

TERMS OF REFERENCE

Project title	Mongolia Emergency Relief and Employment Support (MERESP) IDA CREDIT# P174116
Location	Ulaanbaatar, Mongolia
Title of the assignment	Convert training materials into videos for capacity building of PES staff.
Type of contract	Non-consulting firm
Language required	Mongolian
Duration of Initial contract	August 09, 2024 till November 20, 2024

BACKGROUND

The Ministry of Labour and Social Protection (MLSP) of Mongolia is executing the Mongolia Emergency Relief and Employment Support Project (MERESP) with the aim of enhancing labor market opportunities for job seekers and micro-entrepreneurs in Mongolia while providing temporary relief to eligible workers in response to COVID-19. The project, implemented through a soft loan and technical assistance provided by the World Bank, spans the period from 2020 to 2024. The MERESP comprises four key components:

Component 1: Comprehensive realignment of the current public employment service system for an improved client-driven approach through collaboration with private intermediation services.

Component 2: Strengthening the design, relevance, and demand orientation of select active labor market programs.

Component 3: Enhancing the quality and availability of labor market information and analysis to help institutional and non-institutional actors with informed decision-making and reinforcing project monitoring and management.

Component 4: Provision of temporary relief to the Social Insurance contributions for eligible workers and their employers.

Under Component 1, the MERESP has planned to implement the following main activities:

i) development and implementation of the streamlined work organization based on the recommendations from the functional reviews; ii) re-designing the LMIS and making the system functionality that is efficiently aligned with the business needs of the Ministry of Labour and Social Protection (MLSP) and General Office for Labor and Welfare Services (GOLWS) labor market functions and facilitates process automation through standardized management information system, and an ICT-based job-matching tool for better synergy; iii) physical upgrading of the General Office for Labor and Welfare Services (GOLWS) office to house the improved LMIS and facilitate streamlined work organizations and training facilities; iv) capacity strengthening of public employment services (PES) through technical assistance and staff training.

Common Employment service

Common employment services are implemented by the Labor and Welfare Services Offices of 21 aimags, and 9 districts, as well as the Capital Employment Department, totaling 31 units. Common services are provided by aimag and district labor specialists in cooperation with the employment and welfare specialists of the respective sums and committees.

As of October 2023, a comparison of statistics from the last two years reveals notable changes. There has been a significant increase in the overall number of job seekers, rising by 71% and 73% surge in registered job seekers. However, job vacancies have experienced a 5% decrease, and the number of recruited individuals has dropped by 79%. Furthermore, a notable concern is evident in the realm of career guidance services, where there has been a substantial 60% decrease in the participation of individuals over the same period.

The effectiveness of employment services is contingent on the high-quality delivery of services provided by qualified and competent staff. Unfortunately, LWSOs are grappling with challenges related to staff retention, primarily due to low salaries, excessive workloads and a lack of systematic capacity-building training for the newly recruited one.

In particular, during the period spanning 2020 to 2023, a significant 60% of employment specialists are newly appointed, indicating a turnover in staffing. A proficient understanding of career guidance, job intermediation services, the National Classification of Occupations (YAMAT-08), skills required for employment, national policies and programs for employment promotion, and Employment Convention No. 88 is essential for effectively delivering employment services.

Between 2021 and 2023, there has been a lack of capacity training sessions organized for all employees, except for the training on the Employment evaluation method (Profiling) and the labor market information system "ejob".

Additionally, the MLSP reformed the Labor Market Information System and launched the "ejob" platform as part of the Employment Support Project. Through the "ejob" platform, the occupational index code and skill set outlined in the National Classification of Occupations (YAMAT-08) can be leveraged for intermediation services, facilitating the recruitment of employees possessing appropriate skills for available positions. However, due to the lack of knowledge of employment policies and regulations, the use of the National Classification of Occupations (YAMAT-08), and the classification and coding of occupations, it is difficult to register jobs and recruit job seekers.

Hence, it is imperative to arrange specialized training sessions focusing on employment policies and regulations, the National Classification of Occupations (YAMAT-08), and Convention No. 88 on Employment Services, encompassing career guidance and job intermediation.

E-Learning platform

Building upon the aforementioned points, the MLSP has procured an e-learning platform as part of the Employment Support Project, aimed at enhancing the capabilities of employment officers in effectively delivering employment services and programs. The e-learning platform was successfully installed in October 2022 and has been made accessible through the General Department of Social Insurance <https://surgalt.ndaatgal.mn/#/log> (temporarily hosted on the supplier's server) and the General Office of

Labor and Welfare Service (GOLWS) server <https://surgalt.hudulmur-halamj.gov.mn>. At present, the training platform boasts registration from 1,602 staff members of the General Department of Social Insurance and 915 staff from GOLWS. Furthermore, utilizing the platform, the General Department of Social Insurance is conducting training sessions by uploading 13 modules to empower employees within the social insurance sector. Similarly, the GOLWS is arranging training sessions by providing access to 12 training modules.

In the future, there is a necessity to develop and enhance training programs and modules within the e-learning platform, aiming to systematically and consistently. This platform will transition the organization's internal training to an online environment, thereby saving time and costs while enhancing the accessibility of training resources.

Building upon the aforementioned considerations, the MLSP intends to enlist the services of a consulting company to convert training materials into video format, aimed at empowering Employment Service officers and enhancing their knowledge base. Modules and materials are transformed into e-learning platform-compatible formats and subsequently uploaded to the platform, employing various pedagogical techniques including audio, video, motion graphics, animation, and others.

OBJECTIVE OF WORK

The objective of this task assignment is to convert training materials into video format to empower the staff of the Employment Service. It will enhance the effectiveness and quality of delivering employment services by augmenting the knowledge base of employees.

SCOPE OF WORK

1. Convert the modules and materials outlined in APPENDIX 1 into video format, adhering to the technical specifications detailed in APPENDIX 2. Utilize video, audio, motion graphics, animations, and other appropriate elements by the technical guidelines provided for each topic, for integration into the e-learning platform-based training format. Ensure the capability to download and print the transcripts of the video lessons separately;
2. Finalize e-learning video lessons based on feedback from the MLSP;
3. Support for uploading to e-learning platforms;

Prior to commencing the conversion of training modules/materials into video content, it is imperative that the consulting company acquires comprehensive familiarity with the structure and functionalities of the MLSP's e-learning platform.

Platform for hosting training modules and materials.

<https://surgalt.hudulmur-halamj.gov.mn>

Task 1.

Convert training modules/materials into video format.

1. Convert the modules and materials outlined in APPENDIX 1 into video format, adhering to the technical specifications detailed in APPENDIX 2. Utilize video, audio, motion graphics, animations, and other appropriate elements by the technical guidelines provided for each topic, for integration into the e-learning platform-based training format.
 - 1.1 Attach each reading materials for the specialists;

- 1.2 Input the questions and corresponding answers for the training test of each module in a clear and comprehensible manner;
- 1.3 Ensure the capability to download and print the transcripts of the video lessons separately;
2. Review video training by MLSP;
3. To conclude the video training in accordance with the feedback provided by the MLSP.

Task 2.

Upload to an e-learning platform.

1. Support for uploading video training to the e-learning platforms;

MONITORING AND PROGRESS CONTROL, INCLUDING REPORTING REQUIREMENTS:

The consulting firm will work under the guidance of the Project Director and supervision of the MERESP PIU Coordinator. The performance of the firm will be evaluated based on the following indicators:

1. Completion of tasks specified in ToR;
2. Compliance with the established deadlines for submission of deliverables;
3. Quality of work.

CONTRACT DURATION:

The consulting company will work from **August 09, 2024, to November 20, 2024.**

The consulting firm will collaborate with the e-learning platform provider of the MLSP to convert training modules/materials into videos that align with the specifications of the e-learning platform.

Deliverables	Delivery time	Monitoring and verification
<p>Deliverable 1.</p> <p>Digital training (e-learning) module approved by the MLSP on the following topics specified in Appendix 1.</p> <ul style="list-style-type: none"> (i) 1.1 National Classification of Occupations (YAMAT-08) (ii) 1.2 Skill sets, Occupational standards 	20.09.2024	MLSP/PIU
<p>Deliverable 2.</p> <p>Digital training (e-learning) module approved by the MLSP on the following topics specified in Appendix 1.</p> <ul style="list-style-type: none"> (i) 1.3 Basic career guidance training (ii) 1.4 Advanced level Career guidance training 	20.10.2024	MLSP/PIU

(iii) 1.5 Training to prepare qualified consultants for job intermediation services		
Deliverable 3. (i) 1.6 National policy on employment promotion (ii) 1.7 Training of trainers (iii) Report on supporting the uploading of training materials to the e-learning platform https://surgalt.hudulmurhalamj.gov.mn (iv) Final Report for Deliverables 1-3	20.11.2024	MLSP/PIU

The assignment should be carried out closely with the MLSP, GOLWS, and PIU. The assignment execution should follow the feedback mechanism with regular discussions.

CONSULTANCY FEE :

The contract amount shall not exceed **MNT 135.600.000**.

The fee will be paid in 3 installments as follows:

1. 30% of the total amount of the contract upon satisfactory delivery of #1
2. 40% of the total amount of the contract upon satisfactory delivery of #2
3. 30% of the total amount of the contract upon satisfactory delivery of #3

REPORTING:

The consulting company will report to the MLSP/PIU. Upon acceptance by the MLSP/PIU, all materials will be duplicated onto a USB flash drive and subsequently handed over to the MLSP/PIU.

REQUIREMENTS FOR THE CONSULTING FIRM:

- Officially registered enterprise, organization/non-governmental organization;
- The consulting company is required to demonstrate a minimum of three years of experience in developing professional training and adult education into video content. Documented evidence of previous work experience and expertise in video content development is obligatory;
- The consulting company is required to possess video content development equipment. Have complete set of equipment necessary for producing high-quality video content, including a camera, microphone, lighting setup, and professional video editing software.

The consulting company comprises members who fulfill the following requirements.

Producer methodology consultant as a Lead

- A master’s degree in fields such as content production, communications, media studies, journalism, or a related field.
- A minimum of five years of experience in the field of education or communication.

- Strong organizational skills and the ability to manage multiple tasks and deadlines.
- Excellent writing skills in the Mongolian language;
- Capability to lead a team;
- Capable of delivering concise and clear information and results to the target audience;

High proficiency in drafting documents.**Trainer**

- At minimum, a bachelor's's degree in adult education or teaching is required;
- Applicants must possess a minimum of three years of experience in the field of education, along with at least two years of experience specifically in training and teaching;
- Excellent writing skills in the Mongolian language;
- Proficiency in delivering effective presentations is essential;
- Capability to collaborate effectively within teams;
- Capable of delivering concise and clear information and results to the target audience;
- High proficiency in drafting documents;
- **Graphic designer (2 Graphic designers)**A bachelor's degree or higher in graphic design is required;
- Experience as a graphic designer or artist in a minimum of three video and animation content development projects is required;
- A minimum of three years of experience as a graphic designer or artist is required;
- Capability to collaborate effectively within teams;
- Capable of delivering concise and clear information and results to the target audience;
- High proficiency in drafting documents;

COPYRIGHT

All contents and outputs developed and designed under a contract shall be copyrighted by the MLSP, thus these contents and outputs shall not be disclosed, shared with, or used by any other entity except the MLSP (copyright owner).

The professional entity shall respect the copyright and avoid any infringement and violations by submitting the 'Guarantee Letter" that the developed contents and background materials shall not be disclosed, shared with, or used by any other entity except the MLSP (copyright owner).

The professional entity is responsible for preserving and protecting the integrity of all original records and files related to the contracted work until the effective date of the contract expires or terminates. Each content must use copyright-free music, audio, video, and images. The professional entity is responsible for preventing any copyright infringement and violations.

ANNEX I. WORK PLAN FOR THE CONVERT TRAINING MATERIALS INTO VIDEOS FOR CAPACITY BUILDING OF PES STAFF

#	Contents	Module lessons	Duration	Target audience	Training programme
1.1	National Classification of Occupations (YAMAT-08)	<p>-What is YAMAT? -The definition of occupation, the structure of YAMAT, the educational level equivalent to it, and the comprehension of occupation groups and sub-groups within its internal structure -Considerations include searching for occupations by their assigned name, index/code, interpretation of one or more codes, and understanding the significance of the code -How does the integration with the structure of "YAMAT-08" relate to the code? -Identifying keywords and conducting occupation searches based on those keywords -Application of "YAMAT-08", encountered challenges, and practical life lessons learned -Official modifications during the utilization of "YAMAT-08"</p> <p>Course materials for learners:</p> <p>- The National Classification of Occupations (YAMAT-08) was developed based on the concepts and fundamental principles delineated in the International Standard Classification of Occupations-08 (ISCO-08), as stipulated by the Minister of Social Protection and Labor in February 2010 -Official modifications during utilization of "YAMAT-08"</p>	<p>35 minutes (The duration of each training module shall not exceed 5 minutes)</p>	<p>Target group: All employees of the labor and social welfare sector</p>	<p>In 2022, within the framework of the Employment Support Project of the Ministry of Labor and Social Protection (MLSP), training materials, instructional content, and introductions for the instructors tasked with conducting the training, as well as examination materials for the learners, were developed.</p>

		<ul style="list-style-type: none"> -Ministerial Order A/139 of 2017 from the Ministry of Labor and Social Protection -Ministerial Order A/179 of 2018 from the Ministry of Labor and Social Protection -Ministerial Order A/332 of 2018 from the Ministry of Labor and Social Protection -Ministerial Order A/208 of 2021 from the Ministry of Labor and Social Protection -Ministerial Order A/143 of 2022 from the Ministry of Labor and Social Protection <p>Examination questions and corresponding answers: 25 questions and their respective answers</p>			
1.2	Skill sets, Occupational standards	<ul style="list-style-type: none"> -What role do Occupational Standards play in the development of skill sets -Job intermediation based on skill sets -Requirements for the development of occupational standards -Developed Occupation standards -Methodology for developing occupational standards -Skill set required for employment -Knowledge, Skills and capacity -Determining the skill set, using the example of a factory machine and equipment mechanic -Skill sets and 75 occupations <p>Course materials for learners:</p> <ul style="list-style-type: none"> -"The Methodology for Approving the Development of Occupational Standards," endorsed by Resolution 04 of 2022 of the Tripartite National Committee for Labor and Social Partnership -A set of 75 skills required for employment 	45 minutes (The duration of each training module shall not exceed 5 minutes)	Target group: Specialists in charge of employment relevant officials, all employees of the labor and social welfare sector	In 2022, within the framework of the Employment Support Project of the Ministry of Labor and Social Protection (MLSP), training materials, instructional content, and introductions for the instructors tasked with conducting the training, as well as examination materials for the

		Examination questions and corresponding answers: 3 questions and their respective answers			learners, were developed.
1.3	Basic skills training for career guidance	<p>Module 1: Basic Concepts of Career Guidance and Counseling Services</p> <ul style="list-style-type: none"> -Legal framework for career guidance services -Institutionalization of career guidance services -Career Counselor Competence <p>Module 2: Theories and concepts employed in career counseling</p> <ul style="list-style-type: none"> -Processes and stages of personal professional growth and development -Theory and view of professional choice -Psychological traits of individual personality. <p>Module 3: Career Counselor Information Management</p> <ul style="list-style-type: none"> -Career database <p>Examination questions and corresponding answers: Tests, questions and answers developed within the MERESP will be included.</p>	<p>4 hours (240 minutes)</p> <p>(3 modules are 15 academic hours)</p>	<p>Target group:</p> <p>Specialists in charge of employment relevant officials, all employees of the labor and social welfare sector</p>	<p>It was developed in 2024 within the framework of the European Union-funded project "SDG-Aligned Budgeting to Transform Employment in Mongolia</p>
1.4	Advanced-level Career guidance training	<p>Module 1: Career Counselor Ethics and Counselor Core Competencies</p> <ul style="list-style-type: none"> -Counseling ethics -Basic competencies of a consultant. <p>Module 2: Individual action and decision-making</p>	<p>6 hours (360 minutes)</p> <p>(45 academic hours of training program will be developed)</p>	<p>Target group:</p> <p>Specialists in charge of employment relevant officials, all employees of the</p>	<p>After its development and approval in 2024 as part of the MERESP, it will be converted into a video</p>

		<ul style="list-style-type: none"> -Decision-making process -Bounded rationality in decision-making. Module 3 : Counseling skills and techniques -Basic counseling techniques -Cognitive inconsistency -Egan's Counseling Guide -Solution Center Advice Module 4: Diagnostic methodology for career counseling -Determining the personality type -Diagnosis of psychological characteristics of the individual Module 5: Career Counselor Information Management -Employment Support System and Stakeholders -Education system and stakeholders Practice work: Module 6: Social and psychological characteristics of the target group of citizens -Types and forms of social groups -Socio-psychological characteristics of the target group Methodology of organizing group counseling and training -Basic concepts and methods of group counseling -Methods and techniques of training ... 		<p>labor and social welfare sector</p>	
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		<p>Examination questions and corresponding answers: Tests, questions and answers developed within the MERESP will be included.</p>			
1.5	<p>Training to prepare a qualified consultant for job intermediation services</p>	<p>Job intermediation strategy -Main functions of recruitment systems and services -Job intermediation strategy Examination questions and corresponding answers: Tests, questions and answers developed within the MERESP will be included.</p>	<p>3 hours (180 minutes) (2 modules are 10 academic hours,)</p>	<p>Target group: Specialists in charge of employment relevant officials, all employees of the labor and social welfare sector</p>	<p>After its development and approval in 2024 as part of the MERESP, it will be converted into a video</p>
1.6	<p>National policy on employment promotion</p>	<p>Government policies and programs about the promotion of employment within the legal framework -Vision - 2050 -Initiatives slated for implementation between 2021 and 2030 under Mongolia's long-term development policy, "Vision - 2050 -Convention No. 88 on Employment Services - -Focusing on certain social groups -About staff providing employment services Examination questions and corresponding answers: 7 questions and their respective answers</p>	<p>50 minutes (The duration of each training module shall not exceed 5 minutes)</p>	<p>Target group: Specialists in charge of employment relevant officials, all employees of the labor and social welfare sector</p>	<p>In 2022, within the framework of the Employment Support Project of the Ministry of Labor and Social Protection (MLSP), training materials, instructional content, and introductions for the instructors tasked with conducting the</p>

					training, as well as examination materials for the learners, were developed.
1.7	Training of trainers	<p>Module -1</p> <p>Introductory Exercise: Who is the teacher?</p> <ul style="list-style-type: none"> -Who is a trainer? /ethics, knowledge, skills, attitude, image formation, body language/ -Exercise: How do you study? -Taking into account the diversity of the participants -Characteristics of adult educationcourse/program, learning expectations/ <p>Module-2</p> <p>How to organize training?/process mapping/</p> <ul style="list-style-type: none"> -Group Work: Process Mapping -Teaching plan development techniques -Teaching plan development techniques -Group work: curriculum development -Development of training evaluation methods and tools -Provision of training /classrooms, equipment, teaching materials/-1 <p>Module-3</p> <p>Basic training methods</p> <ul style="list-style-type: none"> -Basic teaching methods -“Do-it” Internshi -Training evaluation <p>Examination questions and corresponding answers:</p>	<p>4 hours (240 minutes)</p> <p>(3 modules are 30 academic hours)</p>	<p>Target group:</p> <p>Specialists in charge of employment relevant officials, all employees of the labor and social welfare sector</p>	<p>After its development and approval in 2024 as part of the MERESP, it will be converted into a video</p>

		Tests, questions and answers developed within the MERESP will be included.			
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Total duration 19 hours 20 minutes.

ANNEX II. TECHNICAL REQUIREMENTS FOR DEVELOPING ONLINE TRAINING MODULES

The consultancy is expected to adhere to the following principles when converting online training modules or materials into video:

- i. Each topic shall be accompanied by a link to the list of self-reading materials to be uploaded;
- ii. Each -module shall include, learning test questions (multiple choice answers or affirmative answers) must be included to confirm learners' understanding of the subject matter.
- iii. The content of the topic shall be explained in a simple and interesting way to make it easy to understand.
- iv. The background of the PowerPoint presentation slides shall be light, green, or blue, texts shall be in dark color and various bright colors and shapes shall not be used.
- v. At the end of the training, necessary design solutions will be used for the knowledge assessment of the learners;
- vi. The resolution of the audio is recorded without background noise, and the sound level should not be too soft or too loud.
- vii. The videos will be hosted on an online training platform for public employment staff. To ensure proper hosting, the digital format of the modules must support the platform and fulfill general standards.
 - a. Must be shot with video equipment capable of recording at a minimum of full HD 1920 x 1080
 - b. The video output should be an .mp4.
 - c. Video must be well-shot: in-focus, steady, well-framed, and with proper exposure and lighting.
 - d. The audio must be crisp and clear.