

Terms of Reference (ToR)

Provision of Vocational Training Services

«Beauty and Personal Care Courses»

CRS Moldova – Caritas Moldova – Diaconia

Livelihoods and Economic Inclusion Project – Phase II

This ToR outlines the expectations for beauty academies, professional schools, and vocational training providers to deliver market-relevant beauty and personal care training with a strong focus on practical skills, employability, entrepreneurship, 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, vulnerable members of Moldovan host 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 vocational education providers, beauty academies, professional schools, accredited or non-accredited training centers, and/or specialized institutions to deliver **Beauty & Personal Care vocational training courses** in four regions of Moldova:

The courses should prioritize practical skills development through a dual education approach, combining theoretical instruction with extensive hands-on practice, practical assignments, and workplace-based learning opportunities in related businesses.

2. Purpose of the Assignment

The purpose of this assignment is to provide vocational beauty and personal care training for selected project participants, including Ukrainian refugees and vulnerable members of Moldovan host 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 professional beauty and personal care skills, customer service competencies, hygiene and safety knowledge, and practical experience required for employment in beauty salons, wellness centres, aesthetic studios, or for launching their own beauty-related businesses.

3. Scope of the Course

Training providers may propose one or several specializations listed below.

Preference will be given to providers capable of delivering practical training and facilitating workplace experience.

Core Topics for All Beauty Courses

All training programmes should include:

- Occupational health and safety.
- Hygiene and sanitation standards.
- Client consultation and communication skills.
- Professional ethics and customer service.
- Beauty industry regulations and best practices.
- Basic entrepreneurship and self-employment opportunities in the beauty sector.

Specialization 1: Hairdresser / Hair Stylist

The course should cover, at a minimum:

- Hair structure and scalp care fundamentals.
- Hair washing and treatment procedures.

- Hair cutting techniques for women and men.
- Hair styling and finishing techniques.
- Hair colouring fundamentals and application techniques.
- Blow-drying and styling with professional tools.
- Bridal and special occasion hairstyles.
- Salon customer service and workplace practices.

Specialization 2: Makeup Artist

The course should cover, at a minimum:

- Skin preparation and skincare basics.
- Colour theory and facial analysis.
- Daytime and evening makeup techniques.
- Bridal makeup application.
- Special occasion and event makeup.
- Product knowledge and tool maintenance.
- Professional makeup kit management.
- Client consultation and portfolio development.

Specialization 3: Nail Technician (Nail Master)

The course should cover, at a minimum:

- Nail anatomy and hygiene standards.
- Manicure and pedicure techniques.
- Nail care treatments.
- Gel polish application and removal.
- Nail shaping and design techniques.
- Introduction to nail extensions.
- Nail art fundamentals.
- Infection prevention and workplace safety.

Specialization 4: Eyelash Extension Technician (Lash Master)

The course should cover, at a minimum:

- Eye anatomy and hygiene procedures.
- Lash extension materials and tools.
- Classic eyelash extension techniques.
- Volume and hybrid extension techniques.
- Lash maintenance and removal procedures.
- Client consultation and aftercare recommendations.
- Workplace safety and infection prevention.
- Building a professional lash portfolio.

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

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 1–4 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.
- 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

- Training methodology shall include structured hands-on practical learning with active participant involvement in practical activities.

7.4 Employment Orientation

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

Note: Providers may apply for one specialization or multiple specializations.