

Project CORDIAL is looking following experts:

TRAINERS FOR REALIZATION OF NON-FORMAL TRAINING

1. GENERAL INFORMATION

Number of training programs:	Under this Call training titled Training 1: Advocacy and Coalition building – for organizations of persons with disabilities and Training 2: Community-based service management – for organisations of people with disabilities is planned.
Number of service providers:	At least two (2) persons for training delivery – applications in pairs.
Type of contract:	For individuals: service contract based on legal regulations/service agreement. For legal entities: business cooperation agreement.
Short description of service:	Preparation of training methodology based on the developed curriculum, correction of the curriculum as needed, preparation of presentations, exercises and other materials; realization of training according to the agreed schedule, writing report.
Location:	Trainings will be implemented in Prizren/Kosovo , during the May 2025
Estimated budget:	The total amount that project CORDIAL has available for this activity is up to 150,00 € per day per person. Each training is composed by 2 days = 300,00 € per persons; 2 persons = 600,00 € per two trainings, gross amount.
General conditions:	Candidates should have relevant experience and references in the preparation of similar programs, relevant knowledge of the topics for which the training is planned (acquired during the studies or in separate trainings). Preference will be given to candidates with previous experience in working with organizations of people with disabilities.

2. APPLICATION

All interested candidates should send their applications to the email address: info@caritaskosova.org and orhan.miftari@caritaskosova.org no later than **07/05/2025 at 15.00 h**. The application should contain:

- Application form
- Candidate's CV in English, which clearly indicates experience, references in performing similar tasks and knowledge of the required topic. Legal entities should also submit the CV of the person (s) who will work on the training implementation.
- Implementation plan for at least two training units, chosen by the applicant (maximum 2 pages) in English.

Candidates wishing to apply for this call are required to download the application form, ToR and curriculum from the website of the CORDIAL.

Applications received after the deadline and incomplete applications will not be considered.

DELIVERY OF NON-FORMAL TRAINING PROGRAMS
FOR CIVIL SOCIETY ORGANIZATIONS

TERMS OF REFERENCES

1. ABOUT THE CORDIAL PROJECT

The Project CORDIAL- Creating Opportunities Regionally for Disability Inclusion Action and Legislation aims to strengthen the capacity of civil society organizations (CSOs) in the Western Balkans, improve cooperation and partnerships in policy-making, and promote the social and economic inclusion of people with disabilities. The project is implemented in Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia and Serbia, with support from the European Union.

2. OBJECTIVE, RESULTS AND TASKS OF THE SERVICE

In order to strengthen associations, organizations and social enterprises and to raise the competencies of their leaders, the project intend to implement ten non-formal trainings. All trainings are defined in the curricula and specific training for this call is listed in the chapter 3 of this TOR. The curricula contain specific information for each training, such as: title, objective, learning outcome, duration, contents etc.

The result of the engagement under this call is implementation of training according to created curricula. Service providers must work in pair (two persons per each training). General tasks of selected service providers:

- To create detailed implementation plan according to curricula (possibility to modify 20% of the curricula).
- To create all presentation and other material for the training (exercises, examples etc.).
- To implement training.
- To create final report of the trainings.

Language: Application document must be created in English. Training will be delivered in Albanian language

3. TRAINING INFORMATION

Two modules compose capacity-building program of the CORDIAL project: **Training 1: Advocacy and Coalition building – for organizations of persons with disabilities** and

Training 2: Community-based service management – for organisations of people with disabilities

Trainings:

This TRAININGS are composed by two working days each. Participants are representatives from the same organization for each training, leaders of associations of persons with disabilities in SE Europe. Within this

call, we are looking candidates for implementation of first two training: Advocacy and Coalition building; Community-based service management. List of the other trainings may be found in the curricula, and a specific call for other trainings will be published in future.

This Call and ToR is created for the **Training 1: Advocacy and Coalition building** and **Training 2: Community-based service management – for organizations of people with disabilities** which is scheduled for **May/June, 2025 in Kosovo**.

4. INFORMATION FOR APPLICANTS

Number of training programs:	Under this Call training titled Training 1: Advocacy and Coalition building – for organizations of persons with disabilities and Training 2: Community-based service management – for organisations of people with disabilities is planned.
Number of service providers:	At least two (2) persons for training delivery – applications in pairs.
Type of contract:	For individuals: service contract based on legal regulations/service agreement. For legal entities: business cooperation agreement.
Short description of service:	Preparation of training methodology based on the developed curriculum, correction of the curriculum as needed, preparation of presentations, exercises and other materials; realization of training according to the agreed schedule, writing report.
Location:	Trainings will be implemented in Prizren/Kosovo , during May 2025
Estimated budget:	The total amount that project CORDIAL has available for this activity is up to 150,00 € per day per person. Each training is composed by 2 days = 300,00 € per persons; 2 persons = 600,00 € per two trainings, gross amount.
General conditions:	Candidates should have relevant experience and references in the preparation of similar programs, relevant knowledge of the topics for which the training is planned (acquired during the studies or in separate trainings). Preference will be given to candidates with previous experience in working with organizations of people with disabilities.

5. HOW TO APPLY?

All interested candidates should send their applications to the email address: info@caritaskosova.org and orhan.miftari@caritaskosova.org no later than **7th of May 2025 at 15.00 h**. The application should contain:

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- Application form
 - Candidate's CV in English, which clearly indicates experience, references in performing similar tasks and knowledge of the required topic. Legal entities should also submit the CV of the persons who will deliver the training.
 - Implementation plan for at least two training units, chosen by the applicant (maximum 2 pages) in English.

Candidates wishing to apply for this call are required to download the application form, ToR and curriculum from the website of Caritas Kosova / publication/CORDIAL Call / . Applications received after the deadline and incomplete applications will not be considered.

6. CRITERIA FOR SELECTION OF CANDIDATES

The project commission will consider all applications and will decide on the selection of candidates. A written report on the selection of contractors will be sent to all candidates who apply for the competition. During the analysis of applications, the Commission will consider the relationship between all the above criteria. The basic criteria for selection are:

- Administration (eliminary criteria): application sent in time, in English, electronically and all documents submitted.
- Quality of proposed implementation plan: 40% of the total points
- Knowledge relevant to the topic: 20% of the total points
- Price for service: 20% of the total points
- Experience in trainings delivery and/working with people with disabilities: 20% of the total points

Conflict of interest: This call is not open to natural or legal persons who are in a potential conflict of interest, or persons who may in any way affect the process of objective decision-making. The Commission and the project team reserve the right to reject an application that is found to be in a potential conflict of interest in accordance with domestic legislation and EU rules.

7. CONTACT

You can request additional information until 5th of May 2025 at 15:00, only in writing, to the email address: info@caritaskosova.org and orhan.miftari@caritaskosova.org

CURRICULUM OF TRAININGS WITHIN THE "CORDIAL" PROJECT

Regional Project for Supporting Persons with Disabilities "Cordial"

Recipient: Caritas Kosova

April 2025

Name of education	Advocacy and Coalition-building for Organizations of Persons with Disabilities
Short Description	This training provides participants with knowledge and skills for effective advocacy and coalition building. It focuses on advocacy tools, strategies, and public campaign organization.
Duration	<i>Total 18 school hours (18 x 45 minutes)</i>
Training objective	To empower representatives of organizations of persons with disabilities in advocacy, familiarize them with their rights, and build their capacity to influence public policies through coalition building.
Learning outcomes	<p>Unit 1: Basics of Advocacy and Coalition Building Outcomes:</p> <ul style="list-style-type: none"> • Participants will be able to define and explain key concepts of advocacy and coalitions. <p>Unit 2: Advocacy Planning Process and Coalition Building Outcomes:</p> <ul style="list-style-type: none"> • Participants will understand types of advocacy and advocacy cycle stages, and independently map potential partners. <p>Unit 3: Theory of Change Outcomes:</p> <ul style="list-style-type: none"> • Participants will understand the application of the Theory of Change in advocacy campaigns. <p>Unit 4: Planning and Implementing Advocacy Campaigns and Media Advocacy Outcomes:</p> <ul style="list-style-type: none"> • Participants will analyse issues, develop advocacy strategies, and create effective media messages. <p>Unit 5: Lobbying and Communication with Decision-Makers Outcomes:</p> <ul style="list-style-type: none"> • Participants will identify key stakeholders for lobbying and develop a lobbying plan. <p>Unit 6: Developing an Advocacy Action Plan Outcomes:</p> <ul style="list-style-type: none"> • Participants will create an advocacy plan for a specific community action.

Content	<p>Unit 1: Basics of advocacy and coalition building</p> <ol style="list-style-type: none"> 1. Introduction to public advocacy terminology 2. Definition, goals, and tasks of public advocacy 3. Influence on public policies 4. Differences between advocacy and lobbying (advantages and disadvantages) 5. Mapping collaborators and partners; networking plan creation <p>Unit 2: Advocacy planning process and coalition building</p> <ol style="list-style-type: none"> 1. Types of advocacy (legislative, judicial, institutional, and media advocacy) 2. Stakeholder analysis 3. Needs mapping 4. Action towards decision-makers (legal-political system of BiH and competencies) 5. Advocacy strategy planning steps 6. Communication with decision-makers 7. Coalition building <p>Unit 3: Theory of change</p> <ol style="list-style-type: none"> 1. Defining problems, indicators, outcomes, and impact 2. Target group analysis <p>Unit 4: Planning and implementing advocacy campaigns and media advocacy</p> <ol style="list-style-type: none"> 1. Tools and techniques of media advocacy 2. Creating a compelling media message 3. Mapping media and public support 4. Public and media support mechanisms and tools 5. Creating an activity and communication plan 6. Writing a policy brief (practical exercise) <p>Unit 5: Lobbying and communication with decision-makers</p> <ol style="list-style-type: none"> 1. Differences between lobbying and advocacy 2. Ethics and legality of lobbying 3. Lobbying preparation 4. Lobbying strategies and tools 5. Direct and indirect lobbying 6. Advocacy and lobbying evaluation and adaptation based on field results <p>Unit 6: Developing an advocacy action plan</p> <ol style="list-style-type: none"> 1. Independent development of an advocacy action plan
Metodology	<p>Unit 1: Basics of advocacy and coalition building Metodology: Interactive discussion, PowerPoint presentation</p> <p>Unit 2: Advocacy planning process and coalition building Metodology: Interactive discussion, case study analysis, practical work</p> <p>Unit 3: Theory of change Metodology: Interactive discussion, case study analysis, practical work</p> <p>Unit 4: Planning and implementing advocacy campaigns and media advocacy</p>

	<p>Metodology: Interactive discussion, case study analysis, practical work</p> <p>Unit 5: Lobbying and communication with decision-makers</p> <p>Metodology: Interactive discussion, case study analysis, practical work</p> <p>Unit 6: Developing an advocacy action plan</p> <p>Metodology: Independent creation of an advocacy plan (with optional consultant mentoring)</p>
Agenda	
Day 1	<p>9:00 – 9:15 Introduction to Training, Participant introductions, and expectations</p> <p>09:15 – 10:30 Basics of Advocacy and Coalition Building</p> <p>10:30 – 11:00 Break</p> <p>11:00 – 12:30 Advocacy Planning Process and Coalition Building</p> <p>12:30 – 13:30 Lunch Break</p> <p>13:30 – 14:30 Advocacy Strategy Planning</p> <p>14:30 – 15:30 Theory of Change</p> <p>15:30 – 15:45 Break</p> <p>15:45 – 16:30 Planning and Implementing Advocacy Campaigns</p>
Day 2	<p>09:00 – 09:15 Recap of Day 1, Q&A</p> <p>09:15 – 10:30 Media Advocacy and Policy Brief</p> <p>10:30 – 11:00 Break</p> <p>11:00 – 12:30 Lobbying and Communication with Decision-Makers</p> <p>12:30 – 13:30 Lunch Break</p> <p>13:30 – 14:30 Lobbying Tools and Strategies</p> <p>14:30 – 15:30 Advocacy Strategy Evaluation and Adaptation</p> <p>15:30 -- Final Messages and Certificate Distribution</p> <p>16:00 -- Departure</p>
Recommendations for trainers	<ul style="list-style-type: none"> • Minimum university degree in social sciences. • Practical knowledge and professional experience in advocacy. • Excellent communication, facilitation, mentoring, and presentation skills. • Experience working with and understanding the needs of persons with disabilities and organizations serving them. • Previous experience as a trainer in the relevant field.
Comment	The proposed topics serve as a framework and should be adjusted based on participants' needs, prior knowledge, and skill levels. Participants should be equipped with tools to facilitate easier understanding and mastery of the topics covered.
General Note:	Participants will be contacted 2-3 months after the training for follow-up on the implementation of their advocacy action plans.

Name of education	Managing community-based service
Short description	This training supports organizations of persons with disabilities in developing, implementing, and improving services that meet community needs, with a focus on sustainability and quality.
Duration	Total 18 school hours (18 x 45 minutes)
Training objective	To empower persons with disabilities and their organizations to better understand and manage community-based services, advocate for their rights, and actively participate in decision-making processes.
Learning outcomes	<p>Unit 1: Basics of Community-Based Rehabilitation (CBR) Outcomes: By the end of this unit, participants will be able to:</p> <ul style="list-style-type: none"> • Understand the concept and objectives of community-based services. • Identify key actors in service provision. • Differentiate between institutional and CBR approaches. <p>Unit 2: Rights of persons with disabilities and the role of the community Outcomes: By the end of this unit, participants will be able to:</p> <ul style="list-style-type: none"> • Understand and differentiate basic national and international legal frameworks (e.g., UN Convention on the Rights of Persons with Disabilities, national laws). • Identify community obligations in ensuring inclusion. • Learn how to effectively negotiate and present service improvement proposals to the public and decision-makers. <p>Unit 3: Services that persons with disabilities have the right to request from the community Outcomes: By the end of this unit, participants will be able to:</p> <ul style="list-style-type: none"> • Understand available services (e.g., education, employment, healthcare, assistance, transport, social protection). • Identify needs and set priorities. • Develop strategies for accessing services and advocacy. <p>Unit 4: Planning and managing community-based services Outcomes: By the end of this unit, participants will be able to:</p> <ul style="list-style-type: none"> • Learn principles of planning and managing inclusive services. • Develop skills for creating action plans. <p>Unit 5: Sustainable financing and development of community-based services</p>

	<p>Outcomes:</p> <p>By the end of this unit, participants will be able to:</p> <ul style="list-style-type: none"> • Understand models of financing community-based services. • Explore public and private financing opportunities. • Develop strategies for long-term service sustainability. • Identify funding sources and adapt them to the local context. <p>Unit 6: Developing an Action Plan for improving a specific service in their organization</p> <p>Outcomes:</p> <p>By the end of this unit, participants will independently develop and implement an action plan for a community-based service.</p>
<p>Content</p>	<p>Unit 1: Basics of Community-Based Services (CBR - Community-Based Rehabilitation)</p> <ol style="list-style-type: none"> 1. Introduction to the CBR approach 2. Definition and purpose of CBR 3. Difference between institutional care and the CBR model 4. Holistic approach: health, education, social inclusion, economic support 5. Key principles of CBR 6. Participatory approach and the role of the community 7. Multidisciplinary collaboration 8. Key service providers (Government institutions, NGOs, organizations of persons with disabilities, families, caregivers, local communities, and volunteers) 9. Current trends and needs (e.g., personalized services, digital solutions, and inclusive policy participation) <p>Unit 2: Rights of persons with disabilities and the role of the community</p> <ol style="list-style-type: none"> 1. Overview of national and international legal frameworks 2. UN Convention on the Rights of Persons with Disabilities 3. National laws and regulations (e.g., rights to work, education, and social protection) 4. Examples of best practices from Bosnia and Herzegovina and the region 5. Community obligations for inclusion (e.g., implementing existing laws, digital inclusion, and supporting disability organizations in policymaking) 6. Role of local authorities, NGOs, and the private sector 7. Accessibility of public services and infrastructure 8. Inclusive employment policies 9. Negotiating and publicly presenting issues and solutions <p>Unit 3: Services available to persons with disabilities from the community</p> <ol style="list-style-type: none"> 1. Overview of available services

	<ol style="list-style-type: none"> 2. Education: inclusive education and classroom assistance 3. Employment: employment quotas, self-employment, and training programs 4. Healthcare: rehabilitation, assistance, and specialized services 5. Transport: accessible public transportation and subsidies 6. Social protection: financial aid and community support services 7. Identifying needs and setting priorities 8. Developing individual support plans 9. Evaluating local resources and services 10. Information collection methods (e.g., surveys, focus groups) 11. Networking with relevant stakeholders 12. Service application procedures 13. Complaint mechanisms and legal protection <p>Unit 4: Planning and managing community-based services</p> <ol style="list-style-type: none"> 1. Principles of inclusive service planning 2. Basics of strategic planning 3. Participatory approach in service creation 4. Developing action plans 5. Defining goals 6. Monitoring and evaluating service quality 7. Examples of successful models from practice 8. Roles and responsibilities of key actors 9. Public institutions and the NGO sector 10. Families and peer support <p>Unit 5: Sustainable financing and development of community-based services</p> <ol style="list-style-type: none"> 1. models of service financing 2. public funding and grants 3. donor programs and EU funds 4. social entrepreneurship 5. public-private partnerships in service provision 6. examples of successful partnerships 7. ensuring service sustainability (e.g., crowdfunding and it partnerships for service digitalization) 8. cost evaluation and risk analysis 9. creating a self-sustainability model 10. current trends and needs <p>Unit 6: Developing an Action plan for service improvement</p> <ol style="list-style-type: none"> 1. Independent creation of a community service action plan (post-training)
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Metodology	<p>Unit 1: Basics of Community-Based Services (CBR - Community-Based Rehabilitation) Methodology: Interactive discussion, PowerPoint presentation, practical examples</p> <p>Unit 2: Rights of persons with disabilities and the role of the community Methodology: Interactive discussion, PowerPoint presentation, case study analysis, practical exercises</p> <p>Unit 3: Services available to persons with disabilities from the community Methodology: Case studies, interactive discussion, PowerPoint presentation, case study analysis, practical exercises</p> <p>Unit 4: Planning and managing community-based services Methodology: Group work, interactive discussion, PowerPoint presentation, case study analysis, practical exercises</p> <p>Unit 5: Sustainable financing and development of community-based services Methodology: Interactive discussion, PowerPoint presentation, case study analysis, practical exercises</p> <p>Unit 6: Developing an Action plan for service improvement Methodology: After completing the training, participants will independently create an action plan for a specific community-based service. If needed, a consultant may mentor them during the plan development process.</p>
Agenda	
Day 1	<p>09:00 – 09:15: Introduction to Training, Participant introductions, and expectations 09:15–10:30: Basics of Community-Based Services (CBR - Community-Based rehabilitation) 10:30 – 11:00: Break 11:00 – 12:30: Key principles and stakeholders in the CBR approach 12:30 – 13:30: Lunch Break 13:30 – 15:00: Rights of Persons with Disabilities and the Role of the Community 15:00 – 15:30: Break 15:30-16:30 Services Available to Persons with Disabilities from the Community</p>
Day 2	<p>09:00 – 09:15: Recap of the Previous Day and Q&A 09:15 – 10:30: Access to Services and Legal Protection 10:30 – 11:00: Break 11:00 – 12:30: Community Obligations and Inclusion 12:30 – 13:30: Lunch Break 13:30 – 14:30: Service Implementation and Evaluation 14:30 --15:00 Break 15:00--16:30 Sustainable Financing and Development of Community-Based Services 16:30: Final Remarks and Training Evaluation Departure</p>
Recommendations for trainers	<ul style="list-style-type: none"> • Minimum university degree in social sciences.

	<ul style="list-style-type: none"> • Practical knowledge and professional experience in community-based service development. • Excellent communication, facilitation, mentoring, and presentation skills. • Experience working with and understanding the needs of persons with disabilities and organizations serving them. • Previous experience as a trainer in the relevant field.
Comment	The proposed topics serve as a framework and should be adjusted based on participants' needs, prior knowledge, and skill levels. Participants should be equipped with tools to facilitate easier understanding and mastery of the topics covered.
General note	Participants will be contacted 2-3 months after the training for follow-up on the implementation of their community service improvement.

REALIZATION OF NON-FORMAL TRAININGS

APPLICATION FORM

The deadline for submitting the application is date 07/05/2025 at 15.00 hours

1.1.	Name of the legal entity (for legal entities only)	
1.2.	Name and surname of the trainers	
2.	Citizenship or country of registration	
3.1.	Mailing address	
3.2.	E-mail address	
3.3.	Contact phone number	
3.4.	Web page	
4.	Title of training you are applying for	(Write the name of the training you are applying to)
5.	Price of service per training (gross amount for two persons)	EURO
6.	Languages	(Please type language for training delivery: Albanian)
7.	Attachments	List of documents

Place and date of application:

Name and surname of the candidate / responsible person:

Application No.

(to be filled in by the project administration)