

## TERMS OF REFERENCE

Update and translation of language manuals for caregiving trade into Cantonese and Simplified Mandarin for the Bureau of Manpower Employment and Training, Government of Bangladesh

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### OVERVIEW OF ILO PROJECT

<b>Overall Project:</b>	Application of Migration Policy for Decent Work of Migrant Workers
<b>Donor:</b>	Swiss Agency for Development Cooperation (SDC)
<b>Implementation management site:</b>	Dhaka, Bangladesh
<b>Timeline:</b>	01 April 2018- 15 August 2018 (4.5 months)

### INTRODUCTION AND BACKGROUND:

Overseas employment is a major employment and livelihood option for many Bangladeshis. It is estimated that every year more than 800,000 people leave the country to take up contractual temporary contractual employment opportunities abroad, with a majority of them going to Middle Eastern countries (BMET, 2017). However, efforts are being taken by the Government of Bangladesh to explore other regions of the world and reduce dependency on the Middle East. As such, East and Southeast Asian countries are being explored as potential destination for Bangladeshi migrant workers.

Majority of Bangladeshi migrant workers who go abroad, are in the less skill and semi-skilled sectors and have very low educational backgrounds, which mean that most of them cannot read or write any language. While efforts are being made to develop the skill levels of the potential migrants through trade specific trainings, the need to develop the language skills and knowledge of the migrant workers have also come to the fore. Numerous studies have shown that one of the major problems faced by migrants at the destination is their limited knowledge of the language there. It is expected that basic knowledge of the language would help migrants understand their work better, get better access to information regarding their rights and obligations as workers, get better access to existing support mechanisms in the destination countries and be better able to communicate and negotiate with their employers, etc.

While there have been numerous trade specific manuals developed for English and Arabic languages, there is now a need to develop languages manuals for Cantonese and Mandarin, which will support the government's efforts to expand its market to East and Southeast Asia.

Within the framework of the project titled, "Application of Migration Policy for Decent Work of Migrant Workers", which is being executed by the ILO with the Ministry of Expatriates' Welfare and Overseas Employment (MEWOE), the ILO aims to partner with a language institute to provide technical support to the Bureau of Manpower Employment and Training (BMET) to update and translate existing language manuals/materials in the caregiving trade, into Cantonese and Mandarin language manuals for potential migrant workers.

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### OBJECTIVES OF THE ASSIGNMENT

The overall objective of the assignment is to update and translate existing language manuals/materials in the caregiving trade, into Cantonese and Mandarin language manuals for potential migrant workers. Once again, it must be noted that the target group will mainly consist of people with very low education levels and therefore the curricula will need to be primarily visual.

The proposed initiative will contribute towards the achievement of the ILO's overall Project Outcome 2, i.e. Public and private institutions ensure safe migration and decent work for men and women migrants. Specifically, the initiative will contribute towards providing technical support to BMET to negotiate international/bilateral accreditation for caregiving course with East Asia.

### SPECIFIC TASKS TO BE UNDERTAKEN

#### (a) Review of the existing modules/materials on caregiving trade

The implementing agency will review the existing language manuals on the caregiving trade as well as other more updated caregiving manuals to identify additional components that need to be added to make the manuals relevant to East Asian context. In this phase, the implementing agency will need to meet with TTC and BMET officials to understand the operations of the training centres as well as specific requirements of the destinations.

#### (b) Adaptation and development of curricula

The implementing agency will update and translate the existing Arabic and English language manuals/materials on the caregiving trade into Cantonese and simplified Mandarin, including development of adequate teaching materials, learning materials, and audio-visual aids for both the languages. This will be done in close collaboration with TTC and BMET officials. Given the low education and literacy levels of the target group, the curricula and approach will need to include: (1) less textual and more audio visual materials; (2) enhanced scope for interactions and group work/exercises between trainees themselves and between trainers and trainees.

#### (c) Implementation of ToT:

Following the update and translation of the comprehensive curricula, the implementing agency will need to develop within the TTC infrastructure, a group of trainers who will provide training to the potential migrant workers. The implementing agency will engage a number of trainers/consultants until the end of the assignment to support the BMET in providing the Cantonese and simplified Mandarin language courses and enhancing the capacity of the TTC trainers who will subsequently take on the responsibility full time.

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### DELIVERABLES AND DESCRIPTION OF REQUIRED DELIVERABLES

Under the guidance CTA of “Application of Migration Policy for Decent Work for Migrant Workers” Project and consultation with ILO relevant specialists/ experts, the language institute will produce the following deliverables:

1. A comprehensive and updated curriculum translated into Cantonese and simplified Mandarin-Pǔtōnghuà (spoken in Mainland) language training in the caregiving trade to be provided in TTCs;
2. A comprehensive Training of trainers (ToT) programme implemented for a batch of GoB trainers on the curriculum.
3. Project completion report

### TIMEFRAME:

The Assignment will be carried out over a four and a half month period. The selected agency must be prepared to start the implementation immediately.

### SPECIAL TERMS AND CONDITIONS

#### 1) Confidentiality statement and intellectual property of data

All data and information received from the ILO and the stakeholders for the purpose of this assignment are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference. All intellectual property rights arising from the execution of these Terms of Reference are assigned to ILO according to the grant agreement. The contents of written materials obtained and used in this contract may not be disclosed to any third parties without the express advance written authorization of the ILO.

#### 2) Unsatisfactory or incomplete work

For the assignment, the ILO’s Standard Rules and Procedure for Service Contracts shall be applicable. In event that the service delivered is unsatisfactory or fails to conform to the conditions set out above, the ILO reserves the right, as appropriate to interrupt it, to request that it be corrected or modified, or to refuse to accept the service.

#### 3) Use of original images and protection of copyright

For the assignment, all the necessary images, illustrations, etc. have to be original. If any materials or images from the internet or public is used, it must be with the necessary permission needed for use.

### REPORTING

In the four and a half months duration, there will be two reports:

1. draft report at the end of 2nd month
2. Final report at the end of 4<sup>th</sup> month

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Each report must include as annexes all the documents, products, reports developed in the reporting period (albeit in draft form in the first instance).

### PARTNERSHIP AND COORDINATION REQUIREMENTS

1. All initiatives are to be coordinated in close collaboration with the Ministry of Expatriates' Welfare and Overseas Employment (MEWOE), Bureau of Manpower Employment and Training (BMET) and the International Labour Organization at all stages in order to ensure ownership.
2. The partner is to participate in periodic coordination meetings with the MEWOE, BMET and ILO.

### PAYMENT ARRANGEMENTS

The cost for this assignment will be covered by the ILO Migration project titled "Application of Migration Policy for Decent Work for Migrant Workers". Based on the TOR, the ILO will prepare an external collaborator service contract with the firm with the following payment schedule:

- 20% of total amount shall be made as first payment upon signing of the Agreement and submission of the detailed work plan.
- 40% upon submission and acceptance of draft report
- 40% upon completion of the ToT and submission and acceptance of the final report by ILO.

### APPLICATION REQUIREMENTS

Interested and qualified service providers may submit their expressions of interest, demonstrated competency and quotations for the assignment. Application must include the following:

- One page description of the organization (also web site/ brochure)
- Proven document of legal establishment for a minimum of three years
- A list of previous relevant work experiences.
- A detail technical proposal on carrying out the tasks, work plan, methodology, quality control mechanism, risk mitigation plan, management (including team composition) and supervision mechanism
- CVs of the personnel/experts involved in this assignment including qualification and experiences.
- Statement of availability of the personnel/experts and trainers
- A separate financial proposal in a sealed envelope with all inclusive (administrative and logistics cost) and itemized unit cost.

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### APPLICATION PROCESS

Submission of proposals is hereby requested from interested and qualified firms/institutions for this assignment, as stated above. The deadline to submit proposals for the service contract is by close of business on 8<sup>th</sup> March 2018 (04.00 pm Dhaka time) sent by hardcopy with the subject header “Application for the Service Contract to update language manuals for caregiving trade of Cantonese and Mandarin”.

The proposal shall comprise (i) Technical Proposal, (ii) Financial Proposal, (iii) CVs of Experts proposed in the Team Composition (with proper contact details). Please include the financial proposal in a separate envelop.

The selection criteria will be focused on the Organizational Capacity, Proposed Team’s strength, Approach and Methodology, Work Plan and Financial proposals (in a separate envelop).

The proposal shall be submitted by 8<sup>th</sup> March 2018 (04.00 pm Dhaka time) to:

Country Director  
ILO Office, Dhaka  
Probashi Kallayan Bhaban  
Level 9 (lift 7), 71-72 Old Elephant Rd.  
Eskaton Garden, Ramna, Dhaka-1000

*For any query, please contact Disha Sonata Faruque, National Programme Officer, “Application of Migration Policy for Decent Work for Migrant Workers” Project, ILO Bangladesh, e-mail: [faruque@ilo.org](mailto:faruque@ilo.org). Phone: +88 01973081965.*