**Terms of Reference**

***Improving language skills for Syrian refugees, based in Gaziantep, Kilis and Şanlıurfa***

**CARE International in Turkey**

**Water, Sanitation, and Hygiene Consultant**

**Requesting Department: Livelihood Department**

**Consultancy period: 20 November 2018**

# Background

Turkey hosts the most of refugees in the world, in absolute numbers, with UNHCR noting over 3.6 million Syrian refugees, just under half of which are children. Most are located in the southern border area (Southern Anatolia province), where they live in slum-like conditions and face difficulty in accessing livelihood opportunities and critical social services. While Turkey has a stronger economy and resources compared to other Middle East countries, accessing jobs and resources remains problematic for Syrian refugees. As elsewhere in the region, prices have risen, especially for essentials such as rent, food, and utilities. As such, they still struggle to meet basic needs and, in the worst cases, they may turn to negative coping mechanisms when all other options run out.

As economic burden deepens and displacement prolongs, refugee households increasingly adopt negative coping mechanisms that pose protection risks, e.g. child labor and illegal employment. Most Syrians who do find work are overworked, poorly paid, and confined to the unregulated informal sector, putting them at risk of exploitation. Gaining work is even more difficult due to the language barrier. In the past three years of CARE’s work in Turkey, beneficiaries have consistently indicated that lack of Turkish language skills along with the lack of matching skills to the market were key barriers to employment and access to basic services.

Under this project, Care International in Turkey will seek to deliver Turkish language trainings in Turkish Language in Gaziantep, Kilis and Şanlıurfa provinces for Refugees including Syrians under Temporary Protection (SuTPs).

Hence, for the implementation of this Project, Care International in Turkey **is looking for a qualified and experienced training institute (“vendor”) that can deliver high-quality Turkish language training for up to 15 groups in Şanlıurfa, 10 groups in Gaziantep and 10 groups in Kilis, in accordance with the terms outlined below. (One or more Turkish language courses service providers/vendors may be contracted, as vendors have the chance to choose to provide the service in one, or more of the locations mentioned above).**

CARE will select female beneficiaries, between 18 and 60 years of age, and who are seeking Turkish Language Courses in order to remove barriers in accessing safe, formal livelihood opportunities.

# Objective

**To deliver high-quality language training, for up to 35 groups of female beneficiaries in Gaziantep, Kilis and Şanlıurfa.**

The following are minimum requirements:

2.1 Successful completion of the language training courses.

# Timeframe

All activities will need to start no later than 10 to 15 business days after signing of the service contract. Preference will be made to vendors who are able to start courses as soon as possible.

# Location

All trainings will need to be delivered across Gaziantep, Kilis and Şanlıurfa provinces. The contracted entity(s) will be responsible for ensuring that the training venues in the aforementioned locations are fully equipped, safe and conducive to effective, high-quality language training sessions.

# Scope of Work (Expected Output and Performance Indicators from Vendor)

* 1. Provide training in the following specific training areas:
* Turkish Language Course (Minimum A1 or A2 and B1 Certification).
  1. Language Trainings have to be a minimum of eighty hours (80 hours); provided during weekdays for a maximum of 4 hours per day. Course timings will be scheduled based on participants’ preferences.
  2. Provide Childe care including a child safe space to participants’ children during the time participants are attending classes

5.4 Trainings have to be delivered and completed within the service contract timeframe, under three months.

5.5 Preparation of appropriate training venues in the location specified under section 4, ensuring that they are fully equipped, safe and conducive to effective, high-quality language training sessions.

5.6 Provide all relevant training materials (stationery, written materials, hand-outs, drinking water and tea, attendance certificate etc.) required for and appropriate to the successful delivery of the various language training courses.

5.7 Deliver quality Turkish language training to a targeted number of up to 35 groups of female participants (each group will consist of 20 participants on average), focused on effective transfer of knowledge and skills. Vendor to implement recommendations for improvements and taken corrective action when requested, based on CARE’s regular monitoring and quality oversight activities.

5.8 Provide attendance certificate to all participants who successfully complete their language training course.

5.9 Careful documentation of activities related to this project, including signed daily participant attendance sheets.

5.10 Regular reporting on activities, achievements and challenges regarding the implementation of these activities (also see section on *Reporting* further below).

5.11 Upon request, grant access to training venues and vendor’s premises for CARE International in Turkey staff and representatives of donor organizations for the purpose of project monitoring and quality oversight.

5.12 Ensuring that all activities listed above are carried out in accordance with applicable laws and relevant Turkish legislation.

5.13 Ensuring CARE International Code of Conduct is observed during implementation of the trainings.

5.14 Provide evidence of qualification for all trainers including CVs, diplomas and certification. Preference will be made to vendors who can provide high quality female trainers.

# Reporting and Monitoring

# The selected vendor will need to submit daily attendance records to CARE on a weekly basis.

6.3 The selected vendor shall facilitate access to training venues and the vendor’s premises for regular and ad-hoc monitoring visits and quality oversight activities including direct observation of training sessions and review of documents and interviews with training participants.

6.4 The selected vendor shall inform CARE promptly of any incidents that pose serious risk of harm to participants of the trainings, violation of code of conduct, any unresolved complaints.

# Type of Supervision and support to be provided by CARE International

7.1 Identify and provide list of participants in accordance with selection criteria.

7.2 Maintain the relationship and communication with donor organizations.

7.3 Ensure financial resources are provided to the selected vendor in accordance with the budget and payment terms & schedule as agreed upon in the service agreement.

7.4 Conduct regular monitoring and quality oversight of all project activities and support vendor with recommendations.

7.5 In accordance with the project proposal, provide cash support to registered training participants based on their actual (levels of) participation in their assigned training sessions.

7.8 Ensuring that all activities listed above are carried out in accordance with applicable laws and relevant Turkish legislation.

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# Required Qualifications and Experience and Documents to be submitted:

Interested vendors are required to demonstrate, document and submit the following:

8.1 expression of interest, stamped and signed by a representative of the vendor’s senior management, with reference to these Terms of Reference

8.2 A *summary* of your relevant experience and track-record in the field of certified language training in Turkey with specific reference to the scope of work outlined above. (max. 4 pages)

8.3 Contact details for 3 references who are in a position to comment on the experience and quality of your organization’s work.

8.5 Financial offer must be broken down by cost per class per level (A1/A2/B1). (15 classes for Şanlıurfa, 10 classes for Gaziantep, and 10 classes for Kilis) including all the expenses in an Excel format. Each class size will be 20 participants on average, not exceed 25 participants.