**Terms of Reference:**

**Roll out training of IND staff in English Language and Customer Care Training**

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| IOM Project Details | |
| IOM Somalia Project: | Enhancing Human and Operational Capacities of Somalia’s Immigration Authorities III |
| Project Period: | 1 December 2018 – 31 December 2019 |
| Project Objective | Contribute to strengthening service delivery and migration functions of Somali immigration authorities for better immigration and border management |

**Immediate Outcome:**

Improved Federal Government of Somalia’s (FGoS) operational and human capacities to perform services and functions.

**Activity Output:**

Front line immigration officers have the skills and knowledge to apply English language and customer care.

**Background and Proposed Activity:**

The Federal Government of Somalia (FGoS) has taken important steps towards its institutional development. With the support of IOM and other key stakeholders, the Immigration and Naturalization Directorate (IND), has managed to lay strong foundations in terms of human resource capacities, its organizational structure and its finance management.

In 2015, IOM conducted an institutional capacity assessment for the IND. Reviews of the institutional capacity and competencies reviews revealed existing gaps that affected effective service delivery based on the lack of training and soft skills development. The main skills development priorities identified include; basic English Language Training and Customer Care Training. The recommendations of the assessment aimed at promoting continuous learning and development which is key to the IND success. In 2018, IOM conducted the first pilot training for 72 IND frontline office staff in Mogadishu on operational English Language and Customer Care for a period of 6 months.

IOM aims to continue to contribute towards strengthening capacities for immigration officials by conducting continuous training for the operational staff in accordance with the needs of the IND.

It is with this background that IOM seeks an experienced and duly registered language/ public relations firm/institution to undertake the assignment in Somalia. This training aims to enhance INDs’ effective service delivery to the Directorate which experiences an ever-growing number of mixed migrants arriving at Somalia’s ports of entry.

**Objective**

1. Train Immigration staff on Operational Basic English Language skills for border management
2. Train Immigration staff on Operational Customer care service techniques for border management

**Responsibilities:**

The successful firm/Institution will customize a Basic English Language Training and a Customer Service Techniques Training for IND staff that is operational for use at airports, Seaports and land borders of Somalia. The trainings should be specialized in the questions, responses and interactions an immigration officer would experience on a day-to-day basis. For this reason, it is advisable that training should incorporate immigration and border management expertise and advice**.**

**Expected Deliverables**

1. Organize and facilitate an introductory meeting held with senior officials of the Directorate and IOM on the assignment objectives
2. Conduct a rapid assessment on competency in English Language and Customer Care Skills of the Directorate staff to determine their operational levels of English language and customer service delivery skills
3. An inception report within 30 working days for the commencement of assignment, summarizing the key discussion points of the introductory meetings , Work plan and baseline assessment of the operational level of English language and customer service delivery among Directorate staff in Mogadishu
4. Training of Immigration and Naturalization Directorate staff on operational English Language for border management
5. Training of Immigration and Naturalization Directorate staff on operational Customer service techniques for border management
6. Electronic copies of presentations and handouts used in each of the above-mentioned training. Trainings should include manuals/curricula, text, audio/video materials etc.
7. A documented work plan and training test for post-training review services/refreshers to ensure quality assurance and that staff acquire competence and ability to put into action the skills so far learned.
8. Final reports on the trainings held for staff in the Directorate on English language and Customer care service, the contents expected on the Final Report should include but not limited to :

* Part 1. Introduction
* Part 2. Preliminary capacity assessment on skills
* Part 3. Training on English Language (Include pre and post Evaluation Tests, signed participants lists ,Photos )
* Part 4. Training on Customer Service Techniques (Include pre and post Evaluation Tests, signed participants lists ,Photos )
* Part 5. Recommendations
* Part 6. Appendices

1. De-briefing of the assignment to IOM Project Manager and other project team members

**Schedule for Deliverables:**

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| Deliverable | Timeframe |
| Briefing with IOM Somalia Co-ordination Office in Nairobi | Within 5 days |
| An introductory meeting with the Somali authorities and IOM | Within 14 days |
| Pre-assessment on staff capacity and skills on English and Customer service | Within 20 days |
| Submission of Inception Report | Within 30 days |
| Training of Immigration and Naturalization Directorate staff on operational English Language | Within 120 days |
| Training of Immigration and Naturalization Directorate staff on operational Customer care service techniques | Within 120 days |
| Final reports on the trainings held for staff in the Directorate on English language and Customer care service | Within 120 days |

**Application Procedure:**

All application must be completed and submitted through IOM official bid template: **Request for Proposal Format Template**, any application submitted through a different format **will be rejected.**

The Application must be submitted through mail to [procurement@rmsomalia.org](mailto:procurement@rmsomalia.org) on or before **24 March 2019** at **17:00** hours. Late applications will not be considered.