

## TERMS OF REFERENCE FOR EXPERTS

Terms of reference for on-site activities and missions

**Action code and partner country:** *SOCIEUX 2021-26 MOLDOVA*

**Action title:** *Supporting integration of NEETs into labour market*

**Partner institution:** *National Agency for Employment (ANOFM) of Moldova*

**Activity number and title:**

**A. 1:** Sharing EU experience and identification of potential and weaknesses of ANOFM in the field of work with NEET population

**Date of implementation of activities:**

*Activity 1: 1/05/2022 – 30/06/2022 (dates of on-site mission TB)*

**Expert positions and responsibilities (by activity):**

Expert 1 (principal): Youth Employment, Employment Services; Policy & strategy (P&S)

Expert 2: Youth Employment, Employment Services; Service delivery, Human resources management & development

**Workload:**

Expert 1 (principal) : 23 days

Expert 2 : 24 days

**Call for experts' reference:** **21-26/MDA/1**

**Version - #:** 2  Draft

Final

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SOCIEUX+ is implemented by

Partnership led by

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## 1 BACKGROUND INFORMATION

### 1.1 Country overview

Moldova is a landlocked country in Eastern Europe, located between Romania and Ukraine. Its usual resident population is 2,6 million people (2020), excluding the population of breakaway Transnistria region (0,46 million). In addition, about 1,2 million citizens of Moldova permanently live abroad<sup>1</sup>. The population is mostly rural (58%), the largest cities are Chisinau (0,64 mln) and Balti (0,1 mln). The country is facing decrease and ageing of population, its fertility rate about 1,57. Still, people of 65 and over represent only 10% of the population, and children under 15 are 16% of the population. 26,8% of population live under poverty rate, and the human development index is 0.75 (ranking 90).

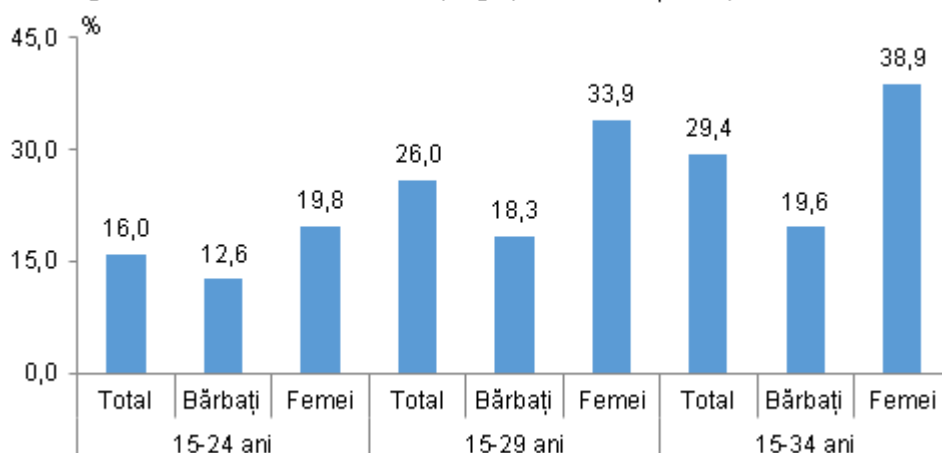
Moldova is a small upper-middle-income economy (4 560 USD GNI per capita). It is dominated by services sector, about 60%, and agriculture is an important source of export. Although the poorest country in Europe, it has made significant progress in reducing poverty and promoting inclusive growth since the early 2000s. The economy has expanded by an average of 5% annually, driven by consumption and fueled by remittances. The latter account for a quarter of GDP, among the highest shares in the world. The economy is volatile, and dependent on international trade, and external shocks. It was severely hit by the pandemics, with 7% GDP decline in GDP.

### 1.2 Sector situation

In the Republic of Moldova, the proportion of NEET young people who are not part of the employed population, are not in the formal education system and do not participate in any courses or other training outside the formal education system is high among the total number of young people aged 15-36 years, confirming the increased vulnerability and social exclusion of young people as a social group.

In the third quarter of 2021, NEETs accounted for 16.0% of young people aged 15-24, 26.0% of young people aged 15-29, and 29.4% of young people aged 15-34, respectively (SDG Indicator 8.6.1). In all these age groups, the indicator shows higher values for women than for men:

Figura 9. Ponderea tinerilor NEET pe grupe de vârstă și sexe, trimestrul III 2021



Percentage of NEETs by age group and by sex, 3rd trimester 2021

Similarly, the youth unemployment rate in the third quarter of 2021 is higher than the national average (2.5%). Among those aged 15 to 24, the unemployment rate was 7.0%, with a significant regional disparity (4.0% in urban areas and 9.0% in rural areas), and in the 15-29 age group,

<sup>1</sup> <https://www.un.org/development/desa/pd/content/international-migrant-stock>

the figure was 4.7% and registered a significant disparity by gender (6.1% for males and 2.5% for females).

Young people's access to the labour market is a current priority for the Republic of Moldova, given that there are still some difficulties related to young people's integration in the education system and the labour market. NEET young people are at greater risk of social exclusion because they do not develop their skills through education, training or work experience by getting a job.

In Law no. 105/2018 on promotion of employment and unemployment insurance, a new provision was introduced to identify NEETs - young people by private social service providers contracted by the National Employment Agency, respectively their integration in the labour market by providing services and employment opportunities.

Article 292. Identification of NEET - young people

(1) Providers of services for the identification of NEET - young people shall be private providers of social services accredited in accordance with the procedure established by the Government.

(2) The National Agency shall enter into contracts for NEET youth identification services with NEET youth identification service providers.

(3) The NEET youth identification procedure and quality standards for accreditation of NEET youth identification service providers shall be established by the Government.

### 1.3 Role of partner institution in the sector

The National Employment Agency (ANOFM) is an administrative body subordinate to the Ministry of Labour and Social Protection of the Republic of Moldova, mandated to ensure the implementation of employment promotion, labour migration and unemployment insurance policies.

The mission of ANPE is to increase job opportunities for jobseekers and support employers in finding skilled workers and creating new jobs.

The National Agency mandate includes the following areas

1. implementation of employment promotion policies;
2. migration of the labour force;
3. unemployment insurance.

Beneficiaries of NEA's services

- economic agents (enterprises) looking for employees;
- jobseekers;
- Moldovan citizens who leave to work abroad;
- foreign citizens seeking employment in the Republic of Moldova.

The National Employment Agency so far has no experience in identifying and cooperating with NEET young people and has not finalized the mechanism for putting the new provisions of Law 105/2018 into practice. A procedure for identifying NEET developed by the Ministry of Labour and Social Protection is in draft.

## 2 ACTION DESCRIPTION

### 2.1 Overall objective

Access to employment and social protection is expanded to poor and vulnerable groups

### 2.2 Specific objective (s) (purpose)

S. 1: To get substantial knowledge over EU experience of integration of young vulnerable population into labor market

S. 2: To reinforce the capacities of the NAE to provide efficient services for young NEETs

## 2.3 Expected results

- R. 1: Good practices of organization of work with NEETs from EU countries are shared
- R. 2: Tools for outreach and accompaniment of NEETs towards higher employability are developed
- R. 2: ANOFM counsellors have appropriated the tools

## 2.4 Final deliverables

- D. 1: Compendia of EU good practices (workshop materials); guide to auto-diagnostics; report on evaluation of resources and challenges of ANOFM with regards to working with young NEETs
- D. 2: Methodological guidelines and tools for outreach and accompaniment of young people neither in employment nor in education or training
- D. 3: Training materials
- D. 4: Observation report and recommendations for further use and improvement of tools and practices Operational guidelines over work with foster families (part I: selection, matching and accompaniment)

# 3 METHODOLOGY

## 3.1 General methodology (of the action)

The proposed action aims to support Moldova's partner institution, the National Employment Agency (ANOFM), in the development and implementation of a new specific topic - support and capacity building for young people excluded from employment and education (NEET) in the labour market.

After learning about the experience of EU countries in this field and comparing it with the experience accumulated in Moldova by the National Employment Agency, the ANOFM together with experts will conduct a (self) diagnostics to identify the context, internal resources and possible bottlenecks. This will then allow the development of practical tools for working with NEET youth and, afterwards, the reinforcement of capacities of the professionals working in the agency. The final activity of the action will evaluate first stage of practical implementation of the tools and refine the practice of the National Employment Agency in Moldova to accompany NEETs.

The technical assistance methodology will be detailed by the mobilized experts. Notwithstanding this experts' responsibility, the overall methodology shall be centred on the international standards and EU best practice in the field of employability and labour market inclusion of young people, especially those in vulnerable situations, not in employment, nor in education or training. The experts shall take into account the work that has been done so far by the ANOFM and other institutions involved in this sphere in Moldova as well as development partners.

As regards these first activity, it is foreseen on-site but this possibility may be reassessed depending on security context and travel restrictions.

## 3.2 Planned activities (work plan of the action)

The following activities are currently planned for the action:

- A. 1: Sharing EU experience and identification of potential and weaknesses of ANOFM in the field of work with NEET population
- A. 2: Developing methodological guidelines and tools for different stages of identifying and supporting NEET young people
- A. 3: Capacity building for ANOFM job counsellors to improve the support provided to young NEETs
- A. 4: In the field support of practical application of tools by job counsellors

The present terms of reference cover the services expected for activities of the above work plan:

- Activity 1.

### 3.3 Inclusion of cross-cutting issues

SOCIEUX+ recognises the importance to include cross-cutting issues in social protection, labour and employment policies and systems. The following cross-cutting issues are duly taken into account:

- Gender equality;
- Good governance;
- Human rights (including rights of children, people living with disabilities, vulnerable groups and minorities); and,
- Social and economic inclusion of vulnerable groups.

## 4 ACTIVITIES DESCRIPTION

### 4.1 Tasks

The first activity consists of a series of meetings and workshops with the management and staff of the ANOFM and the agency's partners. During the workshops, experts will share the experience of their countries (3-4 EU countries) in the area of employability enhancement of vulnerable young population:

- characteristics of this group of young people in the respective country
- the formulation of national and local policies to support vulnerable young people in the labour market
- types of organisations working with them
- the role of each organisation and characteristics of inter-agency coordination, including the relationship between PES and other service providers
- funding of work with NEET-youth (programme/project)
- specific policies, approaches and tools used at different stages of work with NEET-youth: identification of individuals, identification of their needs, orientation, training, coaching, support during the process of employment and after, etc. - their advantages and disadvantages, possibilities of adaptation to the Moldova context
- particular attention could be paid to young women, including those with family responsibilities and/or heads of households, rural youth, etc.

The activity should also assess the resources available (human, financial, organisational, legal, partnership) in ANOFM for the implementation of the work with NEET young people, as well as the challenges and risks. For this purpose, experts will prepare a (self) diagnostic checklist and conduct the necessary interviews and focus groups, based on the experience of their countries' public institutions. The ANOFM representatives can also make a presentation on their work, potentials and challenges. This will help to propose the most context-adapted tools and methodological recommendations in the following activities.

The team of experts will develop peer-to-peer methodology. The principal expert will lead the mission on site. He/she will be responsible for the production of the final deliverables of the activity. He/she will also be responsible for the preparation, coordination, implementation and reporting and/or coordination of the overall activity. A focal point from the National agency for employment will be appointed to closely work with the experts during the activity. This activity suggests that the experts should study local context, so an on-site mission is planned to ensure the efficiency of peer-to-peer cooperation.

#### Tasks:

Minimum tasks expected from the experts shall include:

- Ahead of the mission to get substantial knowledge of the local context; review any relevant background documents provided by the SOCIEUX+ Team and/or the Partner, including contact with focal points from European training foundation and EU4Youth initiative;
- Take part to the pre-mission briefing with SOCIEUX+ team (around 1 week before the start of the mission);
- Conduct preliminary contacts with the Partner in view of the preparation of the mission's methodology and agenda, to be transmitted ahead of the mission to the SOCIEUX+ team for approval;
- During the mission, to conduct consultations with the Partner's executives and staffs, as well as any other external actor that can support the positive deployment of the mission.
- To make themselves available for a meeting with the EU Delegation office in Chisinau;
- To present the outcomes of the mission to the partner in order to discuss and take into account comments on the contents of the deliverables before their finalization;
- At the end of the mission, timely submit to SOCIEUX+ of the final deliverables (10 working days after the mission), and be available to go through an eventual round of comments and adjustments in interaction with SOCIEUX+ and the Partner;
- To channel to SOCIEUX+ Communication officer any material that can be useful to inform the public about the activity (pictures, interviews, brief notes or articles).
- To employ the different templates and evaluation forms provided by the SOCIEUX+ team

## 4.2 Deliverables

### 4.2.1 Pre-mission deliverables (to be transmitted to SOCIEUX+ FMT at least three working days ahead of the activity):

- P1: A methodological note (max. 3 pages), detailing the working approach, tools and methods to employed, a risks analysis
- P2: A preliminary agenda (max. 2 pages), detailing the meetings and working sessions to be held

### 4.2.2 Final deliverables (to be transmitted to SOCIEUX+ FMT no later than ten days after the activity's completion):

- D1.1: Compendia of EU good practices (workshop materials);
- D1.2: Guide for auto-diagnostics;
- D1.3: Report on evaluation of resources and challenges of the ANOFM with regards to working with young NEETs
- ExMR: An individual Expert Mission Report in SOCIEUX+ format (template provided). This report is a confidential product intended solely for and use by SOCIEUX+. The expert team may also submit a single-joint ExMR report if they prefer to do so (see instructions on the template).
- ExF: An individual completed Expert Feedback Form completed online (see instructions and link on the ExMR template).
- AcR: A collective Activity Report in SOCIEUX+ format (template provided). This AcR is to be produced jointly by the mission team. It is intended for the Partner Institution, and will be shared, most probably, with key stakeholders of the action. The report will reflect the tasks conducted in during the activity. It shall provide a meaningful contribution towards the final deliverables of the action.

## 5 REPORTING AND SUBMISSION OF DELIVERABLES

### 5.1 Formats

*All deliverables and products of the activity* (notes, reports, presentations, etc) shall comply with the formats and templates provided by the SOCIEUX+ Team.

All deliverables are to be submitted in electronic in *electronic editable versions* [Microsoft Word 97-2003 [doc], PowerPoint 97-2003 [ppt] and Excel 97-2003 [xls]; or in equivalent OpenDocument format). Non-editable electronic document such as in Portable Document Format (PDF) shall not be accepted.

Templates for electronic presentations during the activity/mission are provided by the SOCIEUX+ Team. These templates are in Microsoft PowerPoint format and comply with the SOCIEUX+ Corporate Image standards. These templates are to be used as a sole format by all members of the expert mission team. They are to be used for all presentations by the experts during and for the activity/mission. The use by the experts of their own, or their organisation(s), templates or formats are not allowed unless otherwise instructed in written [by email] to the experts by the SOCIEUX+ Team.

All versions of deliverables or other products used or produced during activity/mission by the experts shall include the following disclaimer:

*"Disclaimer:*

*The responsibility of this publication sole lies with its authors. The European Union, the European Commission, the implementation partners of SOCIEUX+ and the SOCIEUX+ Staff are not responsible for any use that may be made of the information contained therein."*

Please refer to the expert information package for further guidance on communication and templates.

All deliverables are to be provided in English or Romanian or Russian.

## 5.2 Submission and approval

All deliverables versions (drafts, final or other) shall be submitted directly and only to SOCIEUX+ Team, unless otherwise instructed in written [by email] to the experts by the SOCIEUX+ Team.

### 5.2.1 Pre-mission deliverables

- Pre-mission deliverables shall be submitted no later than 3 working days before the start of activity.
- Pre-mission deliverables will be shared and reviewed by the SOCIEUX+ and the Partner Institution. Feedback on the deliverables should be provided to the Principal Expert at latest 2 days before the start of activity or departure of the mission of the experts, whichever is the earliest. Comments and recommendation of this feedback shall be taken into account for the implementation of the activity/mission by the experts. Only the mission agenda shall be resubmitted with revision if requested by the SOCIEUX+ Team.

### 5.2.2 Final deliverables

- The first draft versions of the final deliverables are to be submitted no later than 10 working days upon completion of the activity or return of the experts.
- Feedback to the first draft version of the report should be provided 10 working days after its submission.
- Inclusion of the feedback on drafts versions is expected 5 working days upon reception of the comments by the principal expert. (In general, no more than one round of feedback and revision is required, unless the quality of the deliverables is considered unsatisfactory by the SOCIEUX+ Team or/and the Partner Institution.)
- Final versions of the deliverables should be approved or rejected no later than 10 working days upon their submission to the SOCIEUX+ Team.
- Final payments and reimbursement of travel costs to experts can only be authorised upon approval of the final version of the deliverables by SOCIEUX+.

## 6 REQUIRED EXPERTISE

### 6.1 Expertise profile

**Principal expert (Expert 1):**

**Area(s) of expertise:** Youth Employment; Employment Services

**Specific skill(s) of expertise:** Policy & strategy (P&S)

**Requirements (essential/required):**

- Education: university level (Masters or PhD relating to the subject are considered a plus);
- At least 15 years of relevant professional experience within EU public administrations, academia, or NGOs;
- Relevant experience in developing/implementing/reviewing policies in the area of employability of young population;
- Good understanding of particularities related to young people neither in employment nor in education or training (NEET);
- Good knowledge of EU policies and institutions intervening in the area of employability of young NEETs;
- Acute sense of diplomacy and institutional relations.

**Additional assets (advantageous in selection):**

- A previous experience in delivering short-term technical assistance in international cooperation;
- A previous professional experience in Eastern Europe;
- Fluency in English, written and oral; working level of Russian language;
- Computer fluency (Zoom, PowerPoint etc.) and good presentation skills.
- Ability to work in intercultural context.

**Expert 2:**

**Area(s) of expertise:** Youth Employment; Employment Services

**Specific skill(s) of expertise:** 3.6. Service delivery, 3.3. Human resources management & development

**Requirements (essential/required):**

- Education: university level (Masters or PhD relating to the subject are considered a plus);
- At least 10 years of relevant professional experience within EU public administrations, academia, or NGOs;
- Relevant experience in developing/implementing/reviewing policies in the area of employability of young population;
- Good understanding of particularities related to young people neither in employment nor in education or training (NEET) in terms on services for their social and labor market integration;
- Acute sense of diplomacy and institutional relations.

**Additional assets (advantageous in selection):**

- A previous experience in delivering short-term technical assistance in international cooperation;
- A previous professional experience in Eastern Europe;
- Fluency in English, written and oral; working level of Russian language.
- Computer fluency (Zoom, PowerPoint etc.) and good presentation skills.

**6.2 Estimated workload**

## Activity 1

	<b>Preparation</b>	<b>On-site work</b>	<b>Travel</b>	<b>Backstopping</b>	<b>Reporting &amp; deliverables</b>	<b>Total</b>
Principal expert (#1)	4	10	2	3	5	24
Expert (#2)	4	10	2	3	5	23
<b>Total</b>	<b>8</b>	<b>20</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>47</b>

**7 APPLICATIONS**



## 7.1 Call for experts

All calls for experts for SOCIEUX+ activities are published online on the SOCIEUX+ website. Interested experts should submit their application on the SOCIEUX+ on-line expert database: <https://pmt.socieux.eu> (currently only available in English). The application process is:

1. If they have not already, experts create their SOCIEUX+ account by clicking on "Create an account" using an email address.
2. Login details for their account will be sent to experts by email, experts should create and submit their profile for review by<sup>2</sup>:
  - a. Providing contact details
  - b. Providing information on the competences, skills and working history of the expert. Experts are required to provide only limited information through fields marked with an asterisk. However, *experts are encouraged to complete in most detail de sections on skills and competences as the SOCIEUX+ Team also regularly reviews profiles in the roster to identify and contact potential experts for future missions.*
  - c. Uploading of a curriculum vitae, preferably in Europass format<sup>3</sup>.
3. Once their profile is approved by the SOCIEUX+ Team, they can apply to any available calls for experts accessible under the tab "Call for experts" and click on "Apply."

If more information is needed, please contact SOCIEUX+ by email at [experts@socieux.eu](mailto:experts@socieux.eu) with the reference number of the application.

Collaborative or interested institutions wishing to make expertise available for a specific call for application may directly contact the team of SOCIEUX+ at [experts@socieux.eu](mailto:experts@socieux.eu).

## 7.2 Selection of experts

In principle, SOCIEUX+ mobilises experts from the public administrations and mandated bodies of EU member states, and practitioners working for social partners, including:

- Practitioners, civil servants and employees from publicly mandated bodies;
- Collaborators and employees of social partner institutions, such as trade unions and employer associations; and,
- Academic and research institutions.

Active public experts from collaborative institutions are given priority in the selection. Private consultants may also apply. Their application will be considered in case an appropriate public expert cannot be identified.

Only short-listed applicants may be contacted. The selection process may include interviews by phone or other communication means.

Interested candidates may download the **Guide for Experts and Collaborative Institutions** with detailed information on contracting with SOCIEUX+ at [www.socieux.eu](http://www.socieux.eu)

## 7.3 Contracting of public experts

Public experts can be in active duty or retired. Retired employees from international specialised agencies or cooperation agencies can also be mobilised, without regard to their former employer's collaborating with SOCIEUX+ on a specific action. Retired experts are considered as public experts for all purposes, benefits, and financial compensation provided by SOCIEUX+.

Short-listed candidates may be required to provide the contact of employer or proof of their ability to be directly contracted under their status as civil servant or public employee.

## 7.4 Financial compensations

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<sup>2</sup>SOCIEUX+ expert database and other management tools comply with the General Data Protection Regulation (GDPR) -Regulation (EU) 2016/679.

<sup>3</sup>Europass templates for CVs are available here: <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>

Contract officials or active-duty or retired employees are entitled to standard fixed allowances of 350 euros per working day worked. The fees of private consultants are negotiated according to their number of years of relevant expertise and the standard scale of SOCIEUX+.

Retired experts are assimilated to public employees for all intents and purposes, benefits and financial compensation provided by SOCIEUX+.

National regulations on remuneration and compensation of public employees and civil servants applies and may limit the payment of allowances by SOCIEUX+. The responsibility for compliance and verification lies with individual experts and their institutions of origin. The payment of income or other taxes is the sole responsibility of the mobilised experts and/or their organisations.

## 7.5 Travel costs

All travel expenses for the mobilised experts (public, private or international institutions) are covered by SOCIEUX in accordance with the **Guide for Experts and Collaborative institutions** with detailed information on contracting with SOCIEUX+ (version as on date of signature of the contract).

## 8 COMMUNICATION & VISIBILITY

SOCIEUX + can use its communication channels, such as the web, newsletter and other media, to share information about the implementation and results of the activities. For this, contributions of the experts mobilised are expected. The experts may be requested to provide such contributions in the field of communication as photographs, provide short texts, and interviews.

Short briefings, before and after the mission, with the Communication Officer of SOCIEUX+. These briefings will provide the opportunity to identify communication opportunities and strategies.

For specific activities, visibility products, such as brochures, USB sticks, notebooks and pens, can be made available to experts for on-site distribution.

## 9 CODE OF CONDUCT

The experts mobilised by SOCIEUX+ will provide technical assistance from the preparatory stages of each activity to the delivery of products. The SOCIEUX+ Team will assist experts to fulfil their assignments by supporting and advising on the preparation of background materials before meetings. The SOCIEUX+ team will collect feedback from partner institutions and relevant stakeholders to ensure that mission reports and recommendations are delivered to national authorities, the EU Delegations in the partner countries and EuropeAid.

The experts mobilised are not representing SOCIEUX+ or the EU. Technical opinions and recommendations expressed are their own. They shall not express negative opinions on the implementation of actions supported by SOCIEUX+ to third-parties. Nevertheless, they shall be aware of SOCIEUX+'s objectives and functioning, and promote its services at the best of their knowledge, whenever possible and feasible.

The experts shall perform their duties in the Partner Country in a way that is fully compliant with and respectful of the local institutions, policies and cultural behaviours. They shall particularly adopt a culturally-sensitive behaviour in their way to deal with the local counterparts.

## 10 OTHER CONSIDERATIONS

## 11 ANNEXES

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## ABOUT SOCIEUX+

The European Union (EU) promotes and maintains dialogue on social protection and inclusive employment policies with an increasing number of partner countries. This effort has been confirmed by the European Commission (EC) Communication COM (2016) 740 final - "Proposal for a new European Consensus on Development, entitled *Our world, our dignity, our future*. A significant number of cooperation initiatives in these fields are funded by geographic or thematic instruments of the EU in different countries. Those initiatives are highly structured and address the medium- to long-term needs of partner countries. However, short-term measures and peer-to-peer cooperation to promote the development of social protection systems are needed to complement the EU's cooperation with third countries. SOCIEUX+ - EU Expert Facility on Employment, Labour and Social Protection responds to this need.

The SOCIEUX+ facility was setup by the EU through co-funding from France, Spain and Belgium and the resources managed by the European Commission's Directorate for Development and Cooperation (EuropeAid). The facility is implemented by a partnership composed of development cooperation agencies from Member States: Expertise France (the partnership lead), Fundación Internacional y para Iberoamérica de Administración y Políticas Públicas (FIIAPP) from Spain, Belgian International Cooperation on Social Protection (BELINCOSOC), and the Belgian Development Agency (Enabel).

The general objective of the Facility is to expand and improve access to better employment opportunities and inclusive social protection systems in partner countries. Its specific objective is to enhance the capacities of partner countries to better design, manage and monitor inclusive, effective, and sustainable employment strategies and social protection systems through short-term, peer-to-peer technical assistance and knowledge development.

SOCIEUX+ recognises the impact of social protection and employment in reducing poverty and vulnerability. It supports the efforts of partner governments in promoting inclusive and sustainable social protection and employment systems. SOCIEUX+ also complements the efforts made through other European Union initiatives.

The Facility is an expansion of SOCIEUX Social Protection EU Expertise in Development Cooperation, established in 2013.

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