

TERMS OF REFERENCE (TOR)

Consultancy Recruitment for Developing "Handbook for Enterprises: Organizing Vocational Training and Employment Models for Persons with Disabilities"

- **Project:** Connecting and providing support services to ensure the Rights of special circumstances children groups in Ho Chi Minh City
- **Location:** Ho Chi Minh City, Vietnam
- **Implementation Period:** August 2026 – November 2026

1. Project Background

The component "**Enhancing Skills and Employment Opportunities for Youth with Disabilities**" is implemented by the **Ho Chi Minh City Association for the Protection of Children's Rights (HACR)** from September 2025 to November 2028, under the framework of the project "*Connecting and providing support services to ensure the Rights of special circumstances children groups in Ho Chi Minh City*" funded by Save the Children International in Vietnam. The component targets trainees with disabilities, focusing on improving their employability through soft skills development, vocational skills training, career counseling, and corporate networking.

Currently, persons with disabilities (PWDs) continue to face numerous barriers in accessing vocational training, internships, and formal employment within enterprises. Meanwhile, many businesses wish to recruit PWDs but lack information, practical experience, and actionable operational tools tailored to their workplace conditions.

Although legal regulations, state policies, and international guidelines on disability inclusion exist, practical guidance materials remain scarce. Businesses still struggle to answer key operational questions, such as:

- Why should enterprises recruit persons with disabilities?
- What preparations are required beforehand?
- How should the onboarding and reception process be structured?
- How should the working environment be adjusted or accommodated?
- How can PWDs be effectively supported throughout vocational training, internship, and employment?

Therefore, the project is recruiting a consultancy team/expert to develop a **Practical Handbook for Enterprises on Welcoming Persons with Disabilities for Vocational Training, Internships, and Employment**, contributing to promoting inclusive employment models in Vietnam.

2. Objectives of the Consultancy Service

- **General Objective:**

Develop a practical handbook to support enterprises in proactively receiving, organizing vocational training, offering internships, and creating job opportunities for persons with disabilities in an appropriate, safe, inclusive, and sustainable manner.

- **Specific Objectives:**

The handbook shall enable enterprises to:

1. Understand the significance, benefits, and relevant policies supporting disability inclusion.
2. Assess company readiness to welcome persons with disabilities.
3. Prepare necessary prerequisite conditions prior to reception.
4. Establish clear procedures for organizing vocational training, internships, and long-term employment for PWDs.
5. Utilize ready-to-use templates, checklists, and practical assessment tools in day-to-day operations.

3. Scope of Work and Main Tasks

Review and synthesize information (Vietnamese legislation, international guidelines, existing inclusive models in Vietnam, and insights from businesses and technical experts).

Handbook Structure & Content Layout:

- **Part I: Overview of Employees with Disabilities in Enterprises (6 pages)**
 - **1.1. Correct Understanding of Disability (Definition & Classification):** Focus on the project's two core target groups: physical disabilities and speech/hearing impairments.
 - **1.2. Dispelling Stigmas & Misconceptions:** Economic benefits and real tangible value of hiring PWDs (shifting from a charity perspective to business value).
 - **1.3. Legal Framework and Incentives in Vietnam:** Tax incentives, financial support, and preferential policies for inclusive enterprises.
- **Part II: Assessment & Adaptation for an Inclusive Working Environment (8 pages)**
 - **2.1. Enterprise Suitability Assessment:** Screening framework/checklist for corporate infrastructure and culture prior to receiving trainees (Status Assessment / Readiness Checklist).
 - **2.2. Practical Guide to Reasonable Accommodation:**
 - Accessibility solutions for physical disability groups (ramps, accessible pathways, standardized restrooms, etc.).
 - Accessibility solutions for speech/hearing disability groups (visual signage systems, light indicators replacing acoustic alerts, etc.).

- **2.3. Workflow & Task Adjustment Guidance:** Task Analysis techniques adapted to specific capacity types.
- **Part III: On-the-Job Training (OJT) Model Implementation Process (12 pages)**
 - **3.1. Personalized OJT Program Design:** Structuring customized apprenticeship roadmaps (3 to 12 months) based on learning pace and capacity.
 - **3.2. Specialized Enterprise Pedagogical Methods:**
 - Instructional techniques for hearing-impaired trainees using visuals, videos, and simplified sign language.
 - Role of the Job Coach or direct supervisor during the initial integration phase.
 - **3.3. Trainee Progress Monitoring & Evaluation:** Guidelines for using the Personal Progress Tracker on a weekly/monthly basis.
- **Part IV: Recruitment, Management, and Sustainable Job Retention (10 pages)**
 - **4.1. Interviewing & Social Inclusion Capacity Assessment:** Transitioning from theoretical interviews to practical "work trials / real-world internships" (similar to the project's successful Live Interview model).
 - **4.2. Workplace Cultural Integration:** Organizing awareness-raising sessions for non-disabled staff to eliminate stigma and foster solidarity.
 - **4.3. HR Management & Career Advancement:** Compensation schemes (targeting income levels of 5 - 6 million VND/month), insurance coverage, and long-term career growth opportunities.
- **Part V: Key Considerations & Field Lessons Learned (4 pages)**
 - **5.1. Collaborative Role with Families:** Strategies for enterprises to maintain communication with parents/families to boost motivation and commitment.
 - **5.2. "Learning by Doing" Lessons:** Operational flexibility and adaptive adjustments when running pilot models.

Annexes (Attached templates & tools, excluded from main page count):

- **Annex 1:** Enterprise Readiness & Current Status Assessment Form
- **Annex 2:** Tripartite Job Coaching & Commitment Agreement Template (Enterprise – Project – Trainee/Family)
- **Annex 3:** Progress & Implementation Tracking Template
- **Additional Duties:** Incorporating feedback, revising, and finalizing the Handbook; presenting key findings at consultation workshops and sharing sessions.

Important Operational Requirements:

- **Style & Format:** High operational usability (action-oriented). Academic theory should be minimized; instead, rely heavily on flowcharts, comparison matrices, and checklists so businesses can apply them immediately.
- **Visual Photography:** Consultants must incorporate direct photographic/visual evidence from the project's pilot activities (e.g., soft skills classes, internships at laundry workshops, spa facilities, quilling crafts).
- **Acceptance Criteria:** Deliverables will only receive final sign-off after passing a formal Consultation Review with partner enterprises within the project network to ensure financial and operational feasibility for the private sector.

4. Deliverables

- **Deliverable 5.1:** Detailed Work Plan for consultancy assignment implementation.
- **Deliverable 5.2:** Complete Handbook for implementing inclusive models for PWDs in vocational training, internships, and employment, including operational toolkits (Readiness Checklists, forms, procedures, evaluation metrics, tracking templates, etc.).
- **Deliverable 5.3:** Summary presentation document modeling the core handbook contents for quick orientation during workshops and corporate meetings (PowerPoint slides; graphical design not required).

5. Competency Requirements

- Deep understanding of the legal and policy framework related to persons with disabilities, labor regulations, and vocational education in Vietnam.
- Minimum of 5 years of experience in soft skills training, vocational skills, and employment placement for persons with disabilities.
- Proven track record in research, drafting user manuals, handbooks, toolkits, or technical guidelines (preference given to candidates with experience in PWD employment topics).
- Demonstrated experience working with corporate enterprises, private sector partners, or international inclusive employment programs.

6. Evaluation Criteria

No.	Criteria	Specifics	Max Score
1	Capacity Profile	Professional qualifications; experience in disability inclusion, social integration, VET, or employment; experience developing handbooks/toolkits; experience with businesses/NGOs/government.	30

No.	Criteria	Specifics	Max Score
2	Technical Proposal	Understanding of TOR and objectives; proposed methodology/approach; work plan & team allocation; feasibility and practical applicability.	40
3	Financial Proposal	Rationality of budget structure; competitiveness of proposed pricing.	30

7. Expected Timeline & Payment Schedule

Implementation Schedule

1. **Contract Discussion & Signing:** By August 20, 2026
2. **Handbook Drafting:** August 21 – October 21, 2026
3. **Submit Draft 1 & Review Feedback:** October 21 – October 31, 2026
4. **Submit Revised Draft:** November 10, 2026
5. **Final Acceptance & Sign-off:** November 15, 2026

Budget & Payment Terms

- Total budget is a lump-sum amount in Vietnamese Dong (VND), inclusive of VAT or Personal Income Tax (PIT) and all related tax obligations.
- Covers all costs for document creation (soft-copy format) and necessary operational activities.
- **1st Payment (20%):** Upon contract signing and approval of Deliverable 5.1.
- **2nd Payment (50%):** Upon completion and approval of Deliverable 5.2.
- **3rd Payment (30%):** Upon completion and approval of Deliverable 5.3.

8. Application Dossier

Applications must include:

1. Profile of corporate/consultant capacity detailing relevant experience.
2. Business license (for companies) along with CVs of at least 2 key primary experts, OR full CV set (for consultant groups).
3. Financial Quotation broken down by tasks using average person-days required (not total calendar duration). Price must include VAT or PIT.

Sample Financial Proposal Template:

No.	Item / Activity Description	Person-Days	Unit Rate (VND)	Total Amount (VND)	Remarks
1	Drafting Main Handbook and Toolkits	xx	xx	xx	
2	Drafting Summary & Visual Presentation	xx	xx	xx	
Subtotal				xx	
VAT / Personal Income Tax (PIT)			xx%	xx	
GRAND TOTAL				xx	

Submission Email: hbvqte.bqlda@gmail.com

Deadline: Before 17:00, August 15, 2026

Ho Chi Minh City, July 27, 2026

Project Management Board