



## TERMS OF REFERENCE

***Service for: Developing and conducting one training course to strengthen communication skills capacity for Vietnam Federation on Disability (VFD) under the INCLUSION project.***

**Location:** Vietnam – ability to work remotely (inside of Vietnam) on the development of the training courses, with the training course to be facilitated in person in Nghe An province

**Project:** Inclusion III-b

**Time:** January to April, 2026

### I. INTRODUCTION

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#### I.A. CRS and Its Partners

Catholic Relief Services (CRS) is the official international humanitarian agency of the Catholic community in the United States. CRS works to *save, protect, and transform* lives in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peacebuilding.

CRS has been operating in Vietnam since 1994. In partnership with government and communities, CRS implements programs in 9 provinces/cities in Vietnam. The Vietnam Program has a diverse funding base in the sectors of Disabilities, Mine Action and Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation.

The Vietnam Federation on Disability (VFD), established in 2010, is an organization representing the rights and legitimate interests of people with disabilities in Vietnam, operating with the mission of "uniting, supporting, assisting, creating conditions, and enhancing the capacity for people with disabilities to engage in community integration, study, and work for their happiness; exercising rights and obligations as stipulated by law and representing to protect the rights and legitimate interests of its members; contributing to the effective implementation of Party and State policies toward people with disabilities

#### I.B. Project Summary

CRS signed a Memorandum of Understanding with VFD under the project "Improving the quality of life of persons with disabilities in provinces heavily sprayed with Agent Orange in Dong Nai province" (Inclusion III-b project). One of the priority activities is to provide support aligned with the Organizational Development Strategy and Communications Strategy in to enhance VFD's ability to support persons with disability effectively.

CRS seeks to engage an experienced and qualified consultant to design and facilitate a training course aimed at strengthening the communication capacities of VFD staff and members. The training will support the effective implementation of VFD's existing communication strategy, including enhancing the visibility, recognition, and reputation of VFD and its member organizations; strengthening internal communication to ensure transparency, coherence, and coordination from the federation level to grassroots organizations; mobilizing support from the public, partners, and sponsors; and promoting policy implementation and enforcement.

## **II. PURPOSE AND SCOPE OF WORK**

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### **II.A. Purpose:**

The purpose of the consultancy is to design and facilitate one training course to strengthen the capacity of VFD's network in communication skills under the INCLUSION III-b project.

### **II.B. Scope of work:**

The consultant/s will perform the following tasks:

- (1) Identify learning needs through conducting pre-training consultations (e.g., questionnaires and online interviews) and documentation review to identify specific learning priorities of VFD members in communication skills; and to assess gaps in VFD's current practices. Develop a pre-training course analysis report (in Vietnamese) that is tailored to the learning needs.
- (2) Design a two-day training course tailored to the identified learning needs of participants.
- (3) Develop training materials in disability accessible formats, including the agenda, presentations, handouts, case studies, pre and post learning testing and an after-action review form. Materials must be provided in Vietnamese.
- (4) Facilitate a two-day training course.
  - Facilitate one 2-day training course in Nghe An province in March 2026 for approximately 30 participants (VFD's staff and members from Hanoi and other provinces).
- (5) Guide participants in strengthening communication skills in order to effectively implement the existing VFD communication strategy and resulting action plans. Produce a final report (no more than 15 pages) summarizing the consultancy activities, learnings, and outcomes, and provide a complete set of digital copies of all training materials for ongoing use by VFD (both in Vietnamese and English language, digital copies).

## **III. METHODOLOGY OF THE CONSULTANT MISSION**

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The consultants will undertake the following tasks to design and deliver a 2-day training course for VFD's staff and members:

- (1) Identification of learning needs:
  - Review the existing communication strategy of VFD, communication action plan for 2025-2026

- Review the current status of communication work of VFD
- Conduct pre-training consultations via questionnaires and online interviews to assess learning needs of VFD's staff and members.
- Analyze gaps in VFD's current practices for communication skills to inform the course design.

(2) Design the 2-day training course agenda and facilitation plan:

- Develop a detailed agenda and facilitation plan for a 2-day training course.
- Incorporate participatory exercise methods about communication skills such as audience mapping exercise, narrative framing exercise, press release/social media content drafting, key message development, storytelling exercise, etc
- Design pre and post learning testing and an after-action review form to capture participants' reflections and assess the applicability of lessons for future training delivery.

(3) Develop the training courses materials:

- Create a set of training courses materials in accessible formats, including training courses agenda, presentations, handouts, case studies and an after-action review form
- Ensure materials are user friendly.
- All materials must be in Vietnamese.

(4) Facilitate one training course (2 days):

- Deliver a 2-day training course in March 2025 with active engagement through interactive activities, peer-to-peer learning, and adult learning methodologies.
- Conduct pre and post learning testing and an after-action review to capture participants' reflections, key takeaways, and areas for improvement.

(5) Make a final report and provide digital copies of all training course materials:

- Produce a final report on the consultancy activities and training course outcomes (both in Vietnamese and English).
- Provide a complete set of digital copies of all training courses materials for ongoing use by VFD. The training courses materials are in Vietnamese.

## **IV. DELIVERABLES AND TIMELINE**

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### **IV.A. Deliverables:**

The consultant will provide the following deliverables as agreed with the Inclusion IIIb team:

- (1) Detailed workplan, to agree and guide the consultancy
- (2) Pre-training course analysis report outlining consultations and findings to support the development of the training course agenda
- (3) Two-day training course agenda and facilitation plan
- (4) Training courses materials (electronic copies)

- (5) Facilitation of one training course held in Vietnam
- (6) Final report covering the consultancy activities, learnings and outcomes.

#### IV.B. Schedule and timeline

<b>Deliverables</b>	<b>Estimated number of days needed to complete</b>	<b>Target dates to complete</b>
<b>Detailed workplan:</b> Inception meetings will be held to provide further details and gain enough information to develop a detailed workplan to guide the consultancy and agree deadlines	1 day	January 2026
<b>Pre-training course analysis report (remote):</b> A concise report (no more than 5 pages, in Vietnamese) summarizing findings from pre-training courses.	3 days	January 2026
<b>Detailed 2-day training course agenda and facilitation plan (remote):</b> An agenda and facilitation plan outlining the structure, activities, and evaluation for the training courses, tailored to participants' learning needs.	4 days	February 2026
<b>Training course materials (remote):</b> A complete set of digital copies of all training course materials, including the pre-training course analysis report, agenda, presentations, handouts, case studies, and after-action review form.	4 days	February 2026
<b>Facilitation of one training course (2-days) in-person:</b> Delivery of 2-day training course, ensuring active engagement through interactive activities, peer-to-peer learning, knowledge-sharing forums focused on sharing knowledge and lessons learnt, challenges and actionable solutions.	2 days	March 2026
<b>Final report (remote):</b> A final report (no more than 15 pages) on training course outcomes.	3 days	April 2026

The time for the consultant to complete the task is expected to be approximately 17 working days, from January 2026 to April 2026.

#### V. LOGISTICS

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- The following support will be provided to the consultant by CRS Vietnam:

- Contacts for VFD and relevant partners for preparation and implementation of the learning needs assessment and training course
- Coordination and logistics for the consultants and participants including transport, accommodation, meals and training course venues.
- Coordinate and obtain relevant approvals for activities from authorities
- The consultant will work closely with the Project Officer of the Inclusion IIIb team at CRS Vietnam.

## **VI. CONSULTANT QUALIFICATIONS**

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The consultants (or consultancy team) must meet the following qualifications:

- Master's degree in communications, journalism or other closely related field.
- At least 5 years of experience designing and delivering communication skills training or capacity-building activities for Civil Society Organizations (CSOs) or similar organizations.
- Proven track record of collecting and analyzing good practices and learning needs related to communication skills from CSOs or similar stakeholders, with expertise in tailoring capacity development content to address identified gaps.
- Extensive experience in designing and facilitating interactive training courses for up to 30 participants, using participatory methods to foster peer-to-peer learning, problem-solving, and practical skill-building.
- Clear understanding of the Vietnamese context of communication practices and cultural context, particularly in professional and community settings such as NGOs, CSO, CBO or associations.
- Excellent oral communication skills and the ability to deliver high-quality written reports in Vietnamese.

## **VII. APPLICATION PROCEDURE**

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This consultancy is open to national consultants. CRS will consider applications from individual consultants, consultancy teams, consultancy agencies, NGOs and INGOs.

Interested parties are requested to submit the proposal in Vietnamese, including:

### **Technical proposal:**

- Expression of Interest
- A copy of business license (if any)
- Company profile (if any)
- A concise technical proposal
- A tentative work plan.
- Curriculum vitae (CVs) demonstrating relevant capacity and experience.

- Minimum 02 references for similar assignment

**Financial proposal:**

- Propose consultancy fees with a detailed breakdown of the daily rate in Vietnamese Dong, including tax (VAT/PIT) and travel-related expenses. All proposals, regardless of location of the consultant should be submitted in Vietnamese Dong.
- Please note that CRS Vietnam is obligated to with-hold all relevant taxes, for direct payment to the Government. Proposals **must be** inclusive of the tax obligations.

**Method for submission:**

- Proposals should be duly signed, stamped (if any) and submitted to CRS's email: [vn\\_rfp1@crs.org](mailto:vn_rfp1@crs.org)
- Consultants may apply for several trainings/workshops with CRS simultaneously.
- Questions should be submitted to [Hang.Nguyen@crs.org](mailto:Hang.Nguyen@crs.org)
- Closing date for submission: **12 January 2026**