**Terms of Reference for External Consultant/s**

Training on soft and digital skills for young students from VET school in Albania

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| **Title** | Provision of consultancy services on soft and digital skills for Kolin Gjoka VET school students. |
| **Location/Country** | Albania/ Lezhe county |
| **Organization** | World Vision Albania |
| **Time frame duration** | May 2025-August 2025 |
| **Contract start date** | May 1, 2025 |
| **Deadlines for submission of deliverables** | As defined in the following deliverables timeframe |

**Background information**

World Vision Albania, a branch of the global humanitarian organization World Vision International, has been dedicated to improving the lives of children and communities in Albania since 1999. Our mission focuses on economic development, youth participation, child protection, education, health, and emergency response. In the framework of this project, World Vision Albania aims to improve labor market orientation and access to increase employment and self-employment skills of youth, women, and long-term unemployed individuals in Albania.

The project "Boosting Decent Employment for Youth and Unemployed People in the Cross-border Area of Montenegro and Albania", funded by the European Union through the IPA CBC Cross-Border Cooperation Programme Montenegro-Albania 2014-2020, aims to improve labor market orientation and access, thereby increasing employment and self-employment skills among youth, women, and long-term unemployed individuals in Albania and Montenegro. This project is implemented in partnership with the Employment Agency of Montenegro and National Agency for Employment and Skills in Albania.

The project will establish a training structure for career and employment orientation in Lezha, creating a dedicated space equipped to support integrated services for career development and job seekers. It will foster preparedness for employment and self-employment through training schemes targeting youth, women, and long-term unemployed individuals, providing soft skills, digital skills, internships, hospitality training, and support for artisans and local producers. The project aims to intensify cross-border relations through labor market analysis, joint activities, and knowledge sharing among labor office staff, while enhancing awareness among target groups, strengthening stakeholder partnerships, and advocating for jobseekers' challenges through awareness campaigns and engagement with local businesses, VET providers, local authorities, and CSOs.

**Purpose of the Service**

The purpose of this service contract is to provide soft skills and digital skills training to 15 students aged 16-18 from "Kolin Gjoka" school in Lezha. The training aims to enhance their career and employment prospects by establishing a SKYE club for students from vulnerable families. The SKYE Club model by World Vision is built on several key principles. It emphasizes youth empowerment by developing essential skills, behaviors, and attitudes for sustainable livelihoods. The model promotes engagement through periodic club meetings where youth participate in experiential learning activities.

The first course focused on soft-skills, led by a youth empowerment expert, will focus on essential job market skills aiming to develop essential social and job search skills. Participants will learn communication and ethics, financial literacy, green skills for employment, self-awareness, decision-making, personal documentation, job search techniques, and safety rules in daily life and at work. This comprehensive training prepares them to effectively enter and navigate the labor market.with continuous mentoring provided by a designated mentor.

The second course, will prepare participants with professional competencies to engage in professional activities in the field of Digital Skills. In accordance with the EU Digicom Skills framework, the course is divided into two levels: Basic Digital Skills and Intermediate Digital Skills. Both levels cover the same groups of competencies but at different levels of difficulty, depending on the participant's digital skills as determined by a preliminary test. The curriculum includes 5 modules, with a strong emphasis on practical approaches where participants are required to practice continuously during each instructional hour.

The training modules on soft and digital skills are designed and approved from the National Agency for Employment and Skills (NAES) and participants will receive relevant certificates at the end of it. The acquired skills will equip students with additional skills relevant to the job market and university studies. An evaluation will be conducted to assess the effectiveness of the training.

**Objectives**

The consultancy will focus on:

1. **Deliver Soft Skills Training**: Conduct five modules of soft skills training over 20 working days in total, focusing on 8 soft-skills topics as defined in the NAES employment skills approved training programme, for 15 students from "Kolin Gjoka" school in Lezha.
2. **Deliver Digital Skills Training**: Conduct 5 modules of digital skills training over 15 working days in total, covering different disciplines such as: online information and data, online communication, digital content creation, online safety and technical troubleshooting, for the same group of students.
3. **Mentoring and Supervision**: Provide 12 working days of mentoring and supervision for the SKYE club, ensuring continuous guidance and support for students during their internships.
4. **Comprehensive Service Provision**: Ensure all included services are provided effectively, meeting the needs of the direct beneficiaries and aligning with the project's objectives.

**Scope of Work**

The consultant will undertake the following tasks:

**Deliver Soft Skills Training**: Conduct eight modules of soft skills training over 20 working days, focusing on essential job market skills job search skills, including communication and ethics, financial literacy, green skills for employment, self-awareness, decision-making, personal documentation, job search techniques, and safety rules in daily life and at work, for 15 students from "Kolin Gjoka" school in Lezha. The training will be based on NAES 2024 soft-skills approved training program.

**Deliver Digital Skills Training**: Conduct 5 modules of digital skills training over 15 working days covering various themes from online digital content creation to technical troubleshooting.

**Mentoring and Supervision**: Provide 12 working days of mentoring and supervision for the SKYE club, ensuring continuous guidance and support for students during their internships.

**Deliverables and Timeline**

The consultancy is expected to take approximately 4 months from the start date.

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| \*Deliverable | Details/Milestone | Timeline (deadline) |
| Soft Skills Training | Conduct 8 modules of soft skills training over four days each. Milestones include: selecting participants, preparing training materials, delivering training sessions, and collecting feedback. Modules include: essential social and job search skills, including communication and ethics, financial literacy, green skills for employment, self-awareness, decision-making, personal documentation, job search techniques, and safety rules in daily life and at work. | Month 1 |
| Digital Skills Training | Conduct 5 modules of digital skills training over five days each. Milestones include: preparing training modules, delivering sessions on online data access and processing, online communication, digital content, online safety and troubleshooting. | Month 2 |
| Mentoring and Supervision | Provide 12 days of mentoring and supervision for the SKYE club. Milestones include: ongoing mentoring, supervision during internships, and ensuring continuous support and guidance. | Month 3 |
| Training evaluation and final Report | Ensure training evaluation and all included services are provided effectively. With the final report, deliver all means of verification including but not limited to: timesheets, training modules, presentations, photos, lists of participants etc. | Ongoing throughout 4 months |

\*Note: Please note that the application and final report submitted to World Vision Albania will be prepared and presented in the English language to ensure clarity and consistency in our communications. However, all training sessions, along with associated elements, will be conducted in Albanian. This includes, but is not limited to, the list of participants, presentations, and any supplementary materials. This approach is intended to facilitate better understanding and engagement among local participants, ensuring that the training is accessible and effective.

**Responsibilities of WVA**

WVA will be responsible for coordination and collaboration required for the implementation of this consultancy. Specifically, WVA will:

1. Provide the necessary resources and methodology of the SKYE model to support the training activities.
2. Provide the current Skills for Employment (soft skills) and digital skills training programme, approved from the National Agency for Employment and Skills.
3. Ensure all required access to "Kolin Gjoka" school in Lezha for the training sessions
4. Support in the organization and coordination of the training activities, including the selection of participants, and scheduling of sessions.
5. Monitor the progress of the training activities and conduct evaluations to assess their effectiveness and impact on the participants.
6. Facilitate the collaboration with relevant stakeholders for a smooth implementation of this consultancy.

**Reporting and Supervision**

The consultant will be responsible for providing updates on progress to WVA (as requested) and provide updates on progress and as per agreement and/or request from the contracting authority. This information will include detailed updates on the training activities, milestones achieved, challenges encountered, and any adjustments made to the training plan. A comprehensive final report will be delivered at the end of the consultancy period.

Supervision will be conducted by WVA to ensure that the training activities are carried out effectively and in alignment with the project's objectives. WVA will oversee the implementation of the training modules, provide feedback, and offer support as needed. Regular check-ins and meetings will be held to discuss progress, address any issues, and ensure that the consultancy is on track to meet its goals. WVA will also facilitate access to necessary resources and coordinate with the "Kolin Gjoka" school to ensure smooth execution of the training activities.

**Budget and Payment Schedule**

1. **Interim Payment**: 60% of the total budget upon completion of the soft skills and digital training modules.
2. **Final Payment**: 40% of the total budget upon finalization of the mentoring and supervision submission of the final report.

**\*Required Qualifications and Experience**

**Trainer for Soft Skills Modules:**

* Educational Background: Bachelor's and/or Master's degree in Psychology, Education, Human Resources, or any other related field.
* Professional Experience: Minimum of 3 years of work experience in delivering soft skills training, particularly to youth and vulnerable groups.
* Additional Requirements: Proven track record of successful training programs, excellent communication and interpersonal skills, and ability to engage and motivate young participants.

**Trainer for Digital Skills Modules:**

* Educational Background: Bachelor's and/or Master's degree in Information Technology, Computer Science, Digital Media, or a related field.
* Professional Experience: Minimum of 3 years of work experience in delivering digital skills training,
* Skills: Proficiency in the latest digital tools and technologies, ability to create engaging training materials, and experience in mentoring students.
* Additional Requirements: Strong technical skills, excellent communication abilities, and experience in adapting training to different learning styles.

**Mentoring and Supervision:**

* Educational Background: Bachelor's and/or Master's degree in Education, Social Work, or a related field.
* Professional Experience: Minimum of 3 years of work experience as a teacher with special focus in mentoring and supervising youth, particularly in educational settings.
* Skills: Expertise in providing continuous guidance, support, and supervision and experience in coordinating internships.
* Additional Requirements: Strong organizational skills, excellent communication and interpersonal abilities, and a passion for youth empowerment and career development.

\*Note: To ensure quality, standards, and the possibility of certifying participants according to the criteria applied by public vocational training centers, the recruitment criteria for instructors/consultants, comply and are above the requirements stipulated in Article 118, point 3 of Instruction No. 759, dated 30.09.2024, "On the organization and activities, management of human resources, composition of the development unit of institutions, providers of education and vocational training, and continuous professional development of personnel,”

**Proposal/Documents and Expert Criteria Required for Submission**

Please submit the following documents:

* A clear proposal framework explaining methodology and approach focusing on exploring the topics under the section responsibilities and deliverables. This document should be a descriptive framework of how the expert/s envision the process suggested in the ToR and division of the working days as per this ToR requisition in the excel document embedded below:



* An expression of interest for the consultancy;
* CV and Portfolio: Demonstrating relevant work experience.
* References: At least one reference from previous relevant projects and/or engagements.
* The consultancy fee should be inclusive of all applicable taxes, as detailed in the Financial Offer
* Must be cleared of legal disputes that ended in Court in the past three years. (e –Albania) (Deshmia e penalitetit);
* Sign the Supplier Code of Conduct;
* References and/ or sample of similar works
* If you are a registered company / organization / agency, please also provide:
  + Tax Registration number (NIPT)
  + Updated Extract generated from the National Registration Centre (QKR)
  + Provide last two years of audited financial statements or tax filing, or similar documents

***Upon receipt of the application, World Vision will conduct a thorough due diligence process to evaluate the partner's capacity, credibility, and alignment with World Vision's mission and values. Only upon successful completion of this process will the contract be considered for signing.***

**General administrative information:**

***Technical proposal***

In this part, the applicants will describe the approach and methodology for implementing the tasks. The proposal will include a statement outlining the rationale for the number and relevant experience of the experts/ agency that will be included for the service. If more than one expert will apply, team composition and distribution of tasks should be a specific section of the technical proposal.

***Financial Proposal***

The applicants should provide a detailed budget for delivering all the tasks and activities foreseen in this call. The budget should, include within the working days (fee days), all miscellaneous costs related with the preparation, presentation and printing of the final report.

*\*World Vision Albania maintains the confidentiality of the offer and documentation you submit based on its strict procurement policies.*

**No Price Negotiation: Please note that this tender follows a "best and final offer" (BAFO) approach. Suppliers are expected to submit their most competitive price and comprehensive proposal initially, as no negotiations regarding price will be undertaken after the submission deadline.**

***Final Evaluation and Award of Contract***

The contract will be awarded to the best technically acceptable proposal considering proposed prices.

The following formula will be used for combined technical and financial evaluation of proposals:

The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100. The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:

Sf = 100 x Fm/ F, in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the proposal under consideration. The weights given to the Technical (T) and Financial (P) Proposals are:

T = 80, and P = 20

Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: S = St x T% + Sf x P%.

Only Bidders that have passed the pre-qualification process of Technical and Administrative proposals will be considered for financial proposal evaluation.

**Selection process**

The proposals received will be evaluated according to the following criteria:

* 1. **Organization and methodology (30 max score)**

-Rationale (5)

-Strategy (10)

-Involvement of all members of consortium (5)

-Timetable of activities (10)

* 1. **Key Experts (50 max score)**

- Trainer for Soft Skills Modules (20)

- Trainer for Digital Skills Modules (20)

- Teacher for Mentoring and Supervision (10)

**Deadline for receipt of applications:**

**April 25, 2025**

Questions/requests should be made by latest April 20 \_\_\_\_\_\_\_\_\_, 2025 to the following e-mail address: vangjel\_kojku@wvi.org

***Notes related to World Vision Albania Child Protection Policy:***

All people working for World Vision Albania, or visiting its programmes are obliged to sign its Child Protection Policy and Behavior Protocols. This policy aims to create a child-safe organizational environment and is based on the principles of the UN CRC and its protocols. **Important note: The contract will be awarded to the winner upon submission of official documents that certify that the full team of the project – including field team – complies with the child protection rules and procedures. The selected applicant will be informed about the required documents before finalization of the contract.**

***Principles of child protection involve briefly but are not limited to:***

* Treat children with respect and dignity
* Listen to children views and opinions
* Inform children parents/legal guardian/s and take a written consent before any interaction with children (this involves special written permission when it comes to photographs/videos)
* Be sensitive to the child age and maturity, cultural background and local social and family norms and respect them
* Dress in culturally appropriate way.
* Always be in the company of another adult (preferably parent/legal guardian or teacher) when meeting a child
* All visitors to WVA projects must be in accompany of WVA staff.
* Do not abuse with children (sexual, emotional, psychological and physical abuse).

*\*Please note that World Vision Albania personnel and visitors are expected to report any suspicions of child abuse to the National Director immediately. WVA has policy and procedures that respond to accusations, which allows for a process that respects all involved. World Vision Albania holds the position that adults are always responsible for their behavior with a child, even if a child is acting seductively.*