



TERMS OF REFERENCE
for
CONSULTANT FOR RIGHT-BASED JOB COUNSELLING TRAINING

Introduction and background:

‘Supporting Resilience and Social Cohesion with Decent Livelihood Opportunities’ Project aims to strengthen the resilience and social cohesion of refugees and host communities in Türkiye by promoting access to decent work and sustainable livelihood opportunities. Financially supported by U.S. Department of State’s Bureau of Population, Refugees and Migration (PRM), the project will be implemented between 01.04.2022 – 31.03.2024 in Ankara, Istanbul, İzmir, Bursa, Adana, Gaziantep, Şanlıurfa, Mersin, Konya, Hatay, Kahramanmaraş, Eskişehir, Denizli, Manisa and Kilis provinces.

The Right-Based Approach (RBA) and Counselling:

The Rights-Based Approach (RBA) is a comprehensive framework and methodology that centres on the protection and promotion of human rights as the foundation for development initiatives and interventions. It stems from the belief that all individuals possess inherent and inalienable rights, and development processes should prioritize the realization of these rights. RBA emphasizes the principles of universality, indivisibility, interdependence, and non-discrimination in the application of human rights. Universality acknowledges that human rights are applicable to everyone, regardless of location or circumstance. Indivisibility stresses that all rights are interconnected and equally essential, with the denial of one impacting the enjoyment of others. Interdependence underscores the mutual reliance of different rights, recognizing that the fulfilment of one right often depends on the realization of others. Non-discrimination asserts that all individuals, irrespective of their characteristics or status, should have equal access to their rights. RBA further advocates for empowerment, participation, and accountability, ensuring that rights-holders actively participate in decision-making processes and hold duty-bearers accountable for fulfilling their obligations. In development contexts, RBA serves as a guiding principle to create sustainable and equitable outcomes, placing human rights at the forefront of policy, planning, and implementation efforts.

Rights-Based Counselling (RBC) in job seeking is an approach that places a strong emphasis on upholding and promoting human rights principles in the therapeutic process. Rooted in the broader framework of the RBA, RBC recognizes that individuals seeking counselling not only have emotional and psychological needs but also inherent rights that should be respected and protected. This counselling methodology aligns with the principles of inalienability, indivisibility, and interdependence of rights, acknowledging that the well-being of individuals is intricately linked to the recognition and fulfilment of their rights.

Rights-Based Job Counselling (RBJC) is an approach to career counselling that integrates human rights principles into the guidance and support provided to individuals seeking employment. This methodology acknowledges that individuals not only have a need for vocational guidance but also possess inherent rights related to employment, including the right to work, equal opportunities, and fair treatment in the job market. RBJC emphasizes the principles of inalienability, indivisibility, and interdependence of rights, ensuring that the counselling process respects and promotes the fundamental human rights of individuals in the context of employment. This approach is crucial as it goes beyond traditional career counselling by considering the broader societal and systemic factors that may impact individuals' access to decent work. RBJC aims to empower individuals by providing them with the knowledge and skills needed to navigate the job market, advocating for equal opportunities, and addressing any discriminatory practices or barriers they may encounter. By integrating a rights-based perspective into job counselling, it contributes to the creation of a more inclusive, equitable, and just labour market, aligning with the overarching goal of fostering dignity and respect for the rights of all individuals in the realm of employment.



ToR's link the Project's related Objective

The project will facilitate carry out a capacity-building training for counsellors from Turkish Employment Agency (İŞKUR) and from the employment and career centres under a municipality. This training will focus on furnishing right-based career counselling and job matching services to vulnerable groups. Support for the localization of employment services will be provided, extending services to refugees and host community members. Information materials in Arabic and Farsi will be developed to augment refugees' and vulnerable host community members' accessibility to available services.

The project aligns with the principles of the RBA and the principles against discrimination taking ILO Convention No.181 Article 5 and ILO Recommendation No.188 Article 9 as its basis, emphasising non-transferability, indivisibility, and interdependence of rights. The RBA underpins the entitlement of individuals to universal and inalienable rights, emphasizing that these rights are interconnected and contribute collectively to human dignity. It advocates for empowerment, participation, equality, non-discrimination, and accountability, fostering an environment where rights-holders actively participate in improving their rights while advocating against discrimination.

1. Duties and Responsibilities

Under the coordination of the Senior Project Coordinator, Employment and Education Officer and Governance and Compliance Officer, the Consultant will prepare a training module following a training needs assessment (content, materials, programme) conducted in cooperation with respective institutions as the ISKUR and employment and career centres under a municipality to be determined by the ILO and carry out right-based counselling training towards a maximum of 50 participants. The Consultant will also co-operate with the Monitoring and Evaluation Officer and develop or implement methods to monitor the effects of the training provided.

Thus, the Consultant will carry out the following tasks:

A. Preparing the training module and materials:

1. Conduct a training needs assessment in cooperation with respective institutions prior to the preparation of the training module in line with the training needs of the ISKUR and career centres of the municipalities.
2. Develop a rights-based counselling training module which embraces the principles of universality, indivisibility, interdependence, and non-discrimination to a great extent along with others proposed by the ILO team and target the experts from ISKUR and the job counsellors. The content of the module shall provide room for interactive manner and be in line with modern adult education fundamentals. The content will incorporate ISKUR's respective experts' views and inputs.
3. Develop a booklet and a presentation related to the training content. In addition, preparation of auxiliary materials, all peripherals, and visual materials, if deemed necessary, will be under the duties of the consultant. The procurement of needed materials will be purchased by the ILO based on the budget availability.
4. Develop a schedule for the training which supposed to not to be over a one day.
5. Formulate an evaluation methodology designed to assess the service quality provided by job counsellors prior to the commencement of training in close cooperation with the ILO's Monitoring and Evaluation Officer. This methodology should serve as a foundational benchmark for subsequent comparison with post-training outcomes.

B. Carrying out the Right-Based Counselling Training:

In the light of the prepared content, the training will be carried out towards the participants to be determined by ILO and/or relevant Project stakeholders and the training organisation is carried out by ILO and/or relevant Project stakeholders.



1. Carry out a total and maximum of three half-day training sessions (all sessions should be minimum 3 hours) towards the experts/job counsellors from ISKUR and the job counsellors working under employment and career centres under municipality.
 2. Ensure pre and post-tests are prepared in collaboration with the Monitoring and Evaluation Officer of the ILO and conducted before and after the training sessions for monitoring the impact of the carried-out training.
 3. Submit the attendance list to the ILO following the completion of the training sessions.
- C. Carrying out post training monitoring:
1. In order to observe the outputs as a result of the training provided, evaluation processes such as measuring post-training effect, to understand how the training supported the job counsellors.
 2. An evaluation report will be written about the realised training. This report should include all experiences including challenges and recommendations and impacts for further training.
 3. Develop an evaluation methodology to measure the impact of training on job counsellors' service quality, comparing pre-training performance, in collaboration with the Project M&E Officer.

2. Professional Qualifications

The Consultant must have:

- a high level academic degree from faculty of social sciences such as psychology, sociology, human relations, human rights, economics/labour economy/labour relations/labour law/social security regulations or related areas,
- specific experience in adult training,
- knowledge and working experience in delivering training to vulnerable groups, women, refugee and persons with disabilities, right-based approach, training and reporting,
- a good knowledge of English,
- a previous experience on working with ILO would be an asset.

3. Language Requirements

The working language of this contract is English and Turkish; all deliverables shall be submitted in both languages.

4. Administrative Requirements

All activities within the scope of this Terms of Reference will be carried out under the overall supervision of the Director of ILO Office for Türkiye. The Consultant will work in close cooperation with the Senior Project Coordinator, Employment and Education Officer and Governance and Compliance Officer.

5. Payment Details

Starting date: 22/01/2024

Ending date: 20/03/2024

Fee: 103,000 TRY upon completion of the work and approval of the submitted deliverables.

6. Deliverables and Timeframe

The Consultant is expected to fulfil the required tasks and execute the deliverables in the timeframe given below:



Deliverables Expected for the Payment	Deadline	Amount of Payment upon Approval
<ul style="list-style-type: none">• Submission of training module, training report, attendance lists, all materials related with the training M&E related surveys, test results, etc.	29.03.2024	103,000 TRY

7. Other Information

There is not any foreseen trip or assignment. But if needed, all expenses for these assignments (transportation, accommodation, meals) will be covered by ILO. Daily Subsistence Allowance (DSA) payments will not be paid to the consultant under this contract.

External Collaborator is responsible for completing the new security awareness online training course (BSAFE) if she/he needs to undertake any travel out of her/his city of residence within the course of this assignment. The course is available through registration on <https://training.dss.un.org/user/login>. Additionally, the External Collaborator will be requested to submit a security clearance generated via web-based "Travel Request Information Process" (TRIP) system prior to any travel out of her/his city of residence. TRIP system is accessible through registration on <https://trip.dss.un.org/dssweb>.