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

Training on Employability and Hospitality Skills for Long-term Unemployed Individuals

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| **Title** | Provision of consultancy services on employability and hospitality skills training for long-term unemployed individuals from the cross-border area (Lezha, Albania). |
| **Location/Country** | Albania/ Lezhe county |
| **Organization** | World Vision Albania |
| **Time frame duration** | August 2025-November 2025 |
| **Contract start date** | August 15, 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 deliver a structured training program for **15 long-term unemployed individuals** in **Lezha, Albania**, aimed at enhancing their employability and preparing them for integration into the labor market, particularly in the tourism and hospitality sectors.

The consultancy will focus on two core components:

1. Employability Skills Training  
   Using modules adapted from the **SKYE methodology**, this phase will strengthen soft skills critical for workplace readiness—such as communication, time management, and teamwork—over a period of **9 training days**. These foundational skills are essential for building participants’ confidence and preparing them for job-seeking and job-retention.
2. **Hospitality Skills Training**  
   This phase will offer **16 days** of hands-on training across key areas of the hospitality industry, including kitchen operations, restaurant and bar service, reception, and housekeeping. The training will be delivered in cooperation with local businesses and include both classroom-based theoretical instruction and practical experience in real or simulated hospitality environments.

The consultant(s) will also support the **assessment and selection** of participants for a follow-up **employment scheme**, ensuring that training outcomes are linked to tangible employment opportunities. The training is expected to contribute directly to the project’s goal of improving labor market access for vulnerable and long-term unemployed individuals in the cross-border region.

**Objectives**

The objectives of this consultancy are to:

1. **Design and deliver a soft/employability skills training program** for 15 long-term unemployed individuals in Lezha, using selected modules from the SKYE methodology, such as communication, time management, teamwork, and workplace ethics.
2. **Equip participants with practical hospitality skills** in areas including kitchen operations, restaurant/bar service, reception, and housekeeping, through a 16-day vocational training program delivered in cooperation with local hospitality businesses.
3. **Ensure that training is inclusive and tailored** to the needs of vulnerable participants, considering factors such as low income, rural residence, and long-term unemployment.
4. **Assess participants' performance** at the end of each training phase and identify nine (9) most qualified individuals to be referred for employment placement under the project’s supported employment scheme.
5. **Develop and provide relevant training materials**, daily attendance records, evaluations, and means of verification to ensure compliance with project monitoring and reporting requirements.
6. **Coordinate effectively with World Vision Albania, NAES, RLO, and private sector partners**, ensuring smooth implementation, logistical arrangements (e.g., kitchen rental, catering), and alignment with the project’s overall goals.

**Scope of Work**

The selected consultant(s) will be responsible for the **design, preparation, delivery, and evaluation** of a two-phase training program for **15 long-term unemployed individuals** in Lezha, Albania. The scope includes the following key tasks:

**1. Employability Skills Training (9 training days)**

* Design and adapt 3 modules from the SKYE methodology, focusing on topics such as:
  + Communication skills
  + Time management
  + Teamwork and workplace ethics
* Deliver 9 days of in-person training sessions (3 modules × 3 days) in Albanian.
* Prepare and provide relevant training materials (agendas, presentations, handouts).
* Monitor attendance, engagement, and learning progress of participants.
* Conduct a short post-training evaluation to assess knowledge and behavioral change.

**2. Hospitality Skills Training (16 training days + 3 days preparation)**

* Design and deliver vocational training across four thematic areas:
  + **Kitchen operations** (8 days)
  + **Restaurant/bar service** (5 days)
  + **Reception and housekeeping** (3 days)
* Divide participants into parallel groups based on the thematic track and training logistics.
* Include both theoretical sessions (in classroom) and practical sessions (in rented kitchen or partner hospitality venues).
* Coordinate the purchase and use of food materials for the kitchen training.
* Provide safety guidance and job etiquette relevant to hospitality sector jobs.
* Ensure training delivery is inclusive, gender-sensitive, and competency-based.

**3. Participant Assessment and Selection for Employment Scheme**

* Develop a performance evaluation tool to assess trainees’ skills and readiness for employment.
* Conduct individual evaluations at the end of each training stream.
* Collaborate with WVA and partners to shortlist nine (9) qualified participants for job placement under the project’s employment scheme.
* Consider socio-economic vulnerability criteria (e.g., long-term unemployment, rural residence, low income).

**4. Reporting and Documentation**

* Maintain daily attendance sheets, photo documentation, and training feedback forms.
* Submit all training materials used (digital and printed).
* Submit a **final report**, including:
  + Summary of activities delivered
  + Participant evaluation results
  + List of attendees
  + Photos and signed attendance sheets
  + Recommendations for job placement and follow-up

**5. Coordination and Logistics**

* Liaise closely with WVA for logistical arrangements, including:
  + Kitchen rental and setup
  + Scheduling of sessions
* Ensure proper communication and alignment with project timelines and expected deliverables.

**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) |
| Training Preparation | Develop detailed training agendas, adapt modules (SKYE and hospitality), prepare training materials, conduct kitchen rental and logistics. | Month 1 (August 2025) |
| Employability Skills Training | Deliver 3 modules of employability training (communication, time management, workplace ethics) to 15 participants over 9 training days. Maintain attendance and feedback records. | Month 1 (August 2025) |
| Hospitality Skills Training | Deliver practical training in: Kitchen – 8 days, Restaurant/Bar – 5 days, Reception & Housekeeping – 3 days, for 15 participants, organized in parallel groups. Maintain attendance, ensure food material use, and include both theoretical and hands-on instruction.  Rent a kitchen for 8 days and ensure food materials for the training. | Month 2-3  (September-October 2025) |
| Participation evaluation and Final report | |  | | --- | | Assess individual performance and select 9 candidates for the employment scheme based on skills, motivation, and vulnerability criteria. Submit a final report including: Summary of activities, List of participants, Attendance sheets, Training materials, Photos and feedback forms, Evaluation results and recommendations |  |  | | --- | |  | | Month 3-4 (October-November) |

\*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. Ensure all required support from the Regional Labor Office in Lezha in order to identify and select training participants.
3. Provide access to Kolin Gjoka VET school **in Lezha** for the delivery of soft skills/employability training.
4. Support in the organization and coordination of the training activities 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 and Regional Labor Office in Lezhe to ensure smooth execution of the training activities.

**Budget and Payment Schedule**

1. **Interim Payment**: 60% of the total budget upon successful completion of both training components (employability and hospitality skills), including delivery of training materials, attendance records, and initial evaluation results.
2. **Final Payment**: 40% of the total budget upon submission and approval of the final report, including performance evaluations, complete documentation, and recommendations for employment scheme referrals.

**\*Required Qualifications and Experience**

**1. Trainer for Employability (Soft) Skills**

* **Educational Background:**Bachelor’s or Master’s degree in Psychology, Education, Human Resources, Social Sciences, or a related field.
* **Professional Experience:**
  + Minimum 3 years of proven experience in delivering soft/employability skills training to adults or vulnerable groups.
  + Familiarity with youth empowerment methodologies such as the SKYE model is an asset.
  + Experience working with unemployed, rural, or marginalized communities.
* **Skills and Competencies:**
  + Strong facilitation and communication skills.
  + Ability to motivate and engage adult learners.
  + Capacity to adapt content to the needs of participants.

**2. Trainer for Hospitality Skills**

* **Educational Background:**Degree or professional certification in Hospitality, Culinary Arts, Tourism Management, or a related vocational field.
* **Professional Experience:**
  + At least 3 years of hands-on experience in training or supervising hospitality operations (kitchen, restaurant/bar, reception, housekeeping).
  + Experience in vocational or on-the-job training formats, preferably with disadvantaged groups.
* **Skills and Competencies:**
  + Ability to deliver practical, experience-based instruction.
  + Familiarity with hygiene and safety standards in hospitality.
  + Strong organizational and mentoring skills.

**3. General Requirements for All Trainers**

* Ability to deliver training in Albanian (spoken and written).
* Strong documentation and reporting skills.
* Commitment to deadlines and professionalism.
* Ability to coordinate with WVA, NAES, and local business actors.
* Must comply with World Vision Albania's Child Protection Policy and sign the Code of Conduct.
* No involvement in unresolved legal disputes over the last three years (evidence required).

**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 points max score)**

- Relevance and clarity of the proposed methodology (10 points)

-Strategy (10)

- Training strategy and structure of modules (10 points)

- Realism and quality of activity timeline (5 points)

-Integration of inclusive and participatory approaches (5 points)

* 1. **Qualifications and Experience of Key Experts (40 points)**

- Trainer for Employability Skills (15 points)

- Trainer for Hospitality Skills (15 points)

- Experience working with vulnerable or unemployed groups (10 points)

* 1. **Institutional/Individual Capacity(10 points)**

- Relevant track record and similar assignments completed (5 points)

- Past performance and references (5 points)

**Deadline for receipt of applications:**

**August 8, 2025**

Questions/requests should be made by latest August 4 \_\_\_\_\_\_\_\_\_, 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.*