

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT
National Consultant to develop and conduct a Sign Language Pilot Training

TERMS OF REFERENCE (to be completed by the Hiring Office)	
Hiring Office:	UNFPA Jordan Country Office (JCO)
Background	<p>Gender-Based Violence (GBV) is a pervasive issue that affects individuals worldwide, regardless of their age, gender, or ability. Individuals with hearing impairments often face barriers in accessing essential services, including support for survivors of GBV. The lack of communication accessibility can lead to the underreporting of incidents and exclusion from critical services, further exacerbating their vulnerability. The latest GBVIMS data collected for Jordan indicate reduced percentages of reporting of GBV from persons with disabilities in spite of focused efforts and dedicated programming to reach out to this group, which could be linked to a lack of inclusive and equitable services across Jordan.</p> <p>A key step in this sense is to equip frontline service providers with the right communication tools and channels, including sign language training, to effectively communicate and respond to the needs of the specific segment of girls and women seeking GBV support and using sign language. In the framework of UNFPA's Leaving No One Behind agenda, UNFPA Jordan is promoting a first pilot sign language training initiative targeting frontline service providers involved both in the implementation of UNFPA supported GBV programmes and of the EUTF/AECID funded project "Improving Access to Comprehensive Gender-based Violence Services in Jordan", as well as selected UNFPA Jordan staff.</p> <p>The primary targets of this sign language training initiative are frontline GBV service providers from selected organisations working on GBV programming in Jordan, for a group of up to 20 service providers (2 per organisation), as well as up to 5 UNFPA Jordan staff members. Whilst the pilot will be held in Amman, depending on its development further replications can be envisioned to reach remote areas and involve in particular community based organisations. Following the completion of the training programme, outreach to disability inclusion organisations and update of the GBV safe referral training and information will be initiated to ensure that women and girls with hearing disabilities are aware of the newly adapted services available.</p>
Purpose of consultancy:	UNFPA JCO is planning to recruit a National consultant to develop and conduct a sign language pilot training for frontline service providers (up to 20) and selected UNFPA staff (up to 5), developed through different phases based on the content and role of attendees.

<p>Scope of work:</p> <p>(Description of services, activities, or outputs)</p>	<p>The sign language training will be implemented over a period of minimum 50 training hours. The sessions will be carried out by a certified trainer in sign language, familiar with the Jordanian context and ideally with the specific terminologies to be used in GBV Case Management. Preference will be given to trainers who are affiliated with governmental or non-governmental entities working with persons with disabilities in Jordan. The consultant will be expected to:</p> <ol style="list-style-type: none"> 1. Develop a curriculum focused on Arabic sign language, inclusive of basic GBV-related terms and vocabulary as well as key practical exercises, and support UNFPA in defining criteria for the selection of the course participants. 2. Deliver a minimum 50-hours sign language training to the identified frontline service providers through interactive sessions, monitor the progress of the trainees and provide additional support as needed. The training will be tentatively implemented with the following proposed breakdown, which can be revised based on the agreed methodology: <ul style="list-style-type: none"> • <u>Phase 1</u>: basic sign language (with a selection of content relevant to the programme and subsequent training phases); • <u>Phase 2</u>: in-depth GBV terminology; • <u>Phase 3</u>: minimum of 15 hours of coaching with 3 selected partner organisations (with 2 staff each) to revise key terms and address any challenge from the course attendees. 3. Provide intensive resources and exercises to support course participants over a period of 3 months following the first sign language basics course (various channels can be used, including Whatsapp groups or others) and develop practice plan to ensure refreshment of knowledge 4. Develop and conduct a post-training evaluation to assess the effectiveness of the program and gather feedback from trainees 5. Submit a report at the end of the consultancy with main observations and recommendations for any possible follow-up/scale up. 6. Support (if applicable) in facilitating the trainees certification process.
<p>Duration and working schedule:</p>	<p>September 2023 - November 2023</p>
<p>Place where services are to be delivered:</p>	<p>Training location tentatively in Amman with possible sessions across the Kingdom.</p>
<p>Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):</p>	<ul style="list-style-type: none"> - All documents will be shared in English and Arabic in electronic format by the consultant with UNFPA to be reviewed by the technical team (up to 2 rounds of feedback) - The payment will be divided in two tranches: the first one upon completion of the preparatory work and of the first phase of the training, and the second one upon completion of the training, as well as submission and endorsement of the final report at the end of the training.

	Description	Timeframe
	Introductory call with UNFPA team to discuss submitted methodological note and adjust accordingly, if needed	<i>By 14th of September 2023</i>
	Support in selection of beneficiaries and development of the curriculum (in collaboration with UNFPA GBV technical team)	<i>By 25th of September 2023</i>
	Training Implementation Phase 1 : Sign Language Basics (<i>service providers and UNFPA staff</i>)	<i>Between 15th and 18th October 2023</i>
	Training implementation Phase 2 : GBV key terminology (<i>service providers only</i>)	<i>Between 29th October and 2nd November 2023</i>
	Training implementation Phase 3 : Coaching for selected partner organisations (<i>service providers only</i>)	<i>Between 12th and 16th November 2023 (minimum 5 hours per partner)</i>
	Training follow-up through sharing of resources and exercises	<i>From 19th October to 30th November 2023</i>
	Evaluation survey	<i>By 23rd November 2023</i>
	Final report submission in Arabic and English	<i>By 30th November 2023</i>
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	Weekly meeting during the first month of consultancy and regular updates afterwards when needed with UNFPA's focal points from the GBV Programme.	
Supervisory arrangements:	The consultant will work under the direct supervision of UNFPA Jordan's GBV Specialist.	
Expected travel:	Occasionally, transportation to be arranged by the consultant.	
Required expertise, qualifications and competencies, including language requirements:	<p>Language and Academic Qualifications:</p> <ol style="list-style-type: none"> 1. Certified proficiency in Arabic Sign Language 2. 2 years (if Master holder) or 4 years (if Bachelor holder) of previous experience in conducting Sign Language trainings 3. Proficiency in oral and written Arabic and preferably English 4. Demonstrated organisational skills, including the ability to work independently and productively, with multiple stakeholders in a fast-paced environment 	

	<p>5. Familiarity with protection/GBV sector (desirable)</p> <p>6. Current affiliation or collaboration with disability inclusion entities (desirable)</p> <p>7. Familiarity with UN work (desirable)</p>
Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable:	<p>UNFPA Jordan Country Office will facilitate selection of beneficiaries and booking of training venues.</p> <p>The consultant will use their personal laptop/computer. The selected consultant will be responsible and secure his/her travel to different locations/training venues if arranged outside Amman.</p>
Other relevant information or special conditions, if any:	Individual consultants are invited to submit a CV, proposed methodology and draft work plan, along with any relevant Sign Language certification. The submission language can be Arabic or English, if feasible.

UNFPA Work Environment:

UNFPA provides a work environment that reflects the values of gender equality, teamwork, respect for diversity, integrity and a healthy balance of work and life. We are committed to maintaining our balanced gender distribution and therefore encourage women to apply. UNFPA promotes equal opportunities for all including persons with disabilities.

How to apply:

Interested individuals with the required qualifications and experience should submit their application to jco-consultants@unfpa.org, with the subject line “**National Consultant to develop and conduct a Sign Language Pilot Training**”

The application should include:

- A cover letter, indicating the candidate’s motivation for this consultancy and relevant expertise and experience.
- A copy of academic qualifications.
- Duly completed [P11 UN Personal History Form](#) (only P11 Form will be considered)
- Names and contact information of three references.
- Technical proposal describes the proposed methodology for performing the consultancy.
- Workplan and timeframe of the consultancy.
- Financial proposal, to be quoted in JOD.

The closing date for the submission of applications is **2 September 2023 at 11:59 p.m. (Amman time)**.

Only those candidates who meet all qualifications and experience will be contacted for further consideration. Incomplete applications will be automatically disqualified.