

USAID Visit Tunisia Activity

SCOPE OF WORK

Title:	Program Trainer for Pathways to Professionalism Programs (3.4)
Assignment:	Short-Term - 40 days LoE
Reports to:	USAID Visit Tunisia Enabling Environment (Component 3) Team Leader

I- BACKGROUND

The USAID-funded *Visit Tunisia Activity* is a 5-year project designed to enhance Tunisia's tourism potential, with the goal of generating revenue and jobs, particularly for women and youth, and for populations in underserved regions of the country. The overall vision behind USAID's investment in Tunisia's tourism sector is to capitalize on Tunisia's natural, cultural, heritage and historical sites to develop a more diversified and high-quality tourism sector that contributes to broad-based economic growth. Through this activity, USAID seeks to contribute to Tunisia's growth and development to offset the negative economic impact of the coronavirus crisis. The project will seek to achieve the following four objectives:

- Objective 1: Enhance Tunisia's competitiveness as a tourism destination.
- Objective 2: Increase tourism-related investments and revenue.
- Objective 3: Improve the enabling environment for sustained growth in the tourism sector.
- Objective 4: Private sector engagement to expand the offer and quality of alternative tourism.

This project will collaborate with the relevant ministries, private sector, and donors to advance the objectives while contributing to the following high-level results:

1. Increase in the number of tourists.
2. Increase in the number of jobs in the tourism sector.
3. Increase in tourism revenue.
4. Increase in private sector-led investment and innovation in the tourism sector.

In the frame of the above objective No 3, USAID Visit Tunisia will implement "Pathways to Professionalism" program, an innovative competency training and industry-based initiative that responds to current challenges faced by the hospitality sectors. Pathways to Professionalism provides an opportunity for employees in hotels to work full-time, follow a prescribed training program in their chosen profession, and receive a recognized qualification at the end of the period. Under this program, USAID Visit Tunisia will partner with Federation Tunisienne de L'Hôtellerie (FTH), FTH-member hotel owners/managers, and AFMT as the public sector entity with the responsibility for all public-led vocational level training and certification.

II- POSITION DESCRIPTION

The objectives of this assignment is to design, develop, launch and deploy a cascade training scheme of Pathway to Professionalism program which is designed to enhance professionalism, standards and employment in hotels in Tunisia, through an accredited and

certified scheme based on professional standards. The role of this short term consultancy is to conduct specific activities to implement the Pathways Level 1, 2 and Pathways Level 3 across 20 hotels. These activities include but not limited to moderating practical examination in hotels, conducting Pathways awareness sessions and Pathways technical trainings for Pathways Hotel Departmental Trainers and Pathways Coordinators. USAID Visit Tunisia requires the support of a qualified experienced consultant with training background in hotel industry to conduct Pathways to Professionalism technical training, and coordinate and moderate the practical examination of employees / learners.

III- DETAILED RESPONSIBILITIES

The Consultant shall use his or her education, considerable experience, and additional understanding gleaned from the reading materials and interviews to:

A- Participation in Train the Trainer Program

- 1) Actively participate in a 'train the trainer' program, conducted by a 'master trainer', for Pathways Departmental Trainer program and Pathways Coordinator Program.

B- Training of Departmental Trainers

- 2) Prepare training materials, PPP and agenda for the Pathways Department Trainer Program for Level 1, 2 and Level 3.
- 3) Conduct five (5) Pathways Departmental Training Programs for hotel heads of department. Programs are for 2 days x 6 hours/day with approx 18 HoD's from Pathways registered hotels in three regions (2 in the North: Tunis, 2 in the Center: TBC and 1 in the South of Tunisia) .
- 4) Prepare detailed attendance sheets as per template provided by USAID Visit Tunisia
- 5) Conduct an evaluation of each Pathways Department Trainer training program .

C- Training Pathways Coordinators

- 6) Prepare training materials, PPP and agenda for the Pathways Coordinator Programs for Level 2 and Level 3.
- 7) Conduct three (3) Pathways Coordinator Training Programs for hotel Human Capital Managers or Learning & Development Managers. Programs are for 1 day x 6 hours/day for approx 20 participants from Pathways registered hotels in three regions (1 in the North: Tunis, 1 in the Center: TBC and 1 in the South of Tunisia).
- 8) Prepare detailed attendance sheets as per template provided by USAID Visit Tunisia
- 9) Conduct an evaluation of each Pathways Department Trainer training program .

D- Coordination and Quality Assurance

- 10) Conduct quality assurance visits to observe and check that Job Competence Portfolios are correctly managed and completed.
- 11) Coordinate and moderate a quality assurance / control sample of at least 30 practical exam sessions for Levels 2 and Levels 3 employees / learners, who have successfully completed their Job Competence Portfolio.
- 12) Quality check and review Levels 2 and Level 3 Food Production, Food and Beverage Services and Housekeeping practical exams marking sheets.
- 13) Report on any recommended revisions required for Job Competence Portfolios standards of: Food Production, and Food and Beverage Service levels and housekeeping Level 2 and Level 3.
- 14) Review Levels 2 and Level 3 Food Production and Food and Beverage Services knowledge question bank for the online exams.
- 15) Conduct awareness sessions for newly registered Pathways Employers Hotels.

IV- DELIVERABLES

The consultant shall deliver the following output deliverables:

A- Participation in Train the Trainer Program

- 1) Brief report on learning outcomes from participation in the 'train the trainer' program, conducted by a 'master trainer',

B- Training of Departmental Trainers

- 2) Training materials, PPP and agenda for the Pathways Department Trainer Program for Level 1, 2 and Level 3.
- 3) Brief report on the five (5) Pathways Departmental Training Programs for hotel heads of department.
- 4) Five detailed attendance sheets as per template provided by USAID Visit Tunisia
- 5) Five evaluations reports of the Pathways Department Trainer training program as per template provided by USAID Visit Tunisia.

C- Training Pathways Coordinators

- 6) Prepare training materials, PPP and agenda for the Pathways Coordinator Programs for Level 1,2 and Level 3.
- 7) Brief report on the three (3) Pathways Coordinator Training Programs for hotel Human Capital Managers or Learning & Development Managers.
- 8) Five detailed attendance sheets as per template provided by USAID Visit Tunisia
- 9) Five evaluation reports for the Pathways Department Trainer training program.

D- Coordination and Quality Assurance

- 10) Reports on the quality assurance visits to observe and check that Job Competence Portfolios are correctly managed and completed.
- 11) Reports from quality assurance / control sample of at least 30 practical exam sessions for Levels 2 and Levels 3 employees / learners, who have successfully completed their Job Competence Portfolio.
- 12) Report to USAID Visit Tunisia team on coordination meetings with different program counterparts.
- 13) Brief report on quality check and review Levels 2 and Level 3 Food Production, Food and Beverage Services and Housekeeping practical exams marking sheets.
- 14) Report on recommended revisions required for Job Competence Portfolios standards of: Food Production, and Food and Beverage Service levels and housekeeping Level 2 and Level 3.
- 15) Report on needed changes for Levels 2 and Level 3 Food Production and Food and Beverage Services knowledge question bank for the online exams.
- 16) Report on awareness sessions for newly registered Pathways Employers Hotels.

V- READING MATERIALS

The consultant shall read the following materials to fully understanding the work specified under this consultancy:

- Pathway to Professionalism Program Implementation Plan;
- MoU signed with FTH and AFMT.

VI- QUALIFICATIONS

The consultant shall have the following minimum qualifications:

- At least 10 years of experience in hotel operation, preferably at supervisory management level.
- At least 5 years of consultancy experience, preferably with experience in the hospitality sectors.
- Experience in application of hospitality quality standards through hotel operation positions.
- Experience in organizing and delivering industry based training programs.
- University degree in a relevant field.
- Ability to work independently, with minimal supervision, meet deadlines, and effectively manage multiple, competing priorities
- Strong oral and written communication skills in French, and English, Arabic language also preferred.

VII- LOCATION OF THE ASSIGNMENT

- The consultancy assignment will be performed in the greater Tunis region.

VIII- REPORTING:

The Program Trainer for Pathways to Professionalism Programs will report to the USAID Visit Tunisia Enabling Environment (Component 3) Team Leader and will be supervised by the USAID Visit Tunisia Enabling Environment Specialist.

IX- LEVEL OF EFFORT AND PERIOD OF PERFORMANCE

Unless otherwise specified in writing, the time frame for this consultancy is as allocated below:

Start	End	Field Days	Level of effort per activity	Total LoE
October 31 st 2022	May 31 st 2023	40	Activity A: 3 LoEs Activity B: 17 LoEs Activity C: 7 LoEs Activity D: 13 LoEs	40

How to apply:

[Program Trainer for Pathways to Professionalism Programs \(3.4\) \(smartsheet.com\)](#)