

Terms of Reference (TOR)

for

Training Manual and Module Development for TOT on Conflict Resolution, Dialogue Facilitation and Mediation Skills, Leadership Skills, Conflict Analysis, and Social Harmonization Skills in the Rohingya and Host Community Context in Bangladesh

A. Background and Context

ActionAid Bangladesh (AAB) is dedicated to promoting peace, social cohesion, and capacity building among communities affected by conflict. In Bangladesh, the Rohingya refugee crisis has created significant tensions and challenges within both the refugee and host communities. To address these challenges and foster peaceful coexistence and social cohesion, AAB is launching a Training of Trainers (TOT) program for local youths/young peacebuilders from both the Rohingya and host communities. This training will focus on conflict resolution, dialogue facilitation and mediation skills, leadership, conflict analysis, and social harmonization skills of the young people. It will primarily train a pool of 50 young peacebuilders (aged 18 – 35) from diverse background and skill sets. These master trainers will step down the mandated training at the grassroots with the community level young people and their organizations, empowering young people with knowledge, skills and approaches in innovative ways.

To ensure the outcome of the training, Youth-led Peacebuilding and social cohesion Project team seeks to deploy a prospective consultancy firm and/or individual consultant to develop a comprehensive training manual and modules tailored to the unique context of both the Rohingya and host communities in Bangladesh.

The overall aim

To provide technical assistance, training, and capacity building for youth peace activities and CSOs, along with awareness sessions (e.g., on conflict resolution, dialogue facilitation and mediation skills, leadership skills, conflict analysis, social cohesion skills, etc.). The overall aim/purpose of this consultancy is to work with AAB to analyze and explore synergies of peacebuilding (PB) and social cohesion within the programming framework and develop an integrated PB/social cohesion framework and guide to facilitate AAB's programming and implementation, as well as the security dynamics within the project area. This process should also build the capacity of staff to understand the dynamics of conflicts, security, peacebuilding, and the creation of social cohesion within program implementation, especially in a host and Rohingya operations context.

B. Objectives of the Assignment

The consultant will be responsible for developing a Training Manual and Modules for the TOT program aimed at building the skills of young people to facilitate session in the following areas:

1. **Conflict** **Resolution**
Understanding the conflicts youth face in daily life, along with techniques for resolving intrapersonal, interpersonal, and group conflicts. Developing strategies to support community leaders in addressing and resolving disputes within and between the Rohingya and host communities.
2. **Promote participation of young people in peacebuilding with multiple approaches**
Develop activities that promote and abide by the understanding that the majority of young people strive for peace and stability, with many actively engaged in peacebuilding efforts, while only a minority engages in violence. Link young people's participation in peacebuilding to all sectors—social, economic, cultural, and political—and levels, including family, school, community, local, regional, and national governance. Promote sustainable, long-term, and collaborative initiatives for and with young people, including joint efforts that build on existing interventions at scale.
3. **Dialogue** **Facilitation** **and** **Mediation** **Skills**
Provide frameworks for facilitating constructive dialogue and mediation between the Rohingya and host communities, promoting understanding and peaceful engagement.
4. **Develop a field facilitation guide for the programmatic interventions and implementation of Peace Building and Social Cohesion.**
5. **Conflict** **Analysis**
Provide tools for analyzing conflicts in the Rohingya refugee and host community context, helping trainers understand the root causes, stakeholders, and dynamics of local conflicts.
6. **Social** **Cohesion** **and** **Harmonization** **Skills**
Offer strategies and methodologies for fostering social cohesion, reducing tensions, countering misinformation and disinformation and promoting inclusions in the Rohingya refugees and their host community's context. Innovative, compassionate and human rights-based approaches should be identified, articulated and mapped considering the prevailing local context.

C. Scope of Work

The consultant will undertake the following tasks:

1. **Needs** **Assessment**

Conduct consultations with key stakeholders, including community leaders, peacebuilding experts, local NGOs, and relevant authorities, to identify training needs, context-specific challenges, and expectations for the TOT program. Special attention should be given to the cultural and social dynamics of the Rohingya refugee and host community relationship.

2. **Manual** **and** **Module** **Development**

Develop a detailed training manual that includes:

- **Introduction** to each theme (conflict resolution, mediation, leadership, etc.) with a focus on the Bangladesh context, particularly the Rohingya and host community dynamics.
- **Learning objectives** for each module.
- **Content delivery methods**, including theories, case studies, practical exercises, role-playing activities, and real-life examples from the Bangladesh context.
- **Facilitation guidelines**, including tips for trainers to engage participants from both communities.
- **Evaluation tools** for assessing the effectiveness of the training at the beginning and end of the training.

Modules must be contextually relevant, culturally sensitive, and adaptable to both the Rohingya and host community participants, ensuring the training is practical and impactful.

3. **Content** **Review** **and** **Feedback**

Present draft versions of the manual and modules to key stakeholders for review. Based on feedback, revise the materials to ensure cultural appropriateness, accuracy, and effectiveness in the field.

4. **Trainer's** **Guide** **Development**

Develop a comprehensive Trainer's Guide to assist facilitators in delivering the training. This should include step-by-step instructions for each module, facilitation processes, and best practices for engaging participants from different backgrounds.

5. **Field** **Testing** **and** **Final** **Delivery**

Field test the manual and modules with a small group of trainers or community leaders from both the Rohingya and host communities. Incorporate feedback, refine the content as needed, and prepare the final version for wide-scale delivery.

6. **TOT Conduction**

Conduct ToT workshops with participants, young people, from Rohingya and host communities.

D. Expected Deliverables

The consultant is expected to deliver the following:

1. **Inception** **Report**
A report outlining the consultant's approach, methodology, work plan, and timeline, including the steps for consultation and materials development.
2. **Draft** **Training** **Manual** **and** **Modules**
A first draft of the training manual and modules both in Bengali and in English for review by the organization and key stakeholders.
3. **Revised** **Training** **Manual** **and** **Modules**
A final version of the training manual and modules, incorporating feedback from consultations, stakeholder reviews, and field testing.
4. **Trainer's** **Guide**
A detailed guide to support the training delivery process, with specific instructions for trainers working with the Rohingya and host communities.
5. **Final ToT Module upon required validations, field-test:** The manual should be delivered in Bangla and English separately.
6. **Final** **Report**
A final report detailing the development process, stakeholder engagement, field testing outcomes, and recommendations for future training initiatives.
7. **TOT Conduction**
Conduct 2 ToT workshops with participants, young people, from Rohingya and host communities. It should come up with a detailed session conduction plans for the master trainers (50 participating young people) and step down session conduction plans for the community level young peacebuilders. Each ToT will last for 3 days and will be completed before the month October 2025. During ToT, AAB will manage shared accommodation and food for the consultant and the associate trainers (if only associate trainers are deployed).

5. Consultant Qualifications

The consultant should have the following qualifications:

- Proven experience in developing training manuals and materials on conflict resolution, mediation, leadership, and peacebuilding, with expertise in conflict-affected or post-conflict environments.
- Strong background in designing and implementing Training of Trainers (TOT) programs.
- In-depth knowledge of the socio-political context of the Rohingya refugee crisis and host community dynamics in Bangladesh.
- Experience in designing culturally relevant training materials, particularly for diverse groups such as refugees and people from host communities.
- Experience in conflict analysis and understanding of social cohesion efforts in ethnically and socially diverse settings.
- Strong facilitation and communication skills, with the ability to engage diverse groups effectively.
- Fluency in English and proficiency in Bangla. Knowledge of key local languages/dialects (Chittagongian dialect) is also mandatory.
- Advanced degree in social sciences, peacebuilding, international relations, or related fields is a plus.
- Previous training conduction skills in the Rohingya refugee and host community context.

6. Duration of the Consultancy

The consultancy will remain valid from May 20, 2025, to October 31, 2025, for developing and finalizing the TOT manual and modules, conducting the field test in Cox's Bazar and 2 batches of ToT. The exact timeline will be determined during the inception phase, with key milestones and review points outlined in the work plan. The consultant must conduct 2 TOTs in mid-July to the end of September 2025. Each TOT will last for 3 days.

7. Payment and Budget

- BDT 6,76,333 (In words: BDT Six Lacs Seventy-Six Thousand Three Hundred and Thirty-Three Only) including all applicable GoB VAT and TAX is allocated for the whole work package. VAT and TAX will be deducted from the source as per the rules and regulations of GoB.
- AAB will pay the amount in favour of the consultancy firm and/or the consultant through account transfer. Payment will be made in three (03) instalments; 30% (BDT 202,900) on signing of the agreement, and the next 40% (BDT 270,533) after submitting the final draft of the manual (in Bangla and English) and the draft field-test report and the remaining 30% (BDT 202,900) after the completion of the whole work package.

- **Budget:** The consultant should submit a detailed financial proposal, including human resource costs, travel expenses, and any other costs related to the assignment. Shared basis accommodations and all meals during the ToT (3+3 = 6 Days) will be covered by ActionAid Bangladesh as per organizational policy and training design.

8. Reporting and Coordination

Mostaheed Jami, Deputy Manager – Youth and just Society, ActionAid Bangladesh is the key contact/focal person on behalf of ActionAid Bangladesh and the consultant will also collaborate closely with the project team to ensure the training materials are aligned with project objectives and local needs. Regular progress meetings will be held to ensure the timely and orderly delivery of the assignment.

9. Submission of the Proposal

Interested candidates should submit the following documents:

- A detailed CV highlighting relevant experience.
- A technical proposal outlining the approach, methodology, and work plan.
- A financial proposal mentioning human resource cost for developing manual and module, travel cost for need assessment and TOT facilitation, TOT facilitator and associate facilitator/trainers' honorarium, manual and module printing cost of 10 manuals and modules.
- Samples of previous similar work (if applicable).

Interested Consultant(S)/Consultancy Agencies are requested to submit their Proposals as instructions below:

- Last date of Application is **10 May 2025**.
- Please click below the link to submit your proposals:

Link: <https://jobs.actionaidbd.org/consultancy>

[NB: If you face technical problems to apply, please contact Mobile No. 01618988183]

10. Evaluation Criteria

The selection of the consultant will be based on the following criteria:

- Relevant experience and qualifications, particularly in conflict resolution and peacebuilding in refugee or post-conflict contexts.

- Quality and relevance of the technical proposal, including the consultant's approach to addressing the unique challenges of the Rohingya and host community context.
- Clarity, depth of knowledge and comprehensive understanding of the aforesaid issues and contexts.
- Cost-effectiveness of the financial proposal.

Disclaimer: ActionAid Bangladesh reserves the right to accept or reject any or all applications without assigning any reason thereof