

Terms of Reference (ToR)
Provision of Professional Training Services
«Information Technology (IT) and Digital Skills Courses»
CRS Moldova – Caritas Moldova – Diaconia
Livelihoods and Economic Inclusion Project – Phase II

This ToR outlines the expectations for professional schools and training providers to deliver market-relevant IT and digital skills training, with a strong focus on practical application, employability, and labour market integration for vulnerable populations, including Ukrainian refugees and vulnerable Moldovan community members

1. Background

Four years after the start of Russia's full-scale invasion of Ukraine, many refugees in Moldova continue to face challenges in meeting their basic needs and achieving economic self-reliance. Limited employment opportunities, language barriers, childcare responsibilities, and the high cost of living remain significant obstacles to sustainable integration and economic inclusion. At the same time, local vulnerable communities, including [NEET](#) youth (Not in Employment, Education, or Training), also face barriers to employment and access to professional skills development opportunities.

To address these challenges, Catholic Relief Services (CRS), in partnership with Caritas Moldova and Diaconia, is implementing the second phase of the Livelihoods and Economic Inclusion Project in Moldova. Building on the positive results achieved during the pilot phase, the project aims to strengthen employability, economic empowerment, and livelihood opportunities for vulnerable refugees and Moldovan households through vocational training, job placement support, business development assistance, and employability services.

As part of the project, CRS and its partners seek qualified **education** providers, professional schools, accredited or non-accredited training centres, and/or specialized institutions **to deliver Information Technology (IT) and Digital Skills Training Courses**.

The courses should prioritize practical skills development through a dual education approach, combining theoretical instruction with practical assignments, project-based learning, and workplace-oriented applications relevant to the current labour market

2. Purpose of the Assignment

The purpose of this assignment is to provide vocational IT and digital skills training for selected project participants, including Ukrainian refugees and vulnerable local communities, in order to improve their employability and access to income-generating opportunities.

The selected training provider(s) shall ensure that participants acquire practical competencies that enhance their opportunities for employment, internships, apprenticeships, and self-employment upon successful completion of the course.

Goal

The training will equip participants with essential computer literacy, digital workplace skills, and practical knowledge of commonly used software applications required in modern workplaces, preparing them for employment across a variety of sectors.

3. Scope of the Course

The training should cover, at a minimum, the following topics:

Core Digital Skills

- Computer fundamentals and operating systems.
- File management and cloud-based storage solutions.
- Internet navigation, online communication, and digital collaboration tools.
- Cybersecurity awareness and safe online practices.
- Professional digital communication and workplace etiquette.

Microsoft Office and Productivity basic Tools

- **Microsoft Word**
 - Document creation and formatting.
 - Templates and professional correspondence.
 - Reports, tables, and document management.
- **Microsoft Excel**
 - Spreadsheet fundamentals.
 - Formulas and functions (list of mostly used)
 - Data analysis and reporting.
 - Charts, tables, and data visualization.

- **Microsoft PowerPoint**
 - Presentation of design principles.
 - Creating professional presentations.
 - Visual communication techniques.
- **Microsoft Outlook and Collaboration Tools**
 - Email management.
 - Calendar scheduling.
 - Online meetings and collaboration.

Note: The curriculum may be adapted based on participant needs, labor market demand, and the provider's training methodology, subject to approval by the CRS project team.

Optional: Web Design and UI/UX Design Module

Training providers capable of delivering additional specialized digital skills training are encouraged to include an optional **Web Design and UI/UX Design Module** in their proposal.

Where available, the module may cover:

Web Design Fundamentals

- Website structure and user navigation.
- Responsive design principles.
- Basic HTML and CSS concepts.
- Website creation using modern website-building platforms.

UI/UX Design Fundamentals

- Introduction to user interface (UI) and user experience (UX) principles.
- User-centred design methodologies.
- Visual hierarchy and design thinking.

Design Tools

Practical training using industry-standard tools such as:

- Figma

- Adobe XD (or equivalent software)
- Canva for digital design and prototyping

Portfolio Development

- Development of practical projects.
- Creation of a professional portfolio.
- Presentation of work to potential employers and clients.

Providers offering this module should clearly indicate the curriculum, duration, software requirements, and expected learning outcomes in their proposal.

4. Target Group, Geographic Coverage and Implementation Period

Target Group

The training programme will target selected Livelihoods participants, including Ukrainian refugees with Temporary Protection or residence permits, and vulnerable Moldovan host-community members, including NEET youth.

Training will be delivered primarily in the Russian language. Romanian language support is considered an asset.

Geographic Coverage

Training services shall be available in below locations, including surrounding suburban areas where feasible:

- Chişinău Municipality
- Bălţi Municipality
- Cahul District
- Ştefan Vodă District

Training will be conducted in accessible locations within these areas, ensuring reasonable access for participants.

Duration and Implementation Period

The vocational training activities are implemented under the Livelihoods and Economic Inclusion Project – Phase II (May 2026 – September 2027).

Training activities are expected to start in September 2026. While initial planning foresees implementation between September and December 2026, flexibility should be maintained to accommodate the availability of providers, trainers, and participants.

All courses should be completed no later than May 2027.

Final schedules and training formats will be agreed and coordinated with the selected provider(s).

Estimated duration per course: approximately 2.5–4 months.

5. Responsibilities of the Training Provider

The selected provider shall:

- Develop a detailed training curriculum and implementation schedule, including modules, learning objectives, and practical activities (and assessment methods where applicable).
- Prepare and provide all necessary training materials for both theoretical and practical components.
- Organize and conduct interactive theoretical and practical training sessions (offline and /or online).
- Ensure participants receive adequate hands-on practice (and, where applicable, exposure to real workplace environments).
- Facilitate workplace-based learning opportunities, including internships, apprenticeships, or employer linkages where feasible.
- Monitor participant attendance and performance throughout the course.
- Submit mid-term and final progress updates upon request by CRS
- Issue certificates of completion and/or competence to participants who successfully complete the course.

6. Reporting and Deliverables

Upon completion of the training, the selected provider shall submit:

- A final narrative report summarizing training activities, participant attendance, outcomes, and recommendations.
- Copies of participant attendance records.
- Certificates of completion and/or competence issued to participants (where applicable).
- An invoice for services rendered.

All final documentation must be submitted within seven (7) calendar days following completion of the training. Payment will be processed upon review and approval of all required deliverables by CRS.

CRS and partners reserve the right to conduct monitoring visits during the implementation period

7. Required Qualifications

7.1 General Requirements

Training providers must meet the following minimum requirements:

- Legally registered vocational school, accredited or non-accredited professional training center, academy, NGO, educational institution, or other entity legally authorized to provide vocational training services in Moldova.
- At least one (1) year of proven experience in delivering vocational, technical, or professional training programmes.
- Experience working with adult learners and vocational education programmes.
- Proven capacity to deliver practical, labour market-oriented training.
- Appropriate training facilities and/or equipment necessary for course delivery (including practical training where applicable).
- Relevant qualifications and/or certifications of proposed trainers and/or the institution.
- Strong communication and facilitation skills of proposed trainers.
- Ability to deliver training in Russian (knowledge of Romanian is an asset).
- Compliance with CRS Code of Conduct and CRS Supplier Terms and Conditions.

7.2 Technical Expertise

- Capacity to design and deliver structured training programmes, including curriculum development, learning objectives, and assessment methods.
- Ability to organise and conduct interactive theoretical and practical training sessions.
- Ability to monitor participant attendance and performance throughout the course.
- Ability to issue certificates of completion and/or competence to participants.

- Experience facilitating internships, practical workplace exposure, or employment-oriented training will be considered an advantage.

7.3 Area-Specific Requirements

IT and Digital Skills

- Demonstrated experience in delivering IT and digital skills training, including practical, project-based learning and application of digital tools and software.
- Access to computer equipment and software licenses may be required.

7.4 Employment Orientation (applicable to all areas)

- Preference will be given to providers that can demonstrate linkages with employers or industry actors, and capacity to facilitate internships, apprenticeships, or employment pathways.