

TERMS OF REFERENCE (TOR)

TRAINING SERVICES

Background information The Office of the United Nations High Commissioner for Refugees is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide.

Description of the Requirements

Services required	The UNHCR Representation in Bulgaria conducts regular training of employees of the Border Police, the National Police, Directorate Migration, social workers and employees of the State Agency for Refugees in order to enhance their skills to identify persons in need of international protection, grant them access to the territory and the procedure and refer them to the relevant services. An essential part of such trainings is a session on intercultural communication and the situation in countries of origin where the majority of asylum-seekers and refugees originate from.
Typical assignments	UNHCR Representation in Bulgaria requires the delivery of a training session focusing on intercultural communication, knowledge of the culture and the situation in countries of origin where the majority of asylum-seekers and refugees originate from. In addition, the presence and contribution to discussions among the participants throughout the training is also expected.
Required expertise	<ul style="list-style-type: none">• at least three years' experience in delivering training on intercultural communication to civil society and/or government employees• at least five years of practical experience of working with asylum-seekers and refugees• proven skills in the area of intercultural communication,• knowledge of the culture and the situation in countries of origin• knowledge of the asylum procedure in Bulgaria• University degree in relevant major (political science, international relations, sociology, psychology)
Confidentiality	The Contractor shall respect the confidentiality of information obtained during the training event.

Scope of Work

The scope of the services provided to UNHCR shall encompass:

- Provision of up to 8 trainings to employees on intercultural communication, situation in the countries of origin and specifics of working with asylum-seekers and refugees for employees of Chief Directorate Border Police, National Police, Directorate Migration, State Agency for Refugees and Agency for Social Assistance. A lecture on the topic shall be delivered at each training, adapted to the training needs of the audience, following consultation with UNHCR.
- Duration of one training session is 3 astronomic hours
- Participation in the entire training organized by UNHCR, including contribution to the discussions

Terms of Payment

Payment shall be made within 30 days of receipt of the contractor's invoice by bank transfer.