**Annex A**

**Terms of Reference and Scope of Services**

**The Social Inclusion and Poverty Reduction Unit – Program “Education to Employment”**

**Support to the Ministry of labor, employment, veteran and social affairs in testing methodology for development of occupational standards**

**Position:** Expert for the occupations in the Accommodation and food services Sector

**Duration:** 22nd June 2021– 31st December 2021

# Background

The accession to the EU is one of the key priorities of the Government of Serbia and at the same time the main driver of structural reforms. Negotiations for EU acquis chapter 19 – Social Policy and Employment – and relevant Action plan concluded that Serbia is moderately prepared in the area of social policy and employment. Some progress was made in further aligning the legislation with the acquis, mainly in the area of working conditions. In the coming period, Serbia should ensure adequate financial and institutional resources for employment and social policies to more systematically target the young, women and long-term unemployed, a priority indicator of the E2E in the second phase. The Social Inclusion and Poverty Reduction Unit (SIPRU), a part of the Prime Minister’s Office, will support this process of social dimension of EU accession and relevant youth employment policies.

In the previous period, the Instrument for Pre-Accession Assistance (IPA) funds were unsuitable for developing and testing ideas for policy reforms before the wider implementation. The Government of Serbia (GoS) has invited Switzerland to support the ESRP[[1]](#footnote-1) process within the E2E main phase, as the Swiss support to the GoS reforms so far has been assessed as the very influential in the social and economic field. As Switzerland also leads the Human Resources and Social Development (HRSD) Sector Working Group, in the frame of donor coordination, and within the already established strategic partnership with SIPRU, Switzerland is well positioned to influence positively youth employment policy framework through proposed interventions. The good reputation is further supported by the excellent results of the Swiss engagement in the education reform support.

The education system still fails to develop skills relevant for the Serbian labour market. This mismatch between skills supply and demand on the labour market affects mainly young persons and among them the young women that face a long transition from school to work and thus often become long-term unemployed or even inactive. The impact hypothesis of E2E is reflected in the strategic policymaking approach whereby improved employment policies and capacities of institutions are built up to promote a more efficient use of public resources in the field of employment and education.

The Project “From Education to Employment – E2E“ is part of the larger E2E program launched by the Swiss Agency for Development and Cooperation (SDC) in 2015 with the overall goal to increase decent youth employability in Serbia in a socially inclusive and sustainable way. E2E improves the position of youth on the Serbian labour market through modernization of youth employment policies and the development of young skilled labour demanded by the private sector.

The E2E program supports evidence-based approaches in the youth employment policies in Serbia. Under the lead of the SIPRU, it facilitates the policy dialogue between key national and local stakeholders. By including good practices from the main phase’ pilot regions, SIPRU advocates changes in the youth policy framework. The key line ministry in charge of the implementation of the youth employment and employability policies in Serbia relevant for implementation of the E2E is the Ministry of Labor, Employment, Veteran and Social Affairs (MoLEVSA) with the support of the Ministry of Education, Science and Technological Development (MoESTD). Line ministries were actively involved in the design and implementation of the main phase and the 2nd phase is continuation of the joint efforts for youth employment up to 2021.

# Introduction

The overall goal of the E2E programme is to increase decent youth employability in Serbia in a socially inclusive and sustainable way. The project has two outcomes:

* Outcome 1: Relevant national and local key stakeholders apply effective and evidence-based policies on youth employment and employability through increased performance capacities and diversified funding portfolio.
* Outcome 2: Young jobseekers are better able to position themselves on the labour market through employment promotion measures and non-formal training offers required by the private sector in selected regions of Serbia.

This specific Terms of Reference is related to achievement of Outcome 1 and support to the MoLEVSA in development of National Standard Classification of Occupations (NSCO), which is a process that has been going on for the last three years intensively and with the support of SIPRU through E2E and other donors (GIZ). The first step was adoption of the new Codebook of Occupations within Decision on a Uniform System of Codes to enter and encrypt data in the records in the field of labor (“Official Gazette of the RS”, no 56/18). As integral parts of the Decision, five new codebooks were adopted: Codebook of Occupations, Codebook of Qualification Levels, Codebook of Countries, Codebook of Municipalities in the Republic of Serbia and Codebook of Settlements in the Republic of Serbia. In July 2020, amendments to this decision prepared by the MoLEVSA were adopted by the GoS (“Official Gazette of the RS”, No. 101/20). These amendments introduced numerous changes in all five codebooks.

As a result of the E2E support to the process of establishing the NSCO, proposal for relevant institutional framework for NSCO under the Law on Employment and Unemployment Insurance, including responsibilities, maintenance and improvement of NSCO was developed. This analysis was prepared in September 2019 and resulted with concrete amendments to the Law on Employment and Unemployment Insurance.

From September 2020 onwards the E2E provides support for the updating and maintaining of the portal kodekssifara.minrzs.gov.rs, that MoLEVSA set up in 2019 with GIZ support, for the interactive communication with users of all five codebooks.

In 2020 (starting from May) and in early 2021 E2E Program supported the MoLEVSA in analyzing the methodologies for development of the Occupational Standards developed within the previous projects (SORS, IPA 2011), developing the proposal of the elements of occupational standard and in creating the new methodology which is to be used in process of developing the occupational standards. Prior to formal adoption of the mentioned methodology by the MOLEVSA it is necessary to test it in practice in order to check and if needed improve its applicability through some fine-tuning.

1. **Objective of the Assignment**

Objective of the assignment is to support the Ministry of Labor, Employment, Veteran and Social Affairs to carry out the research defined in draft methodology for development of occupational standards. Through testing the methodology in practice, relevant actors will become familiar with process, steps, challenges, risks, positive and negative side of the process defined in the methodology. Based on results of the testing of the methodology, MoLEVSA will be able to adjust/redefine the current methodology on development of occupational standards and adopt it accordingly. The draft methodology will be tested on 10 selected occupations based on E2E Program experience.

1. **Scope of Work and Tasks**

This expert is expected, but not be limited, to perform the following duties in line with draft methodology for development of occupational standards:

* Actively participate in the work of expert group responsible for the development of the occupational standards proposals for the selected occupations, in minimum:
* provide strategic view and future development of the occupation,
* participate in adjustment of the Occupation Questionnaire for each of selected occupations, particularly in the part of the defining/recognizing typical jobs in the occupation and knowledge, skills, abilities and attitudes specific to the occupation,
* participate in selection of employers/companies within whom the research will be conducted,
* participate in identification of managers and employees in the occupation at the employers/companies,
* provide support to the interviewers,
* prepare occupational standards proposals based on the conducted research and analysis of gathered data in cooperation with all the members of the expert group,
* report on conducted activities in regard to development of occupational standards proposals;
* Provide inputs for redrafting the draft methodology for development of occupational standards based on testing result, findings and lessons learned.

All listed tasks should be implemented in consultations with representatives of the MoLEVSA as leading institution and SIPRU and NIRAS-IP as implementing partners.

1. **Outputs/Deliverables**

Expert for the occupations in the Accommodation and food services Sector will be responsible for delivering the following outputs:

* Adjusted the Occupation Questionnaire for each of selected occupations in sector of activities;
* Proposal of occupational standards for selected occupations in sector of activities;
* Final report on tested draft methodology for development of occupational standards with clear set of recommendations for improving/adjusting the methodology.

1. **Qualifications**

The consultant shall have the following skills, experience and qualifications:

* At least 7, preferably 10 years of working experience in accommodation and food services sector
* University degree in relevant sector of activities will be considered as an advantage
* Affiliation to a professional association will be considered as an advantage
* Experience in cooperation with national and international stakeholders (civil society, private sector companies, social partners, etc.) will be considered as an advantage
* Excellent analytical skills
* Good communication skills
* Knowledge of the English language

1. **Reporting**

Employment policy expert is responsible for the tasks listed by this ToR to the E2E Public Policy Advisor/Team leader and SIPRU deputy manager.

Indicative deadlines for delivery of the assignment are presented here bellow:

* Draft the Occupation Questionnaire for each of the selected occupations by the 15th of August 2021
* Selection of companies by 30th August 2021
* Filling in the questionnaires within the selected companies by 30th September 2021
* Collection and processing of received data from companies by expert group by 10th October 2021
* Analysis of gathered data and finalization of occupational standards proposals based on conducted research by 15th November
* Administrative – technical check of final version of occupational standards by 30th November 2021
* Final report on all conducted activities with recommendations for adjustment/improvement of methodology on occupational standards by 15th December 2021

1. **Duration of the Assignment and Payment schedule**

Assignment will last in the period between June 22, 2021 – December 15, 2021. Payment method used for this assignment is output based method. Payment of the total contracted funds will be delivered in several tranches, as follows:

* First installment of 40% after development of the Occupation Questionnaire for each of the selected occupations
* Second installment of 40% after development of final version of occupational standards proposals based on the conducted research
* Third installment of 20% after submission of final report on all conducted activities on testing the occupational standards methodology with clear set of recommendations for its improvement

For delivery of envisaged assignment, a local expert will be hired with up to 20 days in total.

1. Employment and Social Reform Programme (Government of Serbia, May 2016) [↑](#footnote-ref-1)