



Mekong River Commission

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Ban Sithane Neua, Sikhottabong District, Vientiane 01000, Lao PDR
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TERMS OF REFERENCE

1. Consultancy summary: Individual Consultant on Writing Skills

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|---|--|
| Consultancy Title: | Training on Business Writing Skills (Intermediate to Advanced level) |
| Consultancy type: | Individual consultant (trainer) |
| Duration (# of days/months/from month to month): | 50 hours in June 2019 |
| Division/OC: | Administration Division |
| Working station: | Vientiane, Lao PDR |

2. General background

Currently the Mekong River Commission Secretariat (MRCS) has 22 general support staff who are Administrative Assistant, Secretaries, Technician and Registry. Among them, 17 are working in Vientiane, and five are at the Regional Flood and Drought Management Centre in Phnom Penh. All of them hold university degrees (bachelor level), with three holding master's degrees. They are the backbones of the Divisions and Office of the CEO (OCEO), who provide efficient support in daily operation including but not limited to drafting memoranda and routing for approval, payment requests, attendance reporting, filing, etc. for activity implementation, meetings, purchasing, contracting, etc.

The recent demand toward an increase in their work performance requires having a strong competency in professional English communication skills including the four macros skills (writing, speaking, listening and reading), at least at business communication level. They are also expected to be able to draft official letters to Member Countries, preparing minutes of meetings and discussion, and taking notes of divisional meetings and the like. With these skills, they will be able to provide more efficient and effective supports to the Divisions and Office of the CEO, at the same time, making themselves more compatible with the roles and capable of carrying out their roles at MRC

Up on the completion of the training, 17 staff at MRC Secretariat in Vientiane are expected to be able to:

- prepare business-oriented memoranda and letters for Divisions and OCEO;
- competently taking notes of meetings and preparing meeting minutes or records;
and
- proficiently communicate.

3. Required deliverables, timelines and responsibilities

3.1. Deliverables and concrete timelines:

| <i>Deliverables and expected quality/quantity</i> | <i>Expected time investment (in hours, days or months)</i> | <i>Deadline</i> |
|--|---|---|
| 17 staff are trained on Business English Communication focusing on Business Writing Skills, using a combination of Business English? and MRCS related practices Individual report of each learner using the in-house test results | 50 hours: 36 hours training with 3 hours/day x 3 days/week x 4 weeks 14 hours of preparation and reporting | 1st June – 30 June 2019 |

3.2. *Required tasks and responsibilities:*

- Review MRCS current writing and communication practices;
- Prepare training modules, with methodologies and handouts;
- Conduct pre-test of learners' levels and capacity;
- Provide the training (three days consecutive with three hours each day in four weeks) on Business Writing Skills focusing on writing memos, emails, letters, minutes, etc.
- Produce a two-page report of the learners' pre-and-post training outcomes and provide recommendations for next steps.

4. Working Arrangement

4.1. Direct supervisor: AD Director

4.2. Communication line: Chief HR Officer

5. Payment mode

- Payment arrangement can be discussed with either payment per completion of the course or bi-payment, based on the actual number of training hours.
- The consultant is to provide signed invoices and timesheets to HR for the payment.
- Final payment will be paid upon satisfactory completion of the consultancy services.

6. Qualifications and Requirements

- Master's degree in Teaching English;
- Experienced in teaching Business English;
- Native English speaker is preferred, however, not a pre-condition.
- Be able to reside in Vientiane capital, Laos DPR during the assigned period.

7. Intellectual property rights

Intellectual property rights - IPR: Information, data, database, knowledge resources in the forms of briefings, reports, proceedings, articles, essays, etc. issued by and for the MRCS will be the MRCS property. Any utility, announcement and disclosure that are without MRCS highest levels of authority' permission is considered illegal and will be charged by relevant local and international legal procedures.

8. Signature Block

Director, Administration Division

Consultant