



Mekong River Commission

For Sustainable Development

TERMS OF REFERENCE

1. CONSULTANCY SUMMARY

Title:	English Trainer
Consultancy Type:	Special Service Agreement
Division:	Administration Division
Duration:	60 hours from August to October 2026
Duty Station:	Mekong River Commission Secretariat, Vientiane, Lao PDR
Reporting to:	Director of the Administration Division
Expected Deliverables:	Refer to Section 4, 5 and 6 (below)

2. INTRODUCTION AND BACKGROUND

The Mekong River Commission (MRC) was established by the 1995 Agreement on Co-operation for the Sustainable Development of the Mekong River Basin, between the governments of Cambodia, Lao PDR, Thailand and Viet Nam. The role of the MRC is to coordinate and promote cooperation in all fields of sustainable development, utilisation, management and conservation of the water and related resources of the Mekong River Basin.

The MRC Secretariat provides technical and administrative services to the Joint Committee and the Council to achieve the MRC's mission in promoting and coordinating sustainable management and development of water and related resources for the countries' mutual benefit and the people's well-being.

Currently, the MRC Secretariat has 24 general support staff who are Administrative Assistant, Secretaries, Technician and Registry, 5 Junior Riparian Professional and 7 Associates. Among them, 28 are working in Vientiane, and 8 are at the Regional Flood and Drought Management Centre in Phnom Penh. They are the backbones of four Divisions and an Office of the CEO, 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.

As the Secretariat continues to strengthen its operational efficiency and deliver increasingly complex regional programmes and initiatives, there is a growing need to enhance the English language proficiency of support staff. Strong competencies in the four core language skills, namely writing, speaking, listening, and reading, are essential for effective performance in a professional and multicultural working environment. In particular, staff are expected to communicate confidently in business settings, prepare official correspondence to Member Countries and development partners, draft memoranda and reports, take accurate meeting notes, and produce clear and concise minutes of meetings.

Strengthening these competencies will enable staff to perform their duties more effectively, improve the quality and timeliness of administrative support provided to the Divisions and the

Office of the CEO, and enhance their professional development and career readiness within the organisation.

Therefore, the MRC Secretariat seeks to engage a qualified and experienced English language trainer to design and deliver a practical, results-oriented training programme tailored to the professional needs of its support staff. The training should focus on business and workplace communication, with particular emphasis on writing, meeting documentation, and oral communication skills relevant to the Secretariat's operational context.

Upon completion of the training, staff 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. OBJECTIVES OF THE CONSULTANCY

The objective of this consultancy is to strengthen the professional English communication skills of MRC Secretariat General Support Staff, Junior Riparian Professionals (JRPs), and Associates through practical business English training tailored to MRC Secretariat working contexts.

The consultancy aims to:

- enhance staff competency in business writing and professional communication in English;
- improve staff capacity to prepare official memoranda, emails, letters, meeting minutes, and related administrative documents;
- strengthen speaking, listening, reading, and writing skills required for daily communication and coordination within MRC Secretariat and with Member Countries; and
- support staff in performing their roles more effectively and professionally in line with MRC Secretariat operational requirements.

4. EXPECTED RESULTS

Upon completion of the consultancy, the following results are expected:

- Participants demonstrate improved English communication skills, particularly in business writing and workplace communication;
- Participants are able to prepare professional memoranda, emails, official letters, meeting notes, and minutes using appropriate business English;
- Participants show increased confidence in communicating and coordinating in English within professional settings;
- Training materials, handouts, exercises, and assessment tools are developed and delivered in line with MRC Secretariat operational practices;
- Pre- and post-training assessments are conducted to measure participants' progress and learning outcomes; and
- A final training report, including assessment results and recommendations for future capacity development, is submitted to MRC Secretariat.

5. DELIVERABLES AND CONCRETE TIMELINES

Deliverables and Expected Quality	Number of Days/Hours	Deadline
<ul style="list-style-type: none"> <input type="checkbox"/> Staff are enhanced on their Business English Communication focusing on Writing and Communicating Skills, using a combination of Business English and MRC Secretariat related practices <input type="checkbox"/> Individual report of each learner using the in-house test results 	60 hours	August – October 2026
Total Number of Days/Hours		

6. REQUIRED TASKS AND RESPONSIBILITIES

- Review MRC Secretariat current writing and communication practices;
- Prepare training modules, with methodologies and handouts;
- Conduct pre-test of learners' levels and capacity;
- Provide the training after working hours, 4.30pm-6.00pm (3 days per class with 1.5 hours each day in 14 weeks) on Business Writing and Communicating Skills focusing on writing memos, emails, letters, minutes, etc.
- Conduct post-test of learners' levels, capacity and improvement;
- Produce a two-page report of the learners' pre-and-post training outcomes and provide recommendations for next steps.

7. PAYMENT MODALITY

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

Note: Consultancy rate is defined by the MRC Secretariat consultancy rate policy and the level of consultancy. MRC is a tax-exempted agency for the work done for the MRC. Consultant, in case mission is required, will be covered with a return ticket to and from the assigned duty stations with a daily related subsistence allowance of 75% of the UN for the mission days.

8. 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 MRC Secretariat property.

Any utility, announcement and disclosure that are without MRC Secretariat highest levels of authority' permission is considered illegal and will be charged by relevant local and international legal procedures.

9. DECLARATION OF NON-FRAUDULENCE AND PROTECTION OF PERSONAL DATA

The Subscriber shall adhere to the MRC’s relevant rules and regulations of the MRC on personal data protection, business exclusion, and fraud prevention and anti-corruption principles, and shall be under strict disciplinary measures should any violation occurs.

10. WORKING ARRANGEMENT

Communication Line: Chief Human Resources Officer

11. QUALIFICATIONS AND REQUIREMENTS (select or add as appropriate)

- At least Bachelor’s degree in teaching English, Master is desirable; Or owning professional certifications recognized (TEFL, TESOL, or CELTA, etc.);
- At least five years experienced in teaching Business English for adults at multicultural working environment and/or international organizations;
- Good instructional strategies and lessons structuring/customizing to the specific needs and requirements;
- Good understanding and experience of the multicultural working environment and/or international organizations is an advance;
- Good pedagogical & professional skills; interaction and interpersonal skills;
- Excellent English pronunciation, vocabulary and grammar skills;
- Perfect communication skills;
- Native English speaker is preferred, however, not a pre-condition;
- Be able to reside in Vientiane capital, Laos DPR during the assigned period;
- Immediate availability will be considered as an advantage to the selection process.
- Proficiency in using instructional technology, video conferencing tools (Zoom, Google Classroom, etc.) is highly required.

12. SIGNATURE BLOCK

MRC Secretariat:

Full Name: Phetsamone Khanophet

Incumbent’s Full Name: _____

Title: Division Director, AD

Signature: _____

Incumbent’s Signature: _____

Date: _____

Date: _____