

# HUMAN DEVELOPMENT SERVICE DELIVERY PROJECT

## TERMS OF REFERENCE

### INDIVIDUAL CONSULTANT FOR THE DELIVERY OF ADMINISTRATIVE SERVICES

#### **1. INTRODUCTION**

The Government of St. Vincent and the Grenadines (GOSVG) has received funding from the World Bank (WB) towards the implementation of the Human Development Service Delivery Project. The project is designed to strengthen the quality of service delivery in education, improve the efficiency of social protection systems, and improve the effectiveness of labour market systems.

The project is being implemented by the Ministry of Finance, Economic Planning, Sustainable Development and Information Technology (MoF). The other participating ministries are the Ministry of Education, National Reconciliation and Ecclesiastical Affairs (MoE), and the Ministry of National Mobilization, Social Development, Family, Gender Affairs, Persons with Disabilities and Youth (MoNM).

The project is structured around four components. The first component will provide support for pedagogy for basic and special needs education; the second component will build responsive social protection service delivery systems; and the third component will strengthen labour market systems for improved skills training of poor and vulnerable populations. The fourth component will support project implementation, monitoring and evaluation.

This consultancy will support the implementation of technical vocational education and training (TVET) activities under Component 3 with specific emphasis on improving skills training of poor and vulnerable population. The Project will also support the National Qualifications Department within the Ministry of Education, in strengthening the certification framework by financing technical assistance and training to fill remaining gaps in service delivery. Overall, the TVET sub-component will help to (a) improve employment outcomes and skills of target beneficiaries, and (b) show the relevance of technical and vocational education and training.

Under Component 3, resources have been provided to expand access to TVET training for poor and vulnerable youths and adults. The purpose of this activity is to provide relevant workforce training to poor and unemployed persons in need of training. This training will be delivered under the auspices of the National Qualifications Department of the MoE at technical institutes in Barrouallie, Campden Park, Kingstown and Georgetown; in a number of skill areas including inter alia, electrical installation, furniture construction and garment

construction. In addition to the training in the skill areas, trainees will receive life skills and will be exposed to entrepreneurship as an option for economic inclusion.

Accordingly, the GOSVG is seeking to contract the services of four Administrative Assistants to work with the Youths and Adults Training for Employment (YATE) programme for the effective delivery of the YATE training programme, one Administrative Assistant will be assigned to each Technical Institute and report directly to the TVET Project Officer, who in turn reports to the Director, National Qualifications Department (the TVET Focal Point for the HDSD Project).

## 2. OBJECTIVE

The overall objective of hiring Administrative Assistants is to provide the Instructors and trainees with the necessary expertise to help with the typing and printing of documents for the instructors and to assist the trainees by printing pieces of evidences for their portfolios. The Administrative Assistants will also manage the resources and submit attendance registers to the Project Officer

## 3. SCOPE

The Administrative Assistants will work from 4:00 pm and 8:00 pm on agreed day/days over 4 training days in each week (Mon-Thur). S/He will work over a 16week period at the assigned Technical Institute in the districts of Georgetown, Kingstown, Campden Park or Barrouallie.

He/She should be available to assist with the Orientation sessions, be familiar with the trainee agreement, the hours of operation for all classes, and relate any changes to class times, to the Project Officer.

## 4. TASK and DELIVERABLES

The Administrative Assistant at each Technical Institute is expected to perform the following duties:

- a. Give access to labs and classrooms for the start of classes where instructors and Life Skills coaches are not based at the Institute.
- b. Prepare, print and keep registers for each class and present to instructors at the beginning of class
- c. Print documents needed for Life skills coaching sessions.
- d. Type and print training documents for instructors.
- e. Print trainees documents for their portfolios in preparation for certification.

- f. Inform Project Officer assigned, about trainees who are absent regularly or often extremely late for classes.
- g. Work alongside the Instructor(s) to receive and record resources delivered for the programmes, and ensure that copies of delivery notes signed by the instructor/Administrative Assistant and the supplier are submitted to the Project Officer as soon as possible.
- h. Relate information on consumable shortages, storage, etc.
- i. Inform the Principal and Project Officer of situations that arise during training, especially where urgent attention is needed.
- j. Submission of attendance registers to the Project Officer no later than 2 days after every two weeks, in order to facilitate the timely preparation of trainees' stipend pay sheets.
- k. Prepare and submit a monthly report to the Principal who will sign off, before submission to the Project Officer.
- l. Receive and distribute cheques to trainees giving account of each cheque.

## 5. QUALIFICATIONS & REQUIREMENTS

- An Administrative Assistant should be computer literate;
- He/she should have knowledge and experience with the layout of the CVQ trainee portfolios;
- At least one year working at a Technical Institute with the CVQ training requirements;

## 6. ASSETS or Advantages

- Experience in dealing with trainees and Instructors who work with the CVQ system.
- Has knowledge and experience with using Microsoft word, excel and the printer system
- At least one year experience working with vulnerable youth and adults in SVG.

## 7. DURATION

The expected duration of the training is 18 months for the engagement of the Administrative Assistant up to six (6) cohorts of trainees. Delivery of Administrative services to a cohort of trainees shall correspond to a contract phase. Each cohort is of four (4) months' duration; Continuation to the subsequent phases of the contract shall be contingent on the successful

completion of the previous phase. The Consultant's performance shall be ascertained through structured feedback by trainees, TVET Instructors, Principals and the Project Officer.