

Annex – A

Terms of Reference:

REQUIREMENTS FOR THE PROVISION OF HUNGARIAN LANGUAGE COURSES

1. CONTEXT

The United Nations High Commissioner for Refugees (UNHCR) and the International Organization for Migration (IOM) in partnership with Municipality of Budapest, have jointly established the joint “Budapest Helps!” Information and Community Centre in response to ongoing war in Ukraine.

“This Centre will not only provide Ukrainian refugees with information on their rights and opportunities or help them with learning Hungarian” highlighted by UNHCR Senior Operations Officer in Hungary. “We want this centre to become sort of a new home, to build a community. Through cultural and other community events we want this place to grow into a bridge between Ukrainian refugees and Hungarians. We hope this Centre will be the beginning of many new friendships.”

The Centre provides information and information sessions on relevant topics: legal counselling, access to education and support on school enrolment, access to health care, employment assistance, support with administrative issues, etc.; Information for third-country nationals on accommodation, ticketing, temporary residence permit, etc.; Children’s programs (arts and crafts, robotics classes, etc.); Recreational activities through art and culture; Hungarian and English classes; Arts programming, arts performances and workshops; Awareness raising and empowerment programs; Community support programs; Ukrainian cultural and community events, and more.

2. GENERAL REQUIREMENTS

UNHCR Hungary wants to form agreement(s) with language school(s) to offer language courses for the refugee community in Budapest, Hungary. The delivery of services must take place at “Budapest Helps!” Information and Community Centre. These courses are designed for various age groups, so the chosen service providers must be capable of catering to the specific needs of these students. It's important to emphasize that the preference will be given to the language teachers that are able to conduct courses in Ukrainian. Proposed language teachers should preferably have mother tongue proficiency for the Hungarian language, be properly qualified and if possible, have proven teaching experience in a multicultural context and/or for children / adult audience.

In more detail, UNHCR Hungary is aiming to enhance language skills of participants based on the Council of Europe’s [Common European Framework of Reference for languages](#). This

framework consists of six levels and focuses on four language skills: listening, reading, writing, and speaking.

Required Courses

UNHCR Hungary wishes to deliver Hungarian language courses for various target audiences:

Course	Level	Hours per week	Number of participants	Certificate Examination /
Hungarian language course for 8-11 y.o., GROUP 1	A1/A2	2	12	Required
Hungarian language course for 8-11 y.o., GROUP 2	A1/A2	2	12	Required
"Catch up" in Hungarian for 12-14 y.o., GROUP 1	B1	2	15	Required
"Catch up" in Hungarian for 12-14 y.o., GROUP 2	B1	2	15	Required
Hungarian speaking club for adults	N/A	2	20	Not required
Hungarian language course for elderly adults, GROUP 1	A1/A2	2	20	Required
Hungarian language course for adults, GROUP 2	B1	2	20	Required
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Duration and schedule

All courses for children shall be offered as a one-hour class two times a week, classes for adults shall be offered as a two-hour event once a week. Proposed hours are subject to availability at the Centre premises and also will be discussed with the selected school(s) based on their suggestions.

UNHCR wishes the courses to be provided within the period of 05.02.2024 - 22.12.2024 with 44 weeks of overall course(s) duration and 2 weeks break during the above timeframe. The

contractor should specify the duration (in hours) needed to accomplish a level for each of the age groups, so if applicable, a new group can be formed during the specified period for the same level, or a new level might be started for the same group. This exact course(s) duration and scheduling will be clarified upon contract signing.

Course	Proposed schedule
Hungarian language course for 8-11 y.o., GROUP 1	Saturdays, 10:00 – 11:00 and Wednesdays 17:00 – 18:00
Hungarian language course for 8-11 y.o., GROUP 2	Fridays 16:00 – 17:00 and Saturdays 11:00 – 12:00
"catch up" course in Hungarian for 12-14 y.o., GROUP 1	Saturdays 12:00 – 13:00 and Wednesdays 18:00 – 19:00
"catch up" course in Hungarian for 12-14 y.o., GROUP 2	Fridays 17:00 – 18:00 and Sundays 13:00 – 14:00
Hungarian speaking club for adults	Saturdays, 16:30 – 18:30 or Sundays 14:00 – 16:00
Hungarian language course for elderly adults, GROUP 1	Mondays 10:00 – 12:00
Hungarian language course for adults, GROUP 2	Saturdays 14:00 – 16:00

Any costs covering transportation to and from “Budapest Helps!” Information and Community Centre and travel time to and from “Budapest Helps!” Information and Community Centre shall not be given separately but shall be included in the total price offer per hour. Additional hours needed for the preparation / evaluation purposes for each group (except for the speaking club) will be included in the course(s) cost calculation.

The contractor is required to fulfill the following expectations:

- 1) Design and deliver course modules based on the Common European Framework of Reference for Languages.
- 2) Evaluate participants through a final test at the conclusion of the course module.
- 3) Provide a detailed description of the language course, including objectives, course program, learning methods, materials, and evaluation methods.

4) Organize entry tests to assess participants' levels and assign them to the appropriate level, referencing the Common Reference Levels. Test results must be communicated to UNHCR Hungary' focal point within five working days. Based on these results, the contractor, in consultation with UNHCR Hungary, should group participants into levels (if applicable). UNHCR Hungary will be responsible for registration of the participants for the entry tests and communication on enrolment for the course.

5) Conduct final tests at the end of the course module for participants meeting minimum attendance requirements. These tests, referencing Common Reference Levels, should assess all language skills and communicate results within ten working days. Certificates will be issued to successful participants, while those who do not pass should have one more possibility to retake the exam to receive a certificate.

6) Monitor participants by recording attendance, reporting attendance information weekly to UNHCR Hungary' focal point, conducting mid-term tests, and producing reports at the contractor's expense. Reports should focus on services delivered, participant progress, problems faced during courses, participants' inability to keep up, and lack of cooperation related to homework or attendance. Immediate notification to UNHCR Hungary is required in case of high absenteeism.

7) Process all personal data solely for the purpose of performing the framework contract, adhering to the conditions specified [in Regulation \(EC\) No 45/2001](#).

8) The quality of the language courses should be monitored throughout the course term, the contractor shall propose the valid method and terms for that. This could be feedback questionnaires, statistics on student achievements and follow-up on evaluation results.

Administrative tasks, such as preparing presence lists, tests, and progress reports, should be included in the final price of the course without separate charges. Also, the final price of the course should include the preparation of teaching aids and materials (such as photocopies of any course components) and course handbooks and exercise books needed for a specified language course. The Contractor is expected to observe in full Intellectual Property Rights legislation regarding the use of books and materials needed for the course.

Teacher(s) qualifications:

The courses shall be provided by highly qualified teachers with the following minimum requirements:

- a university degree in linguistics and in the language to be taught.
- if applicable a qualification to train adults (with professional certification or equivalent) in linguistic matters;
- if applicable a qualification to train children (with professional certification or equivalent) in linguistic matters;

- at least 3 years' experience in teaching Hungarian language as a foreign language with providing a CV outlining the valid experience;
- ability to teach children in Ukrainian would be of preference.
- experience of teaching an international audience would be useful.

Miscellaneous:

- If a language teacher is unable to perform his or her duties, the UNHCR Hungary' focal point shall be informed without any delay and the language teacher will be replaced by the contractor with another language teacher of equivalent level and experience.

- The course will be continued if the average attendance remains at the level of 70% of overall capacity. If for whatever reason a particular course does not attract sufficient attendance during the educational year, UNHCR Hungary may decide to discontinue that specific course.

- UNHCR Hungary will provide the contractor with rooms for the classes in the premises of Budapest Helps Info and Community Center including relevant electricity, heating, cleaning and maintenance; standard equipment and furniture; technical aids: Internet access, white boards etc.