law of Ukraine "On the Organisation of Labour Relations under Martial Law" (No. 2136-IX of 15 March 2022).<sup>40</sup> Defines specific rules for employment contracts, working time, leave and guarantees during martial law.
6. Law of Ukraine "On Remuneration" (No. 108/95-VR of 24 March 1995). Establishes state wage guarantees, wage structure and payment deadlines.
7. Law of Ukraine "On Leave" (No. 504/96-VR of 15 November 1996). Regulates types, duration and procedures for granting leave.
8. Law of Ukraine "On Occupational Safety" (No. 2694-XII of 14 October 1992). Defines safety and hygiene requirements, employer obligations and employees' rights to safe working conditions.<sup>41</sup>

### In Ukraine, the following forms of employment are possible:

1. **Employment agreement.** The most common form of employment, regulated by the Labour Code of Ukraine (Articles 21 and 24 of the Labour Code of Ukraine). It is concluded in written form. It guarantees remuneration, sick leave, annual leave, social insurance, and protection in the event of dismissal.
2. **Contract.** A fixed-term employment agreement that specifies the term of employment, duties, and conditions for termination. It is used in the public sector or within projects. Compared with an open-ended employment agreement, it provides a more limited level of social protection (Articles 23, 24, 38, and 39 of the Labour Code of Ukraine).
3. **Civil-law agreement.** Regulated by the Civil Code of Ukraine (Articles 837–859). It provides payment for the result of completed work or services, without labour guarantees. It does not provide for an employment record book, sick leave, or social protection.

IDP women have equal rights with other citizens of Ukraine in the field of labour. However, taking into account the specific circumstances of their situation, **a number of additional instruments are provided:**

1. Employment promotion programmes. The State Employment Service has developed special programmes for IDPs, including compensation of employers' expenses for hiring IDPs. Women may undergo reskilling, vocational training, or receive microgrants to start their own business<sup>42</sup>.
2. Flexible forms of employment. Taking into account that most IDP women have children or care for relatives, employment on a part-time, remote, or home-based basis is possible in accordance with amendments to the Labour Code of Ukraine introduced in 2022–2023.
3. Support for single mothers. In accordance with Article 182 of the Labour Code of Ukraine, women who have children under the age of 14 or a child with a disability cannot be dismissed at the employer's initiative while they have IDP status without the consent of guardianship authorities. An application for assistance for a child of a single mother or father can be submitted online:

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<sup>40</sup> <https://zakon.rada.gov.ua/laws/show/2694-12#Text>

<sup>41</sup> <https://zakon.rada.gov.ua/laws/show/435-15#Text>

<sup>42</sup> <https://zakon.rada.gov.ua/laws/show/331-2022-%D0%BF#Text>



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<https://diia.gov.ua/services/dopomoga-na-ditnu-odinokij-materi-abo-batku>

4. Priority employment. IDPs have priority when filling vacant positions in the public sector, especially in education, the social sector, and healthcare.



## 4. SUPPORT NETWORKS AND ORGANISATIONS

### 4.1. Local and international support organisations

#### Ministry for Communities and Territories Development of Ukraine

Contact information: +38 (044) 351-48-01; miu@mtu.gov.ua; <https://mindev.gov.ua/>

The central executive body responsible for transport, infrastructure, housing and communal services, recovery and regional development, as well as support for IDPs protection of the rights of forcibly displaced/deported persons, reintegration of citizens from temporarily occupied territories, peacebuilding and development of temporarily occupied territories after reintegration.

The Ministry's website has a special section, “**Information for IDPs**” (<https://mindev.gov.ua/diialnist/informatsiia-dlia-vpo>), which includes, among other things:

- **A consolidated list of temporary accommodation facilities** (<https://mindev.gov.ua/diialnist/informatsiia-dlia-vpo/korysna-informatsiia-dlia-vpo/pro-uzahalnenyi-perelik-mists-tymchasovoho-prozhyvannia>).

Ukraine has an official consolidated list of temporary accommodation facilities for IDPs, which includes dormitories, boarding houses, modular settlements, and other facilities. Internally displaced women may apply to local authorities or military administrations to request accommodation.

- **A list of qualification centres** (<https://mindev.gov.ua/diialnist/informatsiia-dlia-vpo/korysna-informatsiia-dlia-vpo/informatsiina-dovidka-shchodo-kvalifikatsiinykh-tsentriv>).

Qualification centres are specialized institutions that enable internally displaced persons, including women, to officially confirm professional skills acquired earlier — at work, in everyday life, or independently — without undergoing formal training. These centres do not provide training, but they conduct assessments and, in case of successful completion, issue an official document — a qualification certificate. This makes it possible to work legally in one's profession, improve competitiveness in the labour market, and participate in state or international employment support programmes.

- **IDP Guidebook.** It contains information, in particular, on:

obtaining IDP status by registering as an internally displaced person and receiving an IDP registration certificate: <https://mindev.gov.ua/storage/app/sites/1/uploaded-files/1-rozd-edited-1-2.pdf>;

how to access public services at a new place of residence, including rights to healthcare, education, and employment: <https://mindev.gov.ua/storage/app/sites/1/uploaded-files/6-rozd.pdf>;

how to submit an information notice about damaged or destroyed real estate as a result of hostilities, terrorist acts, or sabotage caused by the military aggression of the Russian Federation against Ukraine. This procedure records the legal fact of loss of housing by an IDP and is a mandatory step for further compensation, participation



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in state housing programmes, or restoration of property rights:  
<https://mindev.gov.ua/storage/app/sites/1/uploaded-files/8-rozd.pdf>.

- **Housing for IDPs.** This section provides information on the list of current vacancies that include accommodation for IDPs, opportunities to find free housing in Ukraine, collective accommodation sites for IDPs, and state support programmes, including programmes of the State Fund for Youth Housing Assistance, the Ukrainian Social Investment Fund, and others.
- **Directory of regional military administration hotlines for IDPs** (<https://mindev.gov.ua/diialnist/informatsiia-dlia-vpo/dovidnyk-hariachykh-linii-ova-dlia-vpo>), as well as other valuable information.

## Ministry of Social Policy

### Contact information:

phone: +38 (044) 289-86-22, email: [zvernennya@mlsp.gov.ua](mailto:zvernennya@mlsp.gov.ua), website:  
<https://www.msp.gov.ua/>.

The Ministry of Social Policy is a central executive authority that develops and implements state policy in the field of social protection; it is coordinated by the Cabinet of Ministers of Ukraine. The Ministry's website contains a section titled "**For Internally Displaced Persons**" (<https://www.msp.gov.ua/otrymuvacham-soc-pidtrymky/vnutrishno-peremishchenym-osobam>), which provides up-to-date information on state support, including the procedure for receiving living assistance, applying for housing rental subsidies, accessing social services such as the "**Municipal Nanny**" service, as well as opportunities for health improvement programmes for children with IDP status. In addition, the section provides explanations regarding the provision of assistive rehabilitation devices and other social guarantees for IDPs.

## Network of Public Service Centres: Administrative Service Centres, Diia Centres, and Mobile Offices

### Contact information:

You can find the nearest Administrative Service Centre or Diia Centre, check its working hours and contact number at: <https://center.diia.gov.ua/mapa-centriv-so-pracuut-pid-cas-vijni-2>

**Administrative Service Centres** are official access points for citizens to receive administrative services in each community. They provide convenient and official access to a wide range of administrative services without the need to contact separate institutions. In particular, through an Administrative Service Centre, it is possible to:

- issue or update an IDP certificate and change the registration of one's place of residence;
- apply for social payments, compensation, and housing subsidies;



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- register the birth of a child and obtain documents related to education or pension provision;
- initiate the submission of applications through integration with the **Diia** portal, either on site or with the assistance of a consultant.

A **Diia Centre** is an expanded format of public service delivery created on the basis of Administrative Service Centres. It combines offline services with digital tools, ensuring fast, convenient, and accessible public services for citizens according to enhanced quality standards.

### State Employment Service

**Contact information:** hotline: 0 800 600 288, email: 17@es.dcz.gov.ua, website: <https://www.dcz.gov.ua/>

The **State Employment Service** is a system of institutions that includes the central office, regional employment centres, and their local branches, including city and district offices. It provides a wide range of services for citizens, including IDPs:

- provision of unemployment benefits. After registering with the nearest office of the State Employment Service, you may receive unemployment benefits on the basis of documented work experience and paid social insurance contributions;
- individual employment consultations and selection of relevant vacancies;
- assistance in preparing a CV and passing job interviews;
- career guidance and participation in skills development training;
- issuance of training vouchers for acquiring a new profession or improving qualifications;
- provision of microgrants for starting or developing a business, up to UAH 500,000;
- support in registering as a sole proprietor and formalizing entrepreneurial activity.

### State Fund for Youth Housing Assistance

**Contact information:** phone: +38 (044) 363 10 80, email: fond@molod-kredit.gov.ua, website: <https://www.molod-kredit.gov.ua/>

The **State Fund for Youth Housing Assistance** is a state institution that implements housing programmes for young people, IDPs, combatants, and other vulnerable categories of the population.

#### Main services include:

- preferential lending for the purchase of housing for young people, IDPs, teachers, and other categories of persons, including with funding from international donors, in particular KfW;
- advisory support and electronic submission of applications through the **Diia** portal.



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## National Social Service of Ukraine

**Contact information:** phone: +38 (044) 205 70 99, IDP assistance hotline: 1548, email: [info@nssu.gov.ua](mailto:info@nssu.gov.ua), website: <https://nssu.gov.ua/>.

The **National Social Service of Ukraine** is a state institution that coordinates the network of local social service centres in communities, where citizens can seek support in difficult life circumstances. **The main services available to IDPs include:**

- initial needs assessment and assignment of social support for persons in difficult life circumstances;
- assistance to women affected by domestic or gender-based violence;
- support for families with children, persons with disabilities, and older persons;
- processing applications for social services, consultations on subsidies and assistance, and referrals to other services;
- crisis counselling, psychological and legal assistance;
- social adaptation, home care, and support for integration in a new place of residence.

## Commissioner for Internally Displaced Persons

**Contact information:** 24/7 hotline of the Commissioner: +38 (066) 813-62-39, email: [info@dp-reintegration.gov.ua](mailto:info@dp-reintegration.gov.ua), website: <https://nssu.gov.ua/>.

The **Commissioner for IDPs** is an official responsible for addressing issues related to internally displaced persons in Ukraine. In particular, the Commissioner is responsible for providing assistance to IDPs, protecting their rights, and coordinating the activities of state authorities dealing with this issue. Operators of the **IDP Commissioner's hotline** perform the following functions:

- provide consultations to citizens who contact the hotline;
- search for the necessary information on issues within their competence;
- offer optimal solutions to citizens' problems;
- if necessary, register an appeal for further consideration by the relevant executive authority.

## UNHCR Ukraine — The UN Refugee Agency

**Contact information:** hotline: 0-800-307-711, email: [UNHCRUkraine@DonbasSOS.org](mailto:UNHCRUkraine@DonbasSOS.org), website: <https://www.unhcr.org/ua>

The **UN Refugee Agency in Ukraine** works in partnership with national organizations to protect the rights of and provide assistance to internally displaced persons, stateless persons, refugees, and asylum seekers.

**Main services include:**



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- cash assistance for vulnerable IDPs, including women with children, persons with disabilities, and older persons;
- mobile teams providing legal, psychological, and social support in communities;
- legal assistance on documentation, access to rights and services, and protection of IDP rights;
- support with placement in temporary housing and assistance in cases of housing loss;
- information provision and rights protection in communities, as well as support for local initiatives.

### **IOM Ukraine — International Organization for Migration**

**Contact information:** email: [ukrainecoordinationcell@iom.int](mailto:ukrainecoordinationcell@iom.int) / [ukrainepsu@iom.int](mailto:ukrainepsu@iom.int),  
social media: <https://www.facebook.com/IOMUkraine>.

**IOM Ukraine** implements programmes in humanitarian assistance, economic recovery, employment support, counter-trafficking, and social integration. The organization works mainly through partner NGOs, providing assistance to internally displaced persons, migrants, people affected by the war, and vulnerable groups.

#### **Main services for IDPs:**

- humanitarian assistance: food kits, hygiene items, household goods;
- psychological support and group mental health sessions;
- training courses, career guidance, and employment support;
- grants for self-employment and small business creation;
- assistance to victims of human trafficking: protection, legal assistance, and housing;
- social cohesion and community integration projects.

### **International Rescue Committee in Ukraine**

**Contact information:** phone: 0800 337 132, email: [vidhuky@rescue.org](mailto:vidhuky@rescue.org), social media:  
<https://www.facebook.com/IRCIinUkraine>, website:  
<https://www.rescue.org/eu/resource/mizhnarodniy-komit-et-poryatunku-irc-v-ukraini>.

The **IRC** has been working in Ukraine since February 2022, providing humanitarian assistance in the regions most affected by the war. The organization cooperates with local partners to meet basic needs, provide medical assistance, protect the rights of women and children, and support the economic resilience of the population.

#### **Main services for IDPs:**

- cash assistance to cover basic needs;



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- distribution of humanitarian aid, including food, hygiene kits, and winter supplies;
- mobile medical clinics and delivery of medicines to remote areas;
- psychosocial support, particularly for women and children;
- legal consultations and assistance with restoring documents;
- employment and entrepreneurship support programmes for IDPs.

### **Charitable Foundation Caritas Ukraine**

**Contact information:** phone: +38 067 374 91 90, email: secretary@caritas.ua, Facebook: <https://www.facebook.com/caritasukraine>

**Caritas Ukraine** provides humanitarian, social, and psychological assistance to internally displaced persons, particularly women and families affected by the war. The organization operates in the regions through a network of local branches. **Main services include:**

- distribution of humanitarian aid: food, hygiene products, clothing, and household kits;
- provision of financial assistance to cover the basic needs of vulnerable categories of IDPs;
- basic medical consultations and referrals to specialists;
- individual and group sessions with psychologists for women and children;
- social support, counselling on social services, and protection of rights.

### **Charitable Foundation Right to Protection**

**Contact information:** website: <https://r2p.org.ua/>, requests through the website form: <https://r2p.org.ua/category/contacts>

A Ukrainian human rights organization that provides assistance to IDPs, refugees, asylum seekers, and stateless persons. **Main services include:**

- free legal assistance: consultations, preparation of documents, and representation in court;
- support in restoring documents, including for women who lost documents because of the war;
- information sessions in communities on IDP rights, access to assistance, and available services;
- protection against discrimination and rights violations, as well as human rights advocacy;
- counselling on social security, IDP registration, and access to education.



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### Ukrainian Women's Fund

**Contact information:** phone: +38 044 507 0610, email: [uwf@uwf.org.ua](mailto:uwf@uwf.org.ua), website: <https://uwf.org.ua>.

A national foundation that systematically supports women's rights, women's initiatives, and gender equality in Ukraine. **Main services include:**

- funding for women's and feminist organizations, including IDP initiatives;
- support for women's leadership in communities and development of projects for women and girls;
- grant competitions for initiatives aimed at protecting women's rights and preventing violence;
- educational programmes, training, and mentoring programmes for women activists.

### La Strada — Ukraine

**Contact information:** National Hotline for the Prevention of Domestic Violence, Human Trafficking, and Gender Discrimination: 0 800 500 335 from landlines or 116 123 from mobile phones; National Hotline for Children and Youth: 0 800 500 225 from landlines or 116 111 from mobile phones; email: [info@la-strada.org.ua](mailto:info@la-strada.org.ua), website: <https://la-strada.org.ua>.

A civil society organization that protects the rights of women and children and provides assistance to survivors of domestic violence, human trafficking, and gender-based violence. **Main services include:**

- 24/7 consultations through national anti-violence hotlines;
- psychological support and legal counselling for women who have experienced violence;
- assistance in contacting the police, courts, social services, and crisis centres;
- educational programmes on safe migration and the rights of women and children;
- information campaigns and advocacy for women's rights in public policy.

## 4.2. Services and programmes offered by support organisations

### Online Public Services — Diia

**Contact information:** website: <https://diia.gov.ua/>

**Diia** is a national digital service that provides Ukrainian citizens with access to more than 130 public services online. The platform combines a mobile application and a web portal, allowing users to receive services without the need to visit government institutions.

**Main services include:**



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- storing digital documents: Ukrainian citizen's passport, international passport, driver's licence, birth certificate, and others;
- registration and closure of a sole proprietorship;
- submission of applications for social payments and benefits;
- obtaining extracts and certificates from state registers;
- signing documents using an electronic signature, etc.

### Information Platform "Ukraine is Home"

**Contact information:** website: <https://ukraineishome.org/uk/>

Through this platform, UNHCR aims to provide verified and up-to-date information to displaced families so that they can make an informed decision about whether to return home or remain in the host country or community. The platform provides refugees and internally displaced Ukrainians with information about their right to continue staying in host countries or communities, explains available options, answers questions about voluntary return home, and facilitates access to support for the restoration and reconstruction of homes.

On the portal, you can find up-to-date information relevant to IDPs on:

- registration, access to services, and restoration of documents;
- advice for those planning to return to Ukraine from abroad;
- multifunctional IDP support centres and Administrative Service Centres;
- the state compensation programme for damaged or destroyed housing;
- employment, business support, and investment opportunities in Ukraine;
- information about Ukrainian education abroad and returning to education in Ukraine;
- consular services related to leaving or returning to Ukraine.

### "Municipal Nanny" Programme: Compensation for Childcare Services

**Contact information:** website: <https://guide.diia.gov.ua/view/pryznachennia-ta-vyplata-kompensatsii-posluhy-z-dohliadu-za-dytynoi-u-do-trokh-rokiv-munitsypalnaniania-70a5d4dd-2a9b-4ea8-9b32-fbaff43f4d5b>

The **Municipal Nanny** is a state compensation programme for parents or guardians of children under the age of six who need additional childcare. After parents sign an agreement with a nanny, they may apply for government compensation. The amount of compensation is calculated individually based on the number of childcare hours provided. The state compensates 100% of the minimum hourly wage, but no more than 165 hours per month per child.

**How to apply?** Apply for the service in person at the local social protection authority or send the documents by registered mail. The list of required documents and programme details are available at: <https://guide.diia.gov.ua/view/pryznachennia-ta-vyplata-kompensatsii-posluhy-z-dohliadu-za-dytynoi-u-do-trokh-rokiv-munitsypalnaniania-70a5d4dd-2a9b-4ea8-9b32-fbaff43f4d5b>



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## Compensation to Employers for Hiring IDPs

**Contact information:** website: <https://diia.gov.ua/services/kompensaciya-za-pracevlashtuvannya-vpo>

This is a state programme for employers who officially employ IDPs who obtained their status after 24 February 2022. **The main conditions are:**

- compensation of UAH 8,000 per month for each employed IDP, or proportionally to the time worked;
- payments for three months, or for six months in the case of IDPs with disabilities;
- the application may be submitted through the Diia portal or an employment centre;
- the IDP does not need to be registered as unemployed.

**Who can apply for compensation?** Sole proprietors and legal entities without arrears in the payment of the single social contribution may apply. Compensation is not provided to budgetary institutions. The decision is made within five days, and payments are transferred monthly to the employer's account.

## Diia.Barrier-Free: Support Portal for Internally Displaced Persons

**Contact information:** website: <https://bf.diia.gov.ua/categories/vpo>

The **Diia.Barrier-Free** portal is a state platform created to provide IDPs with up-to-date information and access to public and humanitarian services.

**The main features of the portal include information on different areas of life:**

- obtaining IDP status: step-by-step instructions for registration and receiving an IDP certificate;
- financial assistance: information about state payments and international support;
- housing and evacuation: a guide to finding temporary housing, the "eDopomoga" and "Prykhystok" projects, and advice on evacuation and adaptation;
- employment and education: resources for job search, retraining, registering as a sole proprietor, and support for women in self-employment;
- psychological and legal assistance: information about free legal aid and psychological support services.

## HELP Platform — Comprehensive Support for Internally Displaced Persons

**Contact information:** website: <https://www.help-platform.in.ua/pro-platformu/>

The **HELP Platform** is an online tool aimed at providing comprehensive assistance to IDPs in Ukraine, with a particular focus on women. The initiative is implemented by the NGO "Access Point" in partnership with the International Organization for Migration and with financial support from the European Union. The platform covers more than 3,000 organizations that provide humanitarian, legal, educational, psychological, and other support to IDPs in all regions of Ukraine.

**What the platform offers:**



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- convenient search by service categories, such as humanitarian assistance, employment, business support, mentoring, etc.;
- an interactive map with filters for finding available programmes in a specific city or region;
- access to information about support programmes for women, including educational courses, psychological assistance, and business grants;
- direct contacts of organizations that can provide consultations or financial assistance.

**How to use it?** Register or browse the available opportunities directly on the website <https://www.help-platform.in.ua>, using filters to search by region or support category. The platform is available 24/7 and is free for users.

### **Online Platform “Hromadskyi Prostir”**

**Contact information:** website: <https://www.prostir.ua>

This is a leading Ukrainian resource that brings together opportunities for civil society organizations, activists, volunteers, and socially responsible businesses. The platform also serves as a hub for up-to-date information on support programmes, funding, training, and other opportunities for individuals and organizations.

### **The main features of the platform include:**

- daily updates on grant competitions, scholarships, and other forms of support from international and national donors;
- information about educational events and activities;
- announcements about vacancies, internships, and volunteer opportunities in the civil society sector;
- useful information materials, analytics, and success stories for strengthening the capacity of civil society organizations.

The platform has convenient navigation, thematic sections, and a search system that allows users to quickly find relevant opportunities for civic initiatives and individuals.



## 5. THE EMPLOYMENT PROCESS

### 5.1. Preparing an effective CV and cover letter

The first and very important step in the employment process for internally displaced women is preparing a high-quality CV and cover letter.

These documents create the first impression of the candidate, her professional experience, skills and motivation.

- Today employers pay great attention to the structure, clarity and relevance of information in a CV.<sup>43</sup>
- In the European Union and in Ukraine, certain CV standards are commonly used. The most widespread formats are:

**Europass CV - a unified form recommended for employment in the EU and easily completed online;**

1. Contact information: name, telephone number, email and preferably a link to a LinkedIn profile.
2. Short professional profile: two or three sentences about experience, strengths and a professional goal in relation to the position.
3. Work experience: in reverse chronological order, with achievements indicated.
4. Education and professional training.
5. Skills: languages, digital tools and certifications.
6. Additional information: volunteering, project participation, driving licence, etc.

Skills: languages, digital tools and certifications.

- Additional information: volunteering, project participation, driving licence, etc.
- For internally displaced women who may have gaps in employment history or lost documents, it is important to emphasise soft skills such as communication, adaptability and conflict resolution;
- non-formal education, including online courses and certificates;

and volunteer experience or participation in community initiatives.

**A cover letter complements the CV by explaining interest in the vacancy, demonstrating suitability and showing personal motivation for a specific position.**

1. Introduction - briefly introduce yourself and indicate the position you are applying for.
2. Main part - explain why you are interested in this company or vacancy and which key skills match the requirements.
3. Closing - thank the reader for their attention, express openness to an interview and provide contact details.

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<sup>43</sup> <https://europass.europa.eu/uk/create-europass-cv>



**Main part - explain why you are interested in this company or vacancy and which key skills match the requirements.**

- Closing - thank the reader for their attention, express openness to an interview and provide contact details.
- Tips: avoid general phrases, be specific; adapt the letter to each vacancy; demonstrate proactivity and values shared with the company.
- Practical tools for creating a CV and cover letter: Europass (<https://europa.eu/europass>), Canva resume templates (<https://www.canva.com/resumes>), Zety Resume Builder (<https://zety.com/resume-builder>) and LinkedIn (<https://www.linkedin.com>).

**Ukrainian-language resources with templates and advice include Work.ua, Pozovna.in.ua, Talent.UA, SweetCV and Microsoft Office templates.**

- <https://europa.eu/europass> It is recommended to adapt the CV to each vacancy, follow a clear structure, provide only truthful information and avoid unsupported general statements.
- <https://www.canva.com/resumes> Further details are provided by the relevant official resource or support organisation.
- <https://zety.com/resume-builder> This option may be useful for women IDPs depending on their needs, location and eligibility.
- <https://www.linkedin.com> Applicants should check current conditions, deadlines and procedures on the official website.

Online resources that offer templates, tips, and CV examples in Ukrainian and can help you properly format your CV when applying for jobs in Ukraine or abroad:

- Work.ua (<https://www.work.ua/articles/resume/>) — one of the most popular Ukrainian job search websites. It provides advice on writing a CV, examples by profession, common mistakes, and templates.
- Pozovna.in.ua (<https://pozovna.in.ua/zrazok-rezyume-ukrayinskoyu-movoyu/>) — examples of CVs, cover letters, autobiographies, and recommendation letters for various positions, such as driver, accountant, manager, and others, in Ukrainian.
- Talent.UA (<https://talent.ua/resume-shablon>) — a gallery of ready-made CVs that can be adapted for specific vacancies.
- SweetCV (<https://sweetcv.com/>) — a free service for creating and editing CVs online. It offers English-language templates, PDF integration, and writing tips.
- Microsoft Office (<https://create.microsoft.com/en-us/templates/resumes>) — the templates section on the official Microsoft website. It contains dozens of CV design options for Microsoft Word.

It is recommended to adapt your CV to each specific vacancy, follow a clear structure, provide only truthful information, and avoid general phrases that are not supported by evidence..



## 5.2. Preparing for a job interview

- Successful completion of a job interview is a key stage in the employment process. For internally displaced women, an interview is often not only a professional challenge but also a personal test, as it may be accompanied by anxiety, self-doubt, and a lack of experience in communicating with employers under new circumstances.

- First of all, it is important to overcome the fear of rejection and recognize your value as a candidate. Even if there have been gaps in employment history or a change of professional field, this is not a disadvantage but part of life experience. It is important to maintain a positive mindset, believe in your skills, and remain open to new opportunities. Internally displaced women may face additional questions related to displacement. It is important to be prepared for them while also protecting your rights.

- **Practical tips for preparation:**

- Study the company.
- Analyse the vacancy.
- Practise answering frequently asked questions. The article **“What to Say at a Job Interview: Answers to Typical Questions”** on the Diia.Education portal may be useful:

[https://osvita.diia.gov.ua/uploads/0/701-so\\_govoriti\\_na\\_spivbesidi\\_vidpovidi\\_na\\_tipovi\\_zapitanna.pdf](https://osvita.diia.gov.ua/uploads/0/701-so_govoriti_na_spivbesidi_vidpovidi_na_tipovi_zapitanna.pdf)

- Prepare your own questions for the employer. The article **“What Questions to Ask an Employer or Recruiter at a Job Interview”** may be helpful:

<https://bizmag.com.ua/pytannia-na-spivbesidi-do-robotodavtsia/>

- Take care of your appearance.
- Arrive on time or join the online meeting in advance.
- Emphasize your soft skills.

**Typical interview formats:** in-person, telephone or video interview, group interview, structured interview, or situational interview. For IDPs, adapted interview formats may be organized with social counsellors or interpreters.

To learn more about modern interview formats, see the publication **“7 Modern Interview Formats You Should Know About: From Case Interviews to Bar-Raising”**:

<https://happymonday.ua/vydy-spivbesid-7-suchasnyh-formativ>

- **Be open, but cautious.** You may speak honestly about your situation, but you are not obliged to go into unnecessary details if you feel the question is inappropriate.

- **Explain your motivation.** Clearly explain why you want to work in this particular city or company and that you plan to stay for the long term. Emphasize your adaptability and willingness to integrate.

- **Highlight your resilience and adaptability.** The experience of being internally displaced is often connected with overcoming difficulties, which develops qualities such as resilience, flexibility, and the ability to adapt quickly to new circumstances. This can be presented as an advantage.

**How to respond to inappropriate questions about children, marital status, or relocation:**

- **Stay calm and confident.** Do not let emotions take over.

- **Clarify the question.** Politely ask how the question relates to your professional responsibilities. For example: “Could you please explain how this question relates to the requirements of the position I am applying for?”



- **Refuse to answer.** If the question still seems inappropriate, politely refuse to answer: "I consider this question personal and would prefer not to answer it, as it does not relate to my professional skills."
- **Redirect the conversation to professional matters.** For example, if you are asked about children, you may answer: "My family arrangements are well organized, and this will not affect my ability to perform my duties fully."
- **Draw conclusions.** If you felt discrimination or disrespect, consider whether you want to work for such a company.
- **Seek help.** In case of serious violations, you have the right to contact the State Labour Service of Ukraine (<https://dsp.gov.ua>) or free legal aid centres (<https://legallaid.gov.ua/tsentry/>).
- **Use support programmes.** Pay attention to initiatives that help internally displaced women with employment, such as mentoring programmes.

### 5.3. Online job-search portals and platforms

In the modern world, online platforms are the main tool for job searching. Let us consider the most popular and useful job search portals in Ukraine.

#### Work.ua Job Search Service

**Contact information:** website: <https://www.work.ua>

**Work.ua** is one of the largest Ukrainian online job search platforms. The service is designed for both job seekers and employers, offering convenient functionality for posting CVs, browsing vacancies, and automatically responding to job offers. Registration is free for candidates.

#### Main features of the platform:

- searching for vacancies by category, region, salary level, or keywords;
- creating and publishing a CV, with the option to choose its visibility;
- subscribing to newsletters with new vacancies according to selected criteria;
- informational articles, employment advice, and interview preparation tips;
- access to vacancies with flexible schedules, remote work, and internships.

#### Robota.ua Job Search Service

**Contact information:** website: <https://www.robota.ua>

**Robota.ua** is a popular job search platform in Ukraine. The service provides access to current vacancies in various sectors, including opportunities for beginners, mid-level specialists, managers, and IDPs.

#### Main features of the platform:

- searching for vacancies by region, sector, experience, and type of employment;
- creating a personal account where CVs and cover letters can be stored;
- automatic submission of CVs to employers and notifications about new vacancies;



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- career advice, interview preparation tips, and CV writing guidance;
- separate selections for IDPs, women, young people, and people without experience.

To use the service, you need to register on the website, create a CV or upload an existing one, select vacancies, and submit an application.

### **Jooble Job Search Service**

**Contact information:** website: <https://ua.jooble.org>

Jooble is an international platform that aggregates vacancies from various employment websites, official company resources, and recruitment agencies. It is available in more than 70 countries, including Ukraine, and supports a Ukrainian-language interface.

#### **Main features of the platform:**

- convenient job search by keywords, location, type of employment, and salary level;
- access to a large database of vacancies from different sources — all in one place;
- the ability to filter vacancies by category, schedule, experience, and location;
- separate vacancy selections for IDPs, remote work, and employment abroad;
- weekly updates and recommendations based on selected search queries.

### **Unified Vacancy Portal of the State Employment Centre**

**Contact information:** website: <https://dcz.gov.ua>

This is the official resource of the State Employment Service, which collects current vacancies from all regions of Ukraine. The platform contains job offers submitted by employers through employment centres and allows users to search conveniently by category, region, form of employment, and salary level.

#### **Main features of the portal:**

- viewing and filtering thousands of current vacancies in real time;
- online appointment booking with a career advisor;
- access to career guidance tests and training programmes;
- information on retraining, training vouchers, and participation in public works;
- support for IDPs, including individual consultations, assistance with registering as a sole proprietor, and grant opportunities.

To use the service, go to the “**Job Search**” section on <https://dcz.gov.ua>, use the filters, select a vacancy, and submit an application or book a consultation.

### **Happy Monday Platform**



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**Contact information:** website: <https://happymonday.ua>

Happy Monday is a Ukrainian online platform specializing in career development support, job search, and professional self-improvement. It offers quality vacancies, particularly in creative industries, IT, marketing, management, as well as remote employment opportunities.

**Main features of the platform:**

- current vacancies with a focus on flexible and remote work;
- a career blog with advice on writing CVs, passing interviews, and changing professions;
- the “**Your Career Victory**” section with success stories, useful courses, and job search support;
- the option to subscribe to vacancy selections by field.

**Lobby X Service**

**Contact information:** website: <https://lobbyx.org>

Lobby X is a Ukrainian online platform specializing in job placement in the civil society sector, international organizations, startups, government institutions, and the Armed Forces of Ukraine. The platform focuses on work related to values, impact, and social change.

**Main features of the platform:**

- current vacancies in NGOs, donor-funded projects, startups, the public sector, and the defence sector;
- career recommendations and selection of job offers according to areas of interest;
- occasional opportunities for freelance work and short-term projects.

**Civil Service Vacancy Portal**

**Contact information:** website: <https://career.gov.ua>

This is an official portal created by the National Agency of Ukraine on Civil Service, which provides access to current competitions for positions in public authorities. The platform is designed for transparent and convenient job search in the field of public administration.

**Main features of the portal:**

- viewing all open vacancies in ministries, central executive authorities, regional state administrations, territorial bodies, and other public institutions;
- convenient filtering of announcements by place of work, position level, field of activity, education requirements, and experience;



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- submission of documents for competitions through an electronic form without the need for personal attendance;
- tracking the status of submitted applications, competition results, and selection stages.

### **Freelancehunt Service for Freelancers**

**Contact information:** website: <https://freelancehunt.com>

Freelancehunt is a platform that connects freelancers and clients from Ukraine and around the world. It offers remote work in design, copywriting, marketing, IT, translation, and other fields.

#### **Main features of the platform:**

- creating a freelancer profile and publishing a portfolio;
- searching for and applying to current projects;
- a rating and review system to increase trust;
- an integrated system of secure payments between the contractor and the client;
- availability of projects for both beginners and experienced specialists.

### **GRC.ua Platform, formerly HeadHunter**

**Contact information:** website: <https://grc.ua>

GRC.ua is a Ukrainian online job search resource focused on mid-level and senior-level professionals. The platform publishes vacancies in the corporate, public, and international sectors and provides analytical information about the labour market.

#### **Main features of the portal:**

- job search by sector, region, experience, and salary expectations;
- creating a CV and automatically submitting applications;
- salary analytics, labour market trends, and career development publications;
- sections with remote vacancies and employer interviews.

### **European Employment Services Portal — EURES**

**Contact information:** website: <https://eures.europa.eu>

EURES is the official European platform for job searching in the EU countries, Iceland, Liechtenstein, Norway, and Switzerland. The service is administered by the European Commission together with national employment services.

#### **Main features of the platform:**

- job search in 31 European countries;
- creating a profile and publishing a CV for employers to view;



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- counselling on employment, workers' rights, and relocation conditions;
- participation in online job fairs and international recruitment events.

### **Professional Network LinkedIn**

**Contact information:** website: <https://www.linkedin.com>

LinkedIn is a global social network for professionals that allows users to build a career, search for jobs, find partners, and establish business contacts.

#### **Main features of the platform:**

- creating a professional profile, or an online CV;
- searching for vacancies by country, sector, and type of employment;
- direct contact with employers and recruiters;
- participation in thematic groups, learning, and professional development.

### **Global Job Search Platform Indeed**

**Contact information:** website: <https://www.indeed.com>

Indeed is one of the world's largest job search websites, aggregating vacancies from companies, recruitment agencies, and other portals.

#### **Main features of the platform:**

- searching for vacancies by keywords, countries, and type of employment;
- creating a CV and sending it directly to employers through the platform;
- viewing company ratings and reviews;
- receiving notifications about new vacancies according to selected parameters.

### **Career Platform Glassdoor**

**Contact information:** website: <https://www.glassdoor.com>

Glassdoor is an international platform that combines job search with employee reviews of employers. Users can view salary ranges, working conditions, company culture, and interview experiences.

#### **Main features of the platform:**

- a database of vacancies in leading companies in more than 100 countries;
- anonymous employee reviews, company insights, interviews, and salary information;
- convenient search filters and tools for comparing working conditions.



## 6. EDUCATION FOR INTERNALLY DISPLACED WOMEN

### 6.1. Formal education opportunities and programmes

**Formal education** is education acquired through educational programmes in accordance with the levels of education, fields of knowledge, specialties/professions defined by law. It involves achieving learning outcomes established by educational standards for the relevant level of education and obtaining qualifications recognized by the state. According to the Law of Ukraine “On Education” No. 2145-VIII of 5 September 2017, the Ukrainian education system includes the following components: preschool education, complete general secondary education, extracurricular education, specialized education, vocational education and training, professional pre-higher education, higher education, adult education, including postgraduate education<sup>44</sup>.

For adults, the most relevant educational opportunities are the following:<sup>45</sup>

- **Vocational education and training** — provided by vocational schools, training and educational centres, colleges, and other educational institutions. It aims to develop professional competences necessary for work in a specific profession and sector of the economy, ensuring competitiveness in the labour market, mobility, and opportunities for lifelong career development. Such education is obtained on the basis of basic or complete general secondary education. Upon completion, graduates receive a certificate of qualification or a diploma of a skilled worker.
- **Professional pre-higher education** — provided mainly by colleges. It is aimed at forming and developing an educational qualification that confirms a person's ability to perform typical specialized tasks in a particular field of professional activity, related to the performance of production tasks of increased complexity and/or limited managerial functions. Professional pre-higher education is obtained on the basis of complete or basic secondary education. Upon completion, graduates receive a diploma of a professional junior bachelor.
- **Higher education** — provided by academies, institutes, universities, and, less often, colleges. It trains specialists with a high level of scientific and/or creative artistic, professional, and general competences necessary for activity in a particular specialty or field of knowledge. Higher education is obtained on the basis of complete general secondary education. Graduates receive a diploma depending on the level of education: junior bachelor diploma, which corresponds to the initial level of higher education; bachelor's diploma, which corresponds to the first, bachelor's level; master's diploma, which corresponds to the second, master's level; Doctor of Philosophy or Doctor of Arts diploma, which corresponds to the third, educational-scientific or educational-creative level; and Doctor of Sciences diploma, which corresponds to the scientific level and is the highest academic degree.

#### Useful information resources:

<sup>44</sup> <https://zakon.rada.gov.ua/laws/show/2145-19#Text>

<sup>45</sup> <https://zakon.rada.gov.ua/laws/show/2145-19#Text>



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- Before entering an educational institution, it is advisable to check whether the specific institution has a licence for the relevant activity in the **Register of Educational Entities** on the website of the **Unified State Electronic Database on Education**: <https://registry.edbo.gov.ua/prof/#>
- For applicants from temporarily occupied territories and IDPs, the website of the **Ministry of Education and Science of Ukraine** has a specialized section with valuable information for applicants: <https://mon.gov.ua/ministerstvo-2/pro-ministerstvo-2/informatsiya-dlya-osib-z-tot-ta-vpo?v=672b2002c933d>
- The official website of the **Ukrainian Center for Educational Quality Assessment** provides access to information about entrance examinations for admission to higher education institutions, as well as the opportunity to create a participant's personal account, through which registration for entrance examinations and access to their results are carried out: <https://zno.testportal.com.ua/>
- **Vstup.edbo.gov.ua** is the official resource of the Unified State Electronic Database on Education, through which applicants create an electronic account, submit applications to educational institutions, upload documents, and track the status of their applications: [www.vstup.edbo.gov.ua](http://www.vstup.edbo.gov.ua)
- **Vstup.Osvita.ua** is a popular information portal among applicants that contains information about educational programmes of professional pre-higher and higher education institutions in Ukraine. It allows users to quickly search for specialties by city, level, and form of study, view admission offers, passing scores, the number of state-funded places, and compare admission conditions at different institutions.

### **Important educational initiatives that internally displaced women can use to obtain formal education:**

- **Educational Centres “Crimea–Ukraine” and “Donbas–Ukraine”**. These are special units operating at university admission offices, created to support applicants from territories affected by occupation or hostilities. The list of centres is available at: <https://mon.gov.ua/osvita-2/vishcha-osvita-ta-osvita-doroslikh/vstupna-kampaniia-do-zvo/osvitni-tsentri-3?v=682ae718ba25b>
- **State grant for higher education**. This is targeted non-repayable financial assistance from the state budget that covers the full or partial cost of study at professional pre-higher or higher education institutions for Ukrainian citizens enrolled in places funded by individuals and/or legal entities. Up-to-date information on the procedure for providing such grants is published annually on the website of the Ministry of Education and Science of Ukraine: <https://mon.gov.ua/>
- **Training vouchers from the State Employment Service**. A voucher gives the right to undergo vocational training, preparation, retraining, or advanced training with state financial support, according to the approved list of professions and specialties, in the form of contract-based education. The value of the voucher may not exceed ten times the subsistence minimum for able-bodied persons; in 2025, this amount is UAH 30,280. If the cost of training exceeds this amount, the employer or the citizen pays the difference independently. Subject to certain conditions, vouchers may be obtained, for example, by citizens over the age of 45, working-age IDPs, persons with disabilities in the absence of suitable employment, and other categories of



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persons. Details of the programme and the list of educational institutions participating in it are available at: <https://www.dcz.gov.ua/profnavch/voucher>

- **Experimental project “Organization of vocational training for women for employment in fields where they have traditionally been underrepresented”.** This project provides vouchers for women to obtain vocational education free of charge in licensed institutions in more than 30 technical and skilled trades, including electrician, milling machine operator, tram driver, tractor driver, and welder: <https://www.dcz.gov.ua/profnavch/navchwomen>

- **Training and retraining for persons with disabilities at the expense of the Fund for Social Protection of Persons with Disabilities.** This state programme allows persons with disabilities, according to an individual rehabilitation programme, to have vocational training, retraining, or advanced training paid for in licensed educational institutions, including reimbursement of tuition fees and accommodation in a dormitory. For detailed information, contact the territorial offices of the Fund: <https://www.ispf.gov.ua/>

- **Erasmus Mundus Joint Masters.** This is an EU scholarship programme that provides an opportunity to obtain a master's degree through an international study programme at European universities. The best candidates receive a full scholarship covering tuition, accommodation, travel, and insurance. Details and the catalogue of programmes are available at: [https://www.eacea.ec.europa.eu/scholarships/erasmus-mundus-catalogue\\_en](https://www.eacea.ec.europa.eu/scholarships/erasmus-mundus-catalogue_en)

## 6.2. Non-formal education and lifelong learning

**Non-formal education** is education that is usually obtained through educational programmes and does not provide for the award of state-recognized educational qualifications by levels of education, but may result in the awarding of professional and/or partial educational qualifications<sup>46</sup>. For women who have been forcibly displaced as a result of the war, non-formal education opens up new and real opportunities for adaptation, self-realization, entry into the labour market, and restoration of an active role in society.

One of the most effective forms of non-formal education for women is advanced training and retraining courses aimed at acquiring new professions or updating previously acquired competences. **Relevant educational programmes for internally displaced women include:**

- **“From Learning to Employment: Vocational Training for Women and Other Target Groups” programme** by the Business Development Fund, implemented as a grant initiative within Skills4Recovery. In close cooperation with employers, programme participants undergo retraining in educational institutions using adapted training programmes for skilled and technical professions. Details: <https://bdf.org.ua/program/ecc8163502d84b02841444eed67de5f8>

- **Reskilling Ukraine.** A professional retraining initiative for internally displaced women, focused on mastering non-traditional and in-demand professions, such as

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<sup>46</sup> <https://zakon.rada.gov.ua/laws/show/2145-19#Text>



special machinery operator, truck driver, and solar power plant installer. The programme includes training, accommodation, practical training, and financial support during the study period. Details: <https://www.reskillingukraine.com/>

- **Innovative educational programme “Zmist” for internally displaced women.** The project offers practical courses in communication, financial literacy, career development, leadership, digital skills, and project management, with certification. Details: <https://www.zmist.online/>

- **Projector Foundation — free IT and creative industry courses for internally displaced women.** This educational programme for 1,000 women among IDPs and residents of small towns provides an opportunity to learn in-demand digital professions free of charge, including graphic design, UX/UI, video editing/motion design, SMM, Golang, and IT project management. The training lasts two to three months and includes HR support, mentoring, portfolio development, and a certificate. Details: <https://www.prjctrfoundation.com/project-itc>

- **SheCodes, Delac Foundation.** The Delac Foundation project based on SheCodes offers free web programming training for women from Ukraine, including HTML, CSS, JavaScript, React, and other technologies. Details: <https://www.delac.foundation/ukraine>

#### Online educational platforms with free courses:

- **Prometheus.** A Ukrainian platform for massive open online courses. It offers a wide range of free courses in Ukrainian, including Ukrainian language, digital literacy, entrepreneurship, finance, emotional intelligence, IT, and more. Website: <https://prometheus.org.ua>

- **Diia.Education.** A national platform of the Ministry of Digital Transformation. It provides access to many short courses and educational series. The platform offers courses for starting a career, retraining, learning specific professions, preparing for interviews, developing soft skills, and improving digital competences. Website: <https://osvita.diia.gov.ua>

- **Coursera.** A global online platform with more than 5,800 courses from world-class universities and companies. Website: <https://www.coursera.org>

- **EdEra.** A Ukrainian educational platform focused on 21st-century skills. It offers courses in career guidance, critical thinking, media literacy, adult education, and working with children and youth. The platform also includes educational programmes for social workers and teachers, as well as materials for women's self-development. Website: <https://www.ed-era.com>

- **EduHub, Kyiv Educational Hub.** A platform for developing soft skills and career guidance, offering free online courses in the format of interactive SCORM modules, trainings, and master classes. After completing a course, participants can receive a certificate, create an interactive CV, and join a talent pool. Website: <https://eduhub.in.ua>

- **“Zrozumilo!” by the East Europe Foundation.** A series of courses on various topics, including rights protection, human rights, social services, inclusion, and many others. Website: <https://zrozumilo.in.ua>



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- **VUM.online, Open University of Maidan.** An online platform for civic and personal education, offering free courses in journalism, sustainable development, media literacy, digital rights, and democracy. Website: <https://vumonline.ua>

### 6.3. Recognition of prior learning and qualifications

After forced displacement, many women face a number of difficulties related to continuing their education or returning to professional activity. Among the main challenges are lack of access to educational documents, loss of diplomas, or the need to confirm education obtained abroad or in temporarily occupied territories. In addition, some women have significant practical experience but do not have formal certificates, which can also create difficulties when seeking employment.

Let us consider the mechanism of action in such situations:

- **Restoration of lost educational documents.** In case educational documents are lost as a result of hostilities, occupation, or displacement, they can be restored. The restoration of higher education documents, namely the issuance of a duplicate, is regulated by the **Procedure for Ordering, Producing, Issuing, and Recording Higher Education Documents and European-style Diploma Supplements**, approved by Order of the Ministry of Education and Science of Ukraine No. 249 of 6 March 2015 <sup>47</sup>.

- **Procedure for obtaining a duplicate higher education document:** <https://mon.gov.ua/news/yak-otrimati-dublikat-dokumentu-pro-vishchu-osvitu-rozysnennya-mon>

First of all, in case of loss of a higher education document, it is necessary to submit an application to the educational institution that issued it. If the institution has been reorganized or liquidated, one should contact its legal successor. If there is no legal successor, the application for restoration, together with the required package of documents, should be sent by post to the Ministry of Education and Science of Ukraine.

- **Procedure for obtaining a duplicate document on complete general secondary education:** <https://mon.gov.ua/news/protsedura-otrimannya-dublikata-dokumentu-pro-zagalnu-serednyu-osvitu>

If a document on general secondary education is lost, one should similarly contact the institution that issued it. If it is impossible to contact that institution, in order to obtain a duplicate, it is necessary to apply to any general secondary education institution located in a territory where hostilities are not taking place, with a request to provide information about the educational document obtained in Ukraine.

- **Admission and recognition of learning outcomes for persons from temporarily occupied territories.** Persons from temporarily occupied territories may enter Ukrainian universities and colleges under a simplified procedure, even if their educational documents have been lost or issued by occupation authorities. Through the “**Crimea–Ukraine**” and “**Donbas–Ukraine**” Educational Centres, applicants can undergo individual assessment, obtain a Ukrainian educational

<sup>47</sup> <https://zakon.rada.gov.ua/laws/show/z0494-15#Text>



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document, submit documents online or in person, and enter Ukrainian educational institutions for state-funded free education. Educational documents issued by institutions in occupied territories are not recognized in Ukraine; however, knowledge and learning outcomes may be confirmed through individual assessment with the issuance of Ukrainian documents. Specific features of admission for people from temporarily occupied and frontline territories are available at: <https://mon.gov.ua/osvita-2/vishcha-osvita-ta-osvita-doroslikh/vstupna-kampaniia-do-zvo/vstupna-kampaniia-do-zakladiv-vyshchoi-osvity-2025-roku/vstup-dlia-liudei-z-tymchasovo-okupovanoi-ta-pryfrontovoi-terytorii>

- **Recognition of foreign educational documents.** Women who obtained education abroad, for example during temporary stay in another country, may undergo the procedure of academic recognition of their diploma in Ukraine. This is a mandatory requirement if a person plans to enter a Ukrainian higher education institution, for example a master's programme, or continue professional activity in certain fields. As a result of the recognition procedure, the holder of foreign educational documents receives a certificate confirming the right to continue education or work in the relevant profession throughout Ukraine. Details of the procedure are available on the website of the Ministry of Education and Science of Ukraine: <https://mon.gov.ua/ministerstvo-2/poslugi/viznannya-inozemnikh-dokumentiv>

The procedure itself is carried out by the **State Enterprise "Information and Image Centre"**: <https://naric.in.ua/poryadok-podachi.html>

- **Recognition of professional qualifications without a diploma.** Women who have practical experience in a particular field but have lost their diploma or have not received formal education may officially confirm their qualification through the procedure for recognizing the results of non-formal learning. The procedure involves independent assessment at specialized qualification centres, usually based at educational institutions, with the issuance of certificates confirming the award of a professional qualification. The list of qualification centres is available at: <https://data.nqa.gov.ua/qualification-centers/>

Thus, even under difficult circumstances of displacement, there are real opportunities to restore documents, confirm education or professional experience, and confidently move towards new educational or career goals.



## 7. ENTREPRENEURSHIP AND SELF-EMPLOYMENT

### 7.1. Assessing entrepreneurial potential

**Entrepreneurship** is not only a way to earn income, but also a path to self-realization, financial independence, and regaining control over one's own life. For women who were forced to leave their homes because of the war, starting their own business can become an important step towards stability and integration into a new community.

In Ukraine, the most common organizational and legal forms of doing business are:

- **Sole proprietorship.** The most common form of business activity for small businesses, under which an individual registers as an entrepreneur without establishing a legal entity.
- **Private enterprise.** A legal entity created on the basis of private ownership by one or more owners. This form is used for small businesses where owners wish to retain full control and do not require a complex management structure.
- **Limited liability company.** This form is suitable for medium-sized businesses or partnership projects. It is a legal entity whose participants are liable within the limits of their contribution to the authorized capital.

Entrepreneurial activity in Ukraine may be carried out under the general or simplified taxation system. The choice depends on the type of activity, amount of income, number of employees, and business specifics. More information on choosing a taxation system for small businesses is available in the publication by the **Vchasno** portal: <https://vchasno.ua/yaku-systemu-opodatkuvannia-vybraty-dlia-fop/>

**Social entrepreneurship.** Perhaps you are looking for entrepreneurship opportunities that would not only provide income and self-realization, but also help solve specific problems of Ukrainian society. One such path is the creation of a social enterprise — a business model that combines profitable activity with socially important work. This format enables an entrepreneur not only to provide employment for herself, but also to create social value by supporting others: for example, employing women from vulnerable groups, creating inclusive products, or developing local communities. The profit of a social enterprise is partly or fully invested in achieving clearly defined social goals. More details on how to create your own social enterprise are available in the guide “**Creating a Successful Social Enterprise**” by the Ukrainian Social Academy: [https://siplatform-live.s3.eu-central-1.amazonaws.com/files/posibnyk\\_usa.pdf](https://siplatform-live.s3.eu-central-1.amazonaws.com/files/posibnyk_usa.pdf)

### Opportunities for internally displaced women

Entrepreneurship for women who have become internally displaced as a result of the war is not only a means of economic recovery, but also a tool for personal stabilization, social integration, and building a new identity in host communities. Ukraine is creating favourable conditions for the development of women's businesses, including through state, regional, and international initiatives.



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One of the most popular state initiatives is the **eRobota** programme, which provides microgrants ranging from UAH 70,000 to UAH 250,000 for starting one's own business. Since the programme was launched, more than 8,000 grants have been issued, a significant share of them to women, including displaced women. The programme also offers support, training in business plan development, and mentoring <sup>48</sup>. Regional projects are also available, for example those implemented by regional state administrations, local councils, and international and national foundations. They provide support in the form of consultations, preferential rental of premises, or funding for business development.

### **Business registration**

As of 2025, registering as a sole proprietor in Ukraine is a fairly simple procedure, which is especially relevant for internally displaced women seeking financial independence. There are two main ways to register: online through the **Diia** portal and offline through Administrative Service Centres.

The most common form is registration as a sole proprietor, which provides for simplified taxation and minimal entry barriers. According to Opendatabot, in 2024 women registered 61% of new sole proprietorships in Ukraine, out of 155,000 new registrations, which is a record figure in recent years. This indicates the active participation of women in entrepreneurship, including those with IDP status<sup>49</sup>.

Online registration is the most convenient and fastest option. It does not require personal visits to institutions and is carried out using an electronic signature, such as a qualified electronic signature or Diia.Signature. To do this, you need to log in to the website [diia.gov.ua](https://diia.gov.ua)<sup>50</sup>, fill in the electronic form with personal data, select types of economic activity, known as KVED codes<sup>51</sup>, indicate the taxation system, and sign the application. Registration confirmation is usually received within 24 hours.

Women who are unable to use online services may contact an Administrative Service Centre at their actual place of residence. In this case, they submit an application, passport, taxpayer identification number, and, if necessary, a form for choosing the taxation system. The law allows registration as a sole proprietor even without local residence registration, using an IDP certificate.

Internally displaced women may choose any of the available taxation systems. The most common option for microbusiness activity is the simplified system with a single tax and single social contribution. After completing registration, it is recommended to open a separate bank account for business activity and become familiar with tax obligations.

### **Assessment of entrepreneurial potential**

Before starting your own business, it is important to assess your skills, resources, and readiness for entrepreneurial activity. The following should be considered:

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<sup>48</sup> <https://erobota.diia.gov.ua/>

<sup>49</sup> <https://opendatabot.ua/analytics/women-entrepreneurs-2024>

<sup>50</sup> <https://diia.gov.ua/services/rejestraciya-fop>

<sup>51</sup> <https://online.novaposhta.education/blog/kvedi-dlya-fop-1-2-ta-3-grupi>



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- **Business idea:** Do you have a clear understanding of the product or service you want to offer?
- **Resources:** Do you have the necessary financial, material, and human resources to start?
- **Skills:** Do you have the knowledge and skills required to run a business?
- **Support:** Do you have access to mentoring support, training programmes, or business communities?

Participation in trainings, business incubators, and consultations with specialists can help you better prepare for entrepreneurial activity and avoid common mistakes.

Entrepreneurship for internally displaced women in Ukraine is a real opportunity for self-realization and economic stability. Thanks to state and international support programmes, as well as access to information and resources, every woman has a chance to successfully realize her business potential.

## 7.2. Resources and support for starting a business

### eRobota Programme — Grant for Starting or Developing Your Own Business

**Contact information:** website: <https://diia.gov.ua/services/grant-na-vlasnu-spravu>, official platform for submitting applications: <https://diia.gov.ua>

The **eRobota** programme, initiated by the Ministry of Economy of Ukraine, provides microgrants of up to UAH 500,000 for starting or developing one's own business. Grant funds may be used to purchase equipment, raw materials, pay rent, marketing costs, and services.

#### **Eligibility conditions:**

- registration as a sole proprietor or legal entity, which can be completed immediately after the application is approved;
- submission of a business plan and budget for implementing the idea;
- positive assessment by the bank based on credit history and an interview.

**How to apply?** Register on the Diia portal (<https://diia.gov.ua/>), fill in the application form, attach a business plan, and submit the application in the **eRobota** section. After review and an interview at the bank, the applicant will receive a decision on the provision of funds.

**Application period.** The programme operates on an ongoing basis. New application rounds are announced monthly. Current dates are published on the platform: <https://diia.gov.ua/services/grant-na-vlasnu-spravu>

**All state business grants:** <https://diia.gov.ua/services/categories/biznesu/yerobota>

### Diia.Business — Platform for Supporting Entrepreneurs

**Contact information:** website: <https://business.diia.gov.ua>



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**Diia.Business** is a national platform initiated by the Ministry of Digital Transformation of Ukraine. It provides comprehensive support to entrepreneurs, including internally displaced women. The platform offers free consultations, educational programmes, access to grants, and information resources for starting and developing a business.

#### **Services and opportunities:**

- free individual consultations on business registration, taxation, marketing, and other aspects of entrepreneurship;
- online courses and webinars in various areas of business, including financial planning, strategic development, and digital marketing;
- information about current grants and financial support programmes for entrepreneurs, including internally displaced women;
- a network of entrepreneur support centres in different regions of Ukraine, where users can receive in-person consultations, attend trainings, and use coworking spaces.

To access the services, register on the platform <https://business.diia.gov.ua> and select the relevant services, or contact the nearest offline Diia.Business centre in your region.

### **Dream and Action Academy by Impact Force — Programme to Support Women's Entrepreneurship**

**Contact information:** website: <https://theimpactforce.org>

**Impact Force** is a Ukrainian civil society organization created by women and for women. It implements innovative educational and mentoring projects to support internally displaced women in Ukraine.

The **Dream and Action Academy** is the organization's flagship initiative, providing comprehensive support to women interested in starting or developing their own business, particularly online. The programme includes training in the fundamentals of entrepreneurship, digital marketing, business management, financial literacy, branding, and sales. Participants receive mentoring support from experienced entrepreneurs and trainers, which allows them to adapt the knowledge gained to their individual needs.

Financial support is provided in the form of vouchers of up to USD 1,000, which can be used for business development, including the purchase of equipment, goods, advertising, or training. The programme opens new opportunities for internally displaced women who lost their jobs or businesses because of the war, helping them restore financial independence, create a new source of income, and increase social inclusion.

To join the programme, applicants need to complete an application form on the official Impact Force website. After selection, candidates participate in training and, based on the results, may receive vouchers for business development. Participation in the programme is free of charge. Current application dates and conditions are available on the website: <https://theimpactforce.org>.



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## Ukrainian Startup Fund

**Contact information:** website: <https://usf.com.ua>

The Fund is a state institution that helps innovative projects and technology startups attract funding at early stages and launch their own projects. The Fund's key entrepreneurship development programmes include:

- **pre-seed grants** of up to USD 10,000 — non-repayable financial assistance to support innovative ideas at the initial stage of development;
- **seed grants** of up to USD 25,000 — for projects with a ready minimum viable product and scaling potential;
- **grant support programme for dual-use projects** of up to USD 35,000 — for startups in the fields of defence, cybersecurity, healthcare, education, and infrastructure;
- **international delegation programme**, which opens opportunities for Ukrainian startups to present their innovations at global technology exhibitions, pitch their projects to influential investors, and establish cooperation with international stakeholders;
- mentoring, expert assessment, technical, and promotional support.

## Women's Opportunities in Ukraine Fund, WO-UA — Support for Women's Entrepreneurship and Economic Activity

**Contact information:** website: <https://wo-ua.org>

The Fund implements support programmes for women affected by the war, including IDPs. One of its areas of activity is strengthening women's economic capacity through entrepreneurship, financial literacy, and career development.

### Support formats include:

- microgrants for women's entrepreneurship;
- training in business basics, self-employment, foreign languages, and digital skills;
- mentoring and consultations;
- humanitarian initiatives to support women.

**How to apply?** The Fund's programmes are announced periodically. Participation conditions, application forms, and deadlines are published on the official website and on the Fund's Facebook page.

## Nova Poshta Business Educational Platform for Entrepreneurs

**Contact information:** website: <https://online.novaposhta.education>

This is a free online resource for Ukrainian entrepreneurs, focused on developing practical business skills. The platform was created to support small and medium-sized businesses, self-employed persons, and those who are only planning to start their



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own business. Special attention is paid to the current conditions of doing business in Ukraine during the war and recovery after crises. The platform offers courses, video lectures, business schools, and master classes from practitioners in the areas of launching and scaling a business; finance and tax accounting; logistics and e-commerce; marketing, sales, and customer service.

### **Educational Resource — Telegram Channel “Grant Tips”**

**Contact information:** website: [https://t.me/grantovyphishky?utm\\_source](https://t.me/grantovyphishky?utm_source)

A professional information resource about current grant opportunities for Ukraine. It publishes structured overviews of competitions for non-profit organizations, businesses, education, and culture, as well as mobility programmes, internships, and scholarships. The channel also regularly provides methodological advice on preparing applications and working with grants.

### **Educational Resource “GrantMarket” — Grant Platform for Business**

**Contact information:** website: <https://grant.market>

A specialized grant platform for entrepreneurship. The database covers national and international support programmes for micro, small, and medium-sized businesses, as well as self-employed persons. Materials are structured by funding purpose: purchase of equipment, production modernization, working capital, relocation and recovery, innovation and digitalization, export programmes, and accelerators.

For each opportunity, the platform provides applicant requirements, funding objectives, approximate amounts and co-financing requirements, geographical restrictions, application deadlines, and an official link to the competition conditions. This makes it possible to quickly prepare a selection of relevant instruments for specific business needs.

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## 8. CONCLUSIONS

Despite the difficult circumstances associated with forced displacement, every woman has the potential for personal and professional growth. This guide has brought together key information about opportunities that can serve as effective tools for building a new career, obtaining education, starting a business, or becoming actively involved in the life of a new community.

The guide examines strategies for adapting to a new environment, including legal aspects of employment, the choice of forms of employment, access to education, and vocational training. Particular attention is paid to platforms and resources that support women in self-realization — from public services and international programmes to initiatives for the development of social entrepreneurship and non-formal learning.

This guide is not only about tools, but also about strength — the inner strength of Ukrainian women to overcome obstacles, learn new things, seek support, and become a source of support for others. We hope that the information collected here will serve as guidance and support for many who strive to move forward, even when circumstances change.

May this guide inspire you not to wait for favourable times, but to create them — with faith in your own abilities, openness to learning, and readiness to act.