Improved access to employment opportunities for Lebanese and refugee graduates from skills training
Project
Terms of Reference for a consultancy to conduct a tracer study of graduates AICS-supported skills training programmes

Background

A bilateral agreement was signed between the ILO- and the Italian Agency for Development Cooperation (AICS) to support the implementation of the project *'Improved access to employment opportunities for Lebanese and refugee graduates from skills training in Lebanon'* in 2019. The project will build the capacity of relevant government agencies, education and training institutions, NGOs, trainees/learners, workers and employers with a particular focus to enhance the market-relevance and effectiveness of the skills training systems with the following two interrelated outputs:

a. Output 1. Improved institutional capacities for the provision of post-training services for Lebanese and refugee graduates from accelerated skills training.

b. Output 2: Improved institutional capacities for the design of market-based training for Lebanese and refugees.

Under output 2, the project will conduct a tracer study on the graduates from skills training programmes funded by an earlier phase of AICS support in 2018. In total, 1525 Lebanese and refugees attended ASTPs through six local NGOs supported by AICS: 985 Lebanese, 521 Syrians, and 19 from other nationalities trained.

Italian NGO	Local NGO partner
ARCS	LUPD, MADA, RC, NHF
AVSI – OXFAM	IRAP, Ruwad el Tanmiyah, IECD
COSV	Makhzoumi Foundation
GVC	CCIAZ, CCIAZ – New Horizons, LOST
ICU	CCIAZ (new Horizons)
TdHIT	AlAfaq institute, AlMajmouaa
Title of accelerated skills training programmes (ASTPs):	
Construction: technician in architecture, engineering and design, construction and maintenance, welder, A/C technician, home electrician, plumber, electricity,	
Agriculture-agro-food: Food safety, good agriculture practices (GAP), chocolate design, food processing, food production, pruning, forest, florist, beekeeping, landscaping, post harvesting, food hygiene and services, animal production, pesticide.	
Services **(business)**: Accounting, sales, sales & marketing, data entry, secretary, data entry & secretary, ,	
Services **(beauty):** barber, hairdressing, make-up, tattoo, beauty salon,	
Services **(maintenance):** mobile repair, cell maintenance , automobile mechanics, smart phone,	
Services **(hospitality)** : pastry, hospitality, waiting.	
Services **(other):** photography, medical assistant, nursing, fashion design, computer, IT basic skills, sewing, education and childcare, handcraft,	

Table: Number of ASTP graduates by nationality and gender

Nationality/ NGOS	Lebanese			Syrian			Other Nationality			Total		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
ARCS	126	125	251	141	97	238	4	6	10	271	228	499
AVS-Oxfam	109	107	216	64	27	91	1	6	7	174	140	314
COSV	62	81	143	18	40	58	1	1	2	81	122	203
GVC	120	71	191	52	17	69	0	0	0	172	88	260
ICU	12	12	24	5	5	10	0	0	0	17	17	34
TdHIT	126	34	160	31	24	55	0	0	0	157	58	215
Total	**555**	**430**	**985**	**311**	**210**	**521**	**6**	**13**	**19**	**872**	**653**	**1525**

Objective

The objective of this assignment is **to conduct a tracer study of the graduates from the accelerated skills training programme supported by AICS in 2018.**

The tracer study will:

a) Measure the employment outcomes of the trainees;

b) Assess the degree to which trainees received the skills required by the jobs they secured after the training;

c) Identify potential issues graduates experienced when seeking employment and the reasons why some graduates (if any) could not secure employment. This will include an overview of the social and economic barriers facing graduates – especially women, persons with disabilities, and refugees – in securing employment, and provision of recommendations for improvement;

d) Assess graduates' current work conditions from a Decent Work perspective;

e) Provide reliable recommendations to improve the effectiveness of the ASTPs in terms of training models, occupations in focus, and post-training services.

The results of the tracer study will:

a) Guide vocational training providers to improve the quality and market relevance of the skills training they are providing, including through the design of new skills training courses based on trends identified in the market;

b) Support AICS assess the employment impact of the skills training projects implemented with its funding in 2018;

c) Contribute to the ILO's assessment of the impact of its past technical assistance to skills training providers, and support the design of upcoming capacity building programmes, including the ILO Skills Academy for Lebanon.
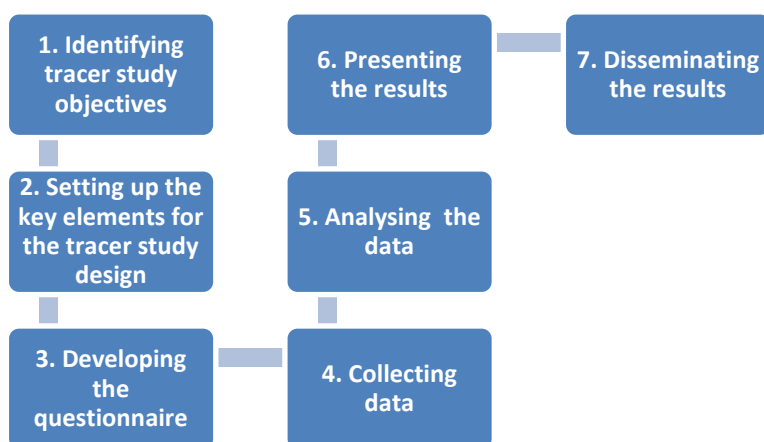
Main tasks and activities

In close coordination with ILO project team, the consulting firm should provide the following services:

- Reviewing the tracer study methodology developed by ILO in ILO-CEDEFOP- ETF manual[1], and develop a detailed methodology;

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[1] Carrying out tracer study: guide to anticipating and matching skills and jobs Vol 6

- Updating the study questionnaire ;
- Updating graduates' addresses database;
- Producing the result outcome tables;
- Preparing a sample of graduates. The sample size surveyed will be 500 graduates.
- Conducting a pilot testing of the questionnaire;
- Collecting data (filling questionnaires) with a phone-based method appropriate to the current COVID-19 affected context;
- Cleaning and quality checking of the collected data;
- Data entry and management;
- Data analysing and writing the report;
- Reporting to ILO

Methodology

Inception Phase

i. **Desk review:** The first step consists of collecting and reviewing relevant data and reports. This brief review aims to refine the context of the study, identify critical information gaps, and inform the update of the questionnaire. The consulting firm will review all documents pertaining to the trainings undertaken, the ILO-CEDEFOP-ETF manual on tracer study, past tracer study reports in Lebanon and provide a list of literature and references relevant to the report. **The ILO will provide additional information to the successful bidder, including guidance the sample questionnaire and further information on the report structure and format.**

ii. **Update the questionnaire**: ILO will share a survey questionnaire to be adapted where necessary. The questionnaire is designed to measure the employment impact of the skills training programs, gather graduates' feedback on the relevance, quality of the training and other cross-cutting issues. Topics in the questionnaire should include qualification and training programs, the relationship between training and employment/self-employment, the relevance of training to the workplace, assessment of the training, and transition from training to work, use of competencies at the workplace, current occupation and career

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development and future planning. For a phone-based methodology, the size of each question should not be more than 80 characters (no spaces).

iii. **Update graduates' addresses database**: The consulting firm will ensure the graduate database is updated, including their contact information, before the data collection phase. ILO can share the existing databases prepared by the NGOs that the consulting firm can update where necessary. These databases include the names of the graduates, training organizations, course attended, and their detailed contact information (email, mobile, landline, geographical address etc.). The consulting firm is responsible for contacting these graduates to confirm or correct their information.

iv. **Prepare the sample**: A representative sample of graduates will be prepared using the following criteria: gender, nationality, sectors covered, and provider. The sample size should be a minimum 400 graduates.

v. **Survey methodology**: The consulting firm will collect data applying phone calls interview method considering the context of COVID-19,

vi. **Inception report:** The consulting firm would submit an Inception Report that comprises the detailed data collection strategy and methodology, the sampling frame, and the technical tools (updated survey questionnaire) for ILO clearance before starting the implementation phase.

Implementation Phase

i. **Select and train data collectors:** The consulting firm will engage experienced and trained enumerators to collect the data, and train them on the approved questionnaire and data collection methodology.

ii. **Pilot testing of data collection instruments:** Pilot testing of the survey questionnaire is a crucial step as it can help to identify the questions which are not relevant or don't make sense to the respondents. Once the survey questionnaire design is complete, the consulting firm engage some data collectors to pre-test the survey questionnaire. Pilot testing of the survey questionnaire will also give a chance for the data collectors to practice the data collection before actual field operation.

iii. **Quality Assurance of fieldwork:** The consulting firm will outline measures in the inception report to maintain the quality of phone-based data by close supervision and monitoring of data collectors.

Data analysis and reporting

This analysis will focus on answering the main research questions of the tracer study:[2]

- What is the share of graduates in employment (employed, unemployed, outside side the labour force, potential labour force?
- Were graduate able to secure work within a 3 months period after graduation? What were the recruitment methods used?
- Are graduates employed in an occupation related to their training?
- Are they using the skills and knowledge they acquired at the educational/training institution? If not, why? (How relevant are the trainings to the demand on the market? How effective are they?).

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[2] https://www.ilo.org/skills/areas/skills-training-for-poverty-reduction/WCMS_534331/lang--en/index.htm

- Were graduates satisfied with the training programme and do they find the contents useful to their work?
- What has been the impact of COVID-19 on the current employment situation of the graduates? E.g impact on employee wages, hours, and prospects for promotion, teleworking arrangements, impact on the number of employees in the firm.
- What are the skills/competencies needed in the occupational areas where graduates are employed (Areas for potential improvements in the educational/training institutions).

Deliverables

o An Inception Report (including tools and detailed methodology)
o Draft analysis report (including PPW and list of participants)
o Final Tracer Study Report to the satisfaction of the ILO. **The overall length, excluding annexes, should be maximum 25-30 pages**:
o Raw data (from the field – questionnaire, graduates database, etc.)

For further details on deliverables and outputs see Annex 1 - workplan and budget template.

Timeframe

This work would be implemented within a maximum 4 months period, including the preparation phase, fieldwork, data entry and analysis, and completion of all deliverables and survey analysis reports.

Payment Schedule

First payment: 20% of the overall budget upon submission of detailed methodology, of the assignment and sampling design and questionnaire reviewed and finalized with ILO.

Second payment: 50% of the overall budget upon submission of complete graduate addresses database, and completion of fieldwork and providing the data collection raw materials (filled questionnaire and data entry file in SPSS format), and draft analysis report to the satisfaction of the ILO.

Third payment: 30% of the overall budget upon submission of the final study report to the satisfaction of ILO.

Supervision

The consultant will work closely with and under the supervision of the CTA, and in close coordination with the Skills Development Officer and the National Project Coordinator.

Profile of the consulting firm

Education

The company chosen for this consultancy must include an expert with a graduate degree (MSc, MA, or PhD) in economics, statistics, or social science who possesses proven expertise in data analysis and reporting.

Experience

1. The company must have a minimum of 5 years relevant experience in the analysis and reporting of labour market data in Lebanon and excellent knowledge of, and experience in working with, the various

ministries and organizations in the country, and proof of experience through the past completion of labour market information studies and research is necessary.

2. The team leader/coordinator and technical expert must have at least 5 years of demonstrated experience in the completion of labour market information studies and research.

Core Competencies

The company must have demonstrated a high level of proficiency in:

- Working with multi-disciplinary teams in Lebanon;
- Analyzing labour market and/or economic data and producing reports;
- Consulting with all of the labour market stakeholders (including governments, business/employer and labour/employee organizations, groups representing targeted or special interest groups such as women and disabled);
- Developing and delivering workshops and reporting to stakeholders;
- Good command of spoken and written English including Arabic

Selection process and selection criteria

The ILO invites technical and financial proposals from qualified organizations/firms/entities having relevant experience in delivering similar services as mentioned in this Terms of Reference (TOR). One national/international partner technically responsive and financially viable organization/entity will be chosen following ILO procurement rules/procedure on evaluation by an ILO team of professionals.

The cumulative evaluation method will be applied for this procurement exercise and the contract will be awarded to the highest scorer(s) - 70% of the score will be from the technical proposal and the financial 30% from the financial one. Any firms that score less than 70% in the technical evaluation shall not be considered further. The technical proposals will be evaluated as per the criteria stated below:

1.	Relevant Experience of the organization
2.	Educational Qualification and experience of Manager and key professionals
5.	Quality and relevance of past research

Proposal submission procedure

Interested bidders must submit their proposal in **scanned/PDF signed copies by email on or before 29 June, 2020 to Mr Ali Nasser, Project Assistant Skills at nasseral@ilo.org.** The required content of the proposal are listed below. The technical and financial proposals should be attached to the email as separate documents. The bidder will receive in return an email confirming receipt from Mr Nasser.

The subject of the email should mention "**Ref. No.: Consultancy to conduct a tracer study for graduates from AICS funded projects in 2018" "** Proposals received after the deadline will not be considered for evaluation.

Required Presentation of Proposal

Interested bidders must submit the following detailed proposal made up of documentation to demonstrate the qualifications of the prospective training provider, to enable appraisal of competing bids. This should include technical and financial proposals, details of which are listed below.

The ILO-ETF-CEDEFOP manual "Carrying out tracer study – guide to anticipating and matching skills and jobs", and this ToR should form the base reference for the proposal.

1. **Technical Proposal**
   (i)   Institution's information – **profile (business areas) and contact persons**;
   (ii)   Relevant Experience – **list of current and past assignments of the Firm, clients**;
   (iii)   Published researches that are relevant to the subject;
   (iv)   Process - The technical proposal needs to contain a description of proposed methodology intended to follow to complete the tasks including **a detailed work plan and time schedule for completion/delivery of the final product** which, after selection of the contractor, will be agreed upon by the Project; the methodology should include description of the data collection approach most suitable for Lebanon context taking into consideration feasibility of each under current circumstances. (see annex 1 – collecting data approach for reference)
   (v)   Human Resources - The Technical Proposal needs to **contain a list and detailed information on the proposed Human Resources** which will be utilized for the task including their respective qualifications and relevant experience/exposure and required expertise/skills to complete the tasks;
   (vi)   Tools and Methodologies - The Technical Proposal must detail **tools and methodologies that will be used**.

2. **Financial Proposal** (including fee, travel cost, DSA, and other relevant expenses) – **see annex 1 for reference**
   (i)   The Financial Proposal shall specify a total delivery amount (in US$) including where relevant, capital costs (premises, equipment, furniture etc.); running costs, including direct costs (salaries), indirect costs (staff development, tools and raw materials etc.; overhead (administration staff, transport, maintenance, utility bills, printing costs etc.)
   (ii)   In order to assist ILO in the comparison of financial proposals, the financial proposals will include a detailed breakdown of this amount.

The cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable as a direct cost of the assignment.

Questions and Answers from bidders

Query and questions from potential bidders on any section of this TOR are welcome and please send relevant questions to the following contacts of ILO ROAS **by 15 June 2020:** Ms Rania Hokayem- hokayem@ilo.org. . The **ILO will provide feedback** on your queries **by latest 21st June 2020. All answers will be sent to all potential bidders.**

Annex 1 - Workplan and budget template

Description	Provisional Timeframe	NB of working days	Unit rate In US$	Budget in US$
Inception phase **Overall deliverable: inception report inclusive of all outputs**				
Desk Review ILO-CEDEFOP-ETF manual on tracer study, tracer study on the GIZ DESME programme in Lebanon, ILO new tracers study 2020 on the graduates short-term skills training and BT programmes under the Ministry of Agriculture in Lebanon, under FAO-ILO project, Other past tracer study reports (including AVSI) and Labour market assessments in Lebanon Output: Inception report				
Developing the methodology and tools Finalization/adaptation of the tracer study methodology, sampling design, and questionnaire; Development of an outcome tables and possible disaggregation; Output: detailed methodology and final questionnaire				
Updating databases for graduates' addresses Updating graduates' contact information Development of graduates' addresses database table Output: Database of graduates				
Implementation phase: **Overall deliverables: draft study report, final report inclusive of all other outputs**				
Data collection & quality control Pre-testing of the questionnaires Administering the questionnaire by phone covering all regions and training programs to fill the questionnaire Output: Raw data and final questionnaire				
Data Analysis and reporting Data coding, entry, and cleaning, Data Analysis and interpretation Drafting the study reports Share the draft study report with the stakeholders for feedback Finalizing study report and recommendations Outputs: implementation progress report; draft study analysis report, final study research report				
Other costs for telephonic (				
Overheads				
Total Consultancy				