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EU Expertise on Social Protection,
Labour and Employment

Terms of Reference for Experts

Terms of reference for onsite
training missions or e-learning activities

SOCIEUX 2024-21
Albania



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Terms of reference for onsite training missions or E-learning activities

Action code and partner country: SOCIEUX+ 2024-21 ALBANIA

Action title: Enhance UTUA's capacity to effectively participate in social dialogue processes

Partner institution: Union of Trade Unions of Albania

Activity number and title:

- Activity 3: Training on communication and advocacy for union members

Tentative dates of implementation and location:

- 11 August until 5 September 2025 at distance preparation
- 8-12 September 2025 on site activity in Tirana
- 26 September 2025 deadline for delivery of reports

Expert positions and responsibilities (by activity):

- Activity 3 : Expert 1 (principal) – Social dialogue, trade unions, education and training, Organisational structures, roles and arrangements, needs assessment & curricula
- Activity 3 : Expert 2 – Social dialogue, trade unions, human resource management & development, Human resources management & development, needs assessment & curricula

Workload:

Activity 3 - Expert 1 : Total 10 days (5 days at distance; and 5 days onsite)

Activity 3 - Expert 2 : Total 10 days (5 days at distance; and 5 days onsite)

Call for experts' reference: 24-21/ALB/3

Date: 28-04-2025

1. Background information

1.1. Country Overview

Albania, a Southeastern European country with a population of approximately 2.4 million, is a parliamentary democracy and NATO member aspiring to join the European Union. Albania's accession to the EU is an ongoing process. The country applied for membership in 2009 and was granted candidate status in 2014. Accession negotiations officially began in July 2022, marking a significant step forward. In regards specifically to our subject matter, Chapter 19 of the acquis: "Albania is moderately prepared on social policy and employment and made good progress during the reporting period, increasing the quality and effectiveness of labour market institutions and improving access to jobs. In line with last report's recommendations, the new 2023-2030 national employment and skills strategy was adopted. It focuses on the quality of jobs, skills development and better matching of demand with supply in the labour market. The national implementation plan for the Youth Guarantee scheme was approved, as an annex to the 2023-2030 national strategy. Efforts should continue on strengthening the social protection system, alongside the labour market measures". The Progress Report of 2023 recommends Albania to adopt the new 2023-2030 Strategy for occupational health and safety, begin piloting the Youth Guarantee, increase budget allocation, implementation and monitoring of the social fund, strengthen the capacity of local government, and revise the procurement procedures for social care services.

More specifically, on social dialogue, in May 2022 the Council of Ministers approved the Decision 'On the determination of employers' organisations and trade union organisations in the National Labour Council', and in July 2022 the Ministry of Finance and Economics issued an order 'On the appointment of members and candidates of the National Labour Council, and representatives of employers' and employees' organisations. Progress was made on strengthening the capacity of the newly assigned staff of the National Labour Council's secretariat. However, the specialised commissions of the National Labour Council are yet to become operational. Efforts were made to enhance the tripartite collaboration between the State Labour and Social Services Inspectorate, trade unions and business organisations.

Its political landscape is characterized by a multi-party system, with ongoing efforts to strengthen governance, reduce corruption, and enhance judicial independence—a core requirement for EU accession. Recent reforms have focused on rule of law and anti-corruption measures.

Economically, Albania has transitioned from a centralized economy to an open-market system since the early 1990s. Agriculture, tourism, and energy are key sectors, with notable growth in renewable energy production. However, the country faces challenges like high unemployment, youth emigration, and regional disparities. GDP per capita stands at around \$8,300 in 2024.

Albania's HDI value for 2022 is 0,789— which put the country in the High human development category—positioning it at 74 out of 193 countries and territories, reflecting improvements in education, health, and living standards. Education reforms aim to enhance quality and accessibility, while healthcare systems are under pressure from limited resources and infrastructure gaps.

The country actively aligns with the UN Sustainable Development Goals (SDGs), prioritizing poverty reduction, quality education, gender equality, and climate action. Progress includes increased access to education and improved maternal and child health indicators. However, issues such as environmental degradation, economic inequality, and rural poverty persist.

Demographically, Albania's population is predominantly Albanian (98%), with small Greek, Roma, and other minority groups. Emigration significantly impacts its socio-economic fabric, with a large diaspora in Europe and North America contributing remittances.

Internationally, Albania plays a stabilizing role in the Western Balkans, advocating for regional cooperation. Its aspirations for EU integration and adherence to SDGs position it as a developing nation striving for sustainable growth amidst socio-economic challenges.

1.2. Sector Situation

Albania's social dialogue mechanisms have evolved significantly since the transition from a centralized to a market economy in the early 1990s. Initial reforms focused on labour law development and the establishment of social dialogue institutions, yet these efforts faced setbacks due to political instability and economic challenges.

The key institutional framework of social dialogue in Albania is as follows: the National Labour Council (NLC) which is the primary tripartite institution for social dialogue, involving the government, employers' organizations, and trade unions. Trade Unions and Employers' Organizations play a critical role, but their capacity and participation are limited due to weak structures and low membership.

There are structural weaknesses and representation issues that hinder the effectiveness of social dialogue. Trade Unions and Employers' organizations suffer from limited resources and expertise, which impedes their effective participation. Trade Union density is low, with many workers – especially in the informal sector – lacking proper representation. On the other hand, employers' organizations are fragmented and often lack a unified voice.

The ILO has been present in the country since 2002 and provides assistance through the new Decent Work Country Programmes 2023 to 2026. The current support of the ILO is on 1) effective protection at work, 2) inclusive and productive employment, and 3) improved social dialogue.

There are 83 TUs established and operating in Albania. About 90% of membership is embraced by the two main trade union confederations at the national level: the Confederation of Trade Unions of Albania (KSSH) and the Union of Independent Trade Unions of Albania¹. Both confederations are members of the ITUC (International Trade Union Confederation) and observers of the ETUC (European Trade Union Confederation).

1.3. Role of Partner Institution in the Sector

The Union of Trade Unions of Albania (UTUA), formed in 2022, is a national federal trade union organization created on the voluntary union of employees and unions from different sectors of the economy. Currently part of the Union are 6 Unions:

1. National Union of Telephone Operators (SKOT)
2. Union of Administration and Public Services (SASHP)
3. Hydrocarbon Sector Union (SSH)
4. Police Services Union of Albania (SSHPSH)
5. The Union of Health Services Employees (SPSHSH)

¹ Fatjon Dragoshi, Aleka Pappa, Long Road to Social Dialogue in Albania, Turning challenges into opportunities, Friedrich Ebert Stiftung, 2015.

6. Union of Workers in the Garment and Footwear Industry (SPIVPK)

UTUA was created as the need of employees for more rights at work, to strengthen solidarity between them and to represent the voice and interests of employees in relation to employers and Institutions in a unified way.

The Union aims to be the voice of the interests of the employees and in dialogue with all other actors of the world of work, to guarantee decent work for all Albanian employees.

UTUA is relatively marginalized compared to the other two main Confederations of Unions, who dominate social dialogue in the country. UTUA's most urgent need is to strengthen its union members and regional coordinators capacity in vouching for employees rights at work.

SOCIEUX+ main motivation behind supporting UTUA is to allow a new union to be part of social dialogue in Albania, therefore increasing its representativeness and transparency.

The Union's main activities include:

- Supporting and assisting trade unions and/or employee groups through collective bargaining.
- Support and organization of employees, awareness campaigns, rallies, strikes, protests, demonstrations and any other civic engagement
- Advising and assisting employees to address any concerns related to non-compliance with Albanian labor legislation, such as: non-granting of permits, wages, social and health insurance in accordance with the law or employment contract, non-compliance with health insurance and safety at work, conflicts and abuses in the workplace, unfair and unmotivated dismissals, etc.
- Information, education and awareness activities designed to meet the needs of employees and Albanian society in general through dialogue, negotiations, union action, etc.
- Undertaking surveys in enterprises / branches of activity / sectors of the economy and selected categories of employees to understand the level of respect for workers' rights and the applicability of social protection schemes at work.

Action Description

1.4. Overall Objective

Institutional capacities of employment, labour and social protection institutions are strengthened and reinforced.

1.5. Specific Objective(s) (Purpose)

- S. 1: to equip UTUA and its members with skills and tools to represent workers effectively
- S. 2: to enable UTUA and its members to articulate workers needs in negotiations with employers and the government

1.6. Expected Results

- R. 1: Training needs of Union members and regional coordinators of UTUA are identified.
- R. 2: Trainings on collective bargaining, negotiation with employers, advocacy is delivered to UTUA members and regional coordinators.

1.7. Final Deliverables

- D. 1: Training needs assessment of UTUA union members and regional coordinators
- D. 2: Training plan to be implemented in the following activities
- D. 3: Training materials used during the capacity building activities

2. Methodology

2.1. General Methodology (of the Action)

Prior to on-site activities, the mobilized experts will familiarize themselves with the trade unions in Albania, status of the social dialogue in the country and the partner institution organisation and actions. The Action Manager (AM) will provide experts with background documentation to assist them in their research.

The first activity is dedicated to a training needs assessment of UTUA's union members and regional coordinators focusing on general union knowledge (collective bargaining, member rights and responsibilities, grievance procedures, workplace rights and laws) and specific skills and knowledge (communication, problem-solving, leadership, technological...). In activity 1, experts have identified the target audience, selected data collection methods (surveys, questionnaires, interviews, observations), collected and analysed the data, and developed training recommendations. The specific areas of training to be performed in activity 2 derive from the outcome of the analysis resulting from activity 1 and the common understanding to be reached by experts with the PI during the preparation phase.

Experts will choose their methodology for preparing and delivering the training. An instructor led training will be privileged to allow for direct instruction, face to face interaction, hands on activities. This will allow for immediate feedback, facilitate peer-to-peer interaction, and allow for experts to quickly identify areas where participants are struggling and provide immediate support.

The target audience will be the Union of Unions of Albania's regional coordinators and members. The purpose of these trainings is also to train the trainers for newcomers, whether new union members or new regional coordinators.

SOCIEUX+ will commission translation/interpretation English - Albanian.

2.2. Planned Activities (Work Plan of the Action)

The following activities are currently planned for the action:

- Activity 1 – Training needs assessment of UTUA union members and regional coordinators
- Activity 2 – Training on representation: collective bargaining, negotiation techniques
- Activity 3 – Training on communication and advocacy for union members

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

- Activity 3

2.3. Inclusion of cross-cutting issues

SOCIEUX+ recognises the importance of including 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.
- Environmental sustainability.
- Human rights (including rights of children, people living with disabilities, vulnerable groups and minorities).
- Social and economic inclusion of vulnerable groups.
- Inequality.

3. Activities description

3.1. Training format

The training activity will be implemented on site and remotely.

This training will be delivered in Tirana, the week of the 8-12 September 2025, in the Center for Labour Rights offices, or alternatively another location. Experts will choose their methodology for preparing and delivering the training. An instructor led training will be privileged to allow for direct instruction, face to face interaction, hands on activities. This will allow for immediate feedback, facilitate peer-to-peer interaction, and allow for experts to quickly identify areas where participants are struggling and provide immediate support. Experts will have at their disposal the SOCIEUX+ e-learning platform, which will be used as a complement to the on-site training. It will not be the experts' responsibility to upload content, however, they will be asked to provide content (online resources, reports, videos etc.).

3.2. Learning objectives

Topics to be addressed as per training assessment conducted previously (activity 1), it is likely not all topics listed below will be addressed due to timing, experts will choose with the partner the most pertinent.

Organisational matters

The following main clusters of topics and questions should be discussed during the trainings:

Recruitment of members:

- How to attract union members?
- Recruitment of members: awareness campaigns, obstacles in recruitment
- Collecting and protecting disaggregated information on members
- Motivation techniques which can be applied regarding union members
- Building trust towards trade union members
-

Protection from employers:

- Protection of trade union members and officials from employers' retaliation

Cooperation and conflict resolution:

- Cooperation between trade unions within a workplace, region or sector – effective and quick exchange of information
- Conflict resolution techniques

Internal organisational matters:

- Democratic principles and internal democracy of trade union work
- Best practices on how to become successful in case trade union/federation has to deal with many members
- Various methods how to address and organise outsourced workers?
- How to strengthen regional structures of trade unions?
- How to attract funds? How to apply EU projects?
- Albanian and international best practices

Membership issues:

- How to deal with registration, proof of membership and number of union members?

- How to collect membership fees directly from members?
- What obligations a member has towards the trade union/trade union federation?

Communication

The following main clusters of topics and questions should be discussed during the trainings:

Communication with union members:

- Communication with union members on how to solve conflicts
- How to communicate solid arguments why the trade union is important for employees?
- Communication techniques: media, digital technologies, such as emails, information corner, social media, whatsapp groups

Communication with employers:

- How to persuade employers to contribute to the functioning of the trade union?
- Communication techniques during collective bargaining reflecting the size, nationality of the employer etc.
- Effective expression of proposals in collective bargaining
- Ability to reach compromise in collective bargaining
- Various ways of communication with employer during crisis such as strike, protest or conflict
- Clearly and effectively communicate which are the most important employee rights, make a list of these rights: e.g. scheduling and extra pay for weekly rest days, minimum annual leave days, pay, extra pay for overtime, minimum wage, abuse of false part-time work, night work, evidence of working time, lack of paid equipment/reimbursement of costs, no paid annual leave, lack of information on working conditions (written statement), race discrimination issues, health discrimination issues, work accident compensation, paid sick leave, wage increase, wage elements, recourse to remedies (labour inspection, court)

External communication:

- How to lobby/lead negotiations with government/municipalities for non-privatisation of public services?
- Effective means of communication to improve the public image of trade union activities
- How to establish relationship with the media and effectively communicate with journalists to promote trade union messages and support union causes

Advice and representation in employment matters

The following main clusters of topics and questions should be discussed during the trainings:

Legal representation of employees:

- Representation of employees in individual and collective labour law disputes
- How to persuade employees to give union mandate to court representation?

Advice for employees:

- Legal advice methods for employees
- Information on pre-trial dispute resolution in Offices of Mediation and Reconciliation
- Information on free union advice services
- How to tackle limited capacities?
- How to increase efficiency of legal advice services?
- Digital tools of on-line advice services
- Effective communication techniques within the trade union federation

3.3. General methodology

The training activity can be implemented a) on-site or b) remotely (refer to §4.1). In the latter case, the training will be delivered using the SOCIEUX+ E-Learning Platform (<https://elearning.socieux.eu>); the same Platform can also be used, if so decided, in on-site training.

In the preparation phase, Experts will develop the training modules relevant to the learning objectives, as well as the corresponding training materials and tools, and define the specific target audience in collaboration with the Partner Institution (PI). It is recommended that a pre-assessment of the skills, knowledge and learning needs of the audience is made during the preparation phase, through structured interviews of key individuals at the PI or surveying of selected members of the audience.

The findings and training proposals emerging from the preparation phase shall be developed into the 'Training Methodology' (TMT), a template for individual capacity building activities design provided by SOCIEUX+. Experts will indicate the key characteristics of the training (learning objectives, audience, agenda, roles of trainers, etc.) and fill the training Matrix in which the appropriate modules format and tools and the associated materials shall be specified. Experts will also set up means for the verification of learning progress (e.g. intermediate/final assessment).

The PI will work together with Experts supporting the preparation and implementation of the activity. One, or more, resource person(s) shall be appointed by the PI to support experts in the material and technical organisation of the trainings. The organisation of the logistics necessary for the activity and ensuring attendance is of the responsibility of the PI; in particular, the PI will have the responsibility to invite participants to the training's venue and to ensure attendance. In case of remote training, logistic support encompasses the provision of connectivity for participants to be able to join the E-Learning Platform; in parallel, SOCIEUX+ Team will support participants to enrol and have access to the Platform.

At the end of the trainings, upon assessment, participants may be awarded an attendance certificate. Certification of participation will only be provided for trainings whereby final-scored assessments of and feedback questionnaires (PAF) by participants have been collected.

3.4. Main tasks of the expert team

3.4.1. Preparation

1. Ahead of the on-site mission, get substantial knowledge of the local context; review relevant background documents provided by SOCIEUX+ and the PI;
2. Develop learning sub-objectives and define the specific target audience with the PI, and co-develop the mission's methodology and agenda, to be validated by SOCIEUX+;
3. Prepare the training and the assessment materials using SOCIEUX+ templates; this includes relevant materials to be uploaded and organized in the E-Learning Platform by SOCIEUX+ Course creator during the week preceding the training;
4. When the E-Learning Platform is used, and in view to allow time to Course creation, submit the Training Methodological Note (TMT) and the required training and the assessment materials to SOCIEUX+ team 6 working days before the start of the training;
5. Take part in a pre-mission briefing with SOCIEUX+ team before the mission; when the E-Learning Platform is used, a briefing with the Course creator can be organized during the week preceding the training in view of familiarizing with the format and functionality of the E-Learning Platform.

3.4.2. Implementation

1. Deliver the training sessions and the (pre/)post-training assessment(s), according to the approved Training Methodological Note (TMT);
2. Provide feedback to participants on assessments and key messages to take home;
3. At the end of the training, plan a short final session for participants to complete the feedback questionnaire for participants (PAF) online;
4. Be available to participate in a briefing with the EU Delegation in the Partner Country.

4.4.3. Reporting

1. Submit to SOCIEUX+ all the final deliverables (within 10 working days after the activity); an additional round of adjustments may be conducted in interaction with SOCIEUX+ and the Partner;
2. When the E-Learning Platform is used, make sure that the training materials' final versions are stored in the E-Learning Platform;
3. Provide visibility and knowledge development materials to SOCIEUX+ as relevant. Any materials must be taken/used with the consent of participants.
4. Participating in a debriefing with SOCIEUX+ team.

3.5. Deliverables

3.5.1. Pre-mission Deliverables

- P1: A Training Methodological Note (TMT), detailing the learning objectives, audience, working approach, tools and methods to employ, a risks analysis, etc. (template provided). All training materials are annexed and stored according to instructions.

3.5.2. Final Deliverables

- D1: An individual Expert Mission Report (ExMR) (template provided). It is a confidential product intended solely for SOCIEUX+. The expert team may also submit a single-joint ExMR report.
- D2: An individual Expert Feedback Form (ExF) completed online (see instructions and link on the ExMR template).
- D3: A collective Activity Report (AcR) (template provided). This AcR is to be produced jointly by the mission team. It is intended for the PI, and will be shared, most probably, with key stakeholders of the action. The report will reflect the tasks conducted during the activity. Annex to AcR: All training materials, including assessments and tools developed during the training sessions. Their final versions have to be stored in the SOCIEUX+ E-Learning Platform, if the latter is used.

3.5.3. Deliverables expected from Regional or Non-EU Expert (if relevant)

In case triangular cooperation is part of the activity, the regional or non-EU expert shall elaborate distinct deliverables, namely:

- Contribute to Expert Mission Report (ExMR; dedicated section on the sharing on international and regional experiences). Additionally, an individual completed Expert Feedback Form (ExF) shall be completed online (see instructions and link on the ExMR template).
- A technical report compiling the regional models and practices showcased during the activity.

4. Reporting and submission of deliverables

4.1. 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 editable versions (Microsoft Word 97-2003 [doc], PowerPoint 97-2003 [ppt] and Excel 97-2003 [xls]; or equivalent OpenDocument format). Non-editable electronic documents, such Portable Document Format (PDF), will 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 is not allowed unless otherwise instructed in writing [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 lies solely with its authors. Neither the European Union, the European Commission, the implementation partners of SOCIEUX+, nor the SOCIEUX+ Staff are 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 must be provided in English, or in the language of the Partner Institution.

4.2. Submission and approval

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

4.2.1. Pre-mission deliverables

- Pre-mission deliverables shall be first agreed upon with the Partner Institution and then submitted to the SOCIEUX+ Team no later than six working days before the departure on mission of the Experts Team.
- The validated TMT and supporting materials will be transferred to the creator of the SOCIEUX+ course who will be responsible for uploading and organizing the training materials on the SOCIEUX+ Online Learning Platform during the week prior to the training, in liaison with the experts.
- Pre-mission deliverables will be shared with and reviewed by SOCIEUX+. Feedback on the deliverables should be provided to the FFM Team no later than three working days before the departure on the mission of the experts. Comments and recommendations from this feedback shall be taken into account for the implementation of the activity/mission by the experts. An updated version of the MeN, integrating the SOCIEUX+ Team's feedbacks and recommendations shall be resubmitted by the Experts Team at the earliest possible occurrence.

4.2.2. Final deliverables

- The first draft versions of the final deliverables must be submitted by the Experts Team to the SOCIEUX+ Team no later than ten working days after the completion of the Experts Team's mission.
- Feedback from the SOCIEUX+ Team on the first draft version of the report should be provided within five working days of its submission.
- The Experts Team is expected to incorporate this feedback into the draft versions within five working days of receiving the comments.
- The second draft version of the deliverables shall be submitted by the SOCIEUX+ Team to the PI for review and approval. The PI must approve or provide comments and/or requests for amendments within five working days of receipt.
- If comments and/or requests for amendments are received, the Experts Team will have an additional five working days to finalize the deliverables. Generally, only one round of feedback and revision is permitted.
- Final payments and reimbursement of travel costs to experts can only be authorised upon approval of the final version of the deliverables by the PI and SOCIEUX+.

5. Required expertise

5.1. Expertise profile

Principal expert (Expert #1):

Area(s) of expertise: **Social dialogue, trade unions, education and training**

Specific skill(s) and competency(ies) of expertise:

Organisational structures, roles and arrangements, needs assessment & curricula

Requirements (essential/required):

a) The education type and level required:

"Master's" degree (or equivalent advanced academic degree or diploma requiring 4 years of formal education) in the areas of expertise (see above), or another directly related discipline. In its absence, the master's degree can be replaced by a combination of academic degree(s) with relevant years of work/professional experience combining the area of expertise and specific skills requested:

- An intermediate academic degree (“Bachelor”, equivalent degree or diploma requiring three (3) years of formal education) with an additional three (3) years of working/professional experience; or,
- A first-level academic degree (“License”, equivalent degree or diploma requiring two (2) years of formal education) with an additional five (5) years of working/professional experience.

The additional work experience used in calculating academic equivalence shall not count towards the minimum general professional experience.

- b)** The number of years of relevant work/professional experience combining the area(s) of expertise and demonstrated specific skill(s) & competence(s): **15**
- c) Required language knowledge: **English**
N.B.: Translation and interpretation services may be commissioned by SOCIEUX+.
- d) Other essential qualification(s):
- e) Substantial knowledge of legislative and administrative mechanisms related to the labour and social dialogue;
- f) Experience in trade union governance and dialogue
- g) Experience and competence in individual and organisational capacity building for trade union members
- h) Experience in either: professional communication, PR, social media strategy, media consulting

Additional assets (advantageous in selection):

- i) A previous professional experience in Balkan region will be an asset
- j) Language(s): Albanian language will be a significant asset
- k) Having passed the SOCIEUX+ e-learning [‘Acting upon inequality’](#). SOCIEUX+ aims to do no harm and contribute to the reduction of inequalities. Hence, we highly recommend doing this short e-course. It takes about 2h30.

Expert #2:

Area(s) of expertise: **Social dialogue, trade unions, human resource management & development**

Specific skill(s) of expertise: **Human resources management & development, needs assessment & curricula**

Requirements (essential/required):

- a) The education type and level required:

“Master’s” degree (or equivalent advanced academic degree or diploma requiring 4 years of formal education) in the areas of expertise (see above), or another directly related discipline. In its absence, the master’s degree can be replaced by a combination of academic degree(s) with relevant years of work/professional experience combining the area of expertise and specific skills requested:

- An intermediate academic degree (“Bachelor”, equivalent degree or diploma requiring three (3) years of formal education) with an additional three (3) years of working/professional experience; or,
- A first-level academic degree (“License”, equivalent degree or diploma requiring two (2) years of formal education) with an additional five (5) years of working/professional experience.

The additional work experience used in calculating academic equivalence shall not count towards the minimum general professional experience.

- b) The number of years of relevant work/professional experience combining the area(s) of expertise and demonstrated specific skill(s) & competence(s): **10**
- c) Required language knowledge: **English**
N.B.: Translation and interpretation services may be commissioned by SOCIEUX+.
- d) Other essential qualification(s):
- e) Substantial knowledge of legislative and administrative mechanisms related to the labour and social dialogue;
- f) Experience in trade union governance and dialogue
- g) Experience and competence in individual and organisational capacity building for trade union members
- h) Experience in: mediating, Human Resource management

Additional assets (advantageous in selection):

- a) A previous professional experience in Balkan region will be an asset
- b) Language(s): Albanian language will be a significant asset
- i) Having passed the SOCIEUX+ e-learning [‘Acting upon inequality’](#). SOCIEUX+ aims to do no harm and contribute to the reduction of inequalities. Hence, we highly recommend doing this short e-course. It takes about 2h30.

5.2. Estimated workload

	Preparation	On-site work	Distance work	Reporting & deliverables	Total
Principal expert (#1)	3	5		2	10
Expert (#2)	3	5		2	10
Total experts	6	10		4	20

6. Applications

6.1. 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+ online expert database: <https://pmt.socieux.eu>. The application process is as follows:

1. If they have not already done so, experts must create a SOCIEUX+ account by clicking “Create an account” and providing a valid email address.
2. Login details for their account will be sent to experts by email, experts should create and submit their profile for review by²:
 - a. Providing contact details
 - b. Providing information on the competencies, 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 the sections on skills and competencies 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 format³.
3. Once the SOCIEUX+ Team approves their profile, they can apply to any available calls for experts accessible under the tab “Call for Experts” and click on “Apply”.

Applications are reviewed on a rolling basis, and positions may be filled as soon as suitable candidates are identified.

Experts can be identified and selected following a non-competitive procedure, which applies only in four specific circumstances:

- Experts to be mobilized from a ‘preferred institution’, i.e. the EU MS public entity indicated by the PI in the REF as the desired and most suitable learning model and source of expertise;
- Experts to be mobilized, on the request of the PI, from a ‘supporting entity’, i.e. a national or international development partner that supports the PI on the same or a similar area of work concerned by the request;
- Experts to be mobilized to accompany a study-visit by a PI’s delegation to a EUMS, i.e. a public expert from one of the EUMS’ hosting institutions;
- Experts to be mobilized from PCs or former PIs for triangular cooperation.

For more information, please contact SOCIEUX+ by email at 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.

6.2. Selection of Experts

SOCIEUX+ primarily mobilises experts from the public administrations and mandated bodies of EU Member States, as well as practitioners working for social partners, including:

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

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

- 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.
- Regional experts: they provide significant added value, since they belong to the institutions with which SOCIEUX has already worked in the region where the action will be carried out. In addition, regional experts/s can provide a contextualized perspective on the socio-political, economic and cultural realities of the region, which reinforces the relevance, feasibility and sustainability of proposals and outcomes.

Active public experts from collaborative institutions are given priority in the selection. Private consultants may also apply. Their application will be considered if an appropriate public expert cannot be identified. The mobilisation of experts currently employed with specialised international agencies is limited to activities and/or actions that are jointly implemented with that expert's agency of origin, indicated as the "Supporting Entity" in the Request.

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

Interested candidates may download the **Guide for Experts and Collaborative Institutions** with detailed information on contracting with SOCIEUX+ at www.socieux.eu

At SOCIEUX+ we value all experts as unique individuals, and we welcome the variety of experiences they bring to the Facility. As such, we have a strict non-discrimination policy. We believe everyone should be treated equally regardless of race, sex, gender identification, sexual orientation, national origin, native language, religion, age, disability, marital status, citizenship, genetic information, pregnancy, or any other characteristic protected by law. If you feel that you have been discriminated against, please let the SOCIEUX+ team know as soon as possible. Every complaint will be appropriately investigated.

6.3. Contracting of public experts

Public experts can be on active duty or retired. Retired employees from international specialised agencies or cooperation agencies can also be mobilised, regardless of whether their former employer collaborates with SOCIEUX+ on a specific action. Retired experts are considered public experts for all purposes, benefits, and financial compensation provided by SOCIEUX+.

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

Contracting Options:

- **Active French Public Expert** (Contracted by Expertise France)
Engagement letter (+ Cumulation of Activities form signed by the hierarchical superior)
- **Active Spanish Public Expert**
Spanish public servants will be contracted by FIIAPP according to its internal rules.
- **UE Public Expert** (including French and Spanish retired or private experts)
 - > Service contract with expert (+ Authorisation document from employer indicating the dates of the activity + a tax identification number (TIN) to be able to issue an invoice; or

- > Umbrella company: experts who do not have a tax identification number allowing them to invoice for services in their country, but they are authorised to sign temporary employment contracts under local legislation; or
 - > Service contract with institution: experts without a TIN and unable to sign an employment contract under local legislation.
- **Regional expert:** Depending on local legislation and the preferences of the expert's institution, the contract will be signed either directly with the expert or with the institution to which he/she belongs.

6.4. Financial compensations

Contracted 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 treated as public employees for all intents, purposes, benefits and financial compensation provided by SOCIEUX+.

National regulations on remuneration and compensation of public employees and civil servants apply and may limit the payment of allowances by SOCIEUX+. Compliance and verification are the responsibility of 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.

6.5. 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](#) (version as of the date of the contract signature), which provides detailed information on contracting with SOCIEUX+.

7. Communication & Visibility

SOCIEUX+ may use its communication channels, such as its website, newsletter and other media to share information on the implementation and results of the activities. To this end, contributions from mobilised experts are envisaged.

Small contributions for communication and visibility purposes, such as photographs, short texts and interviews, may be requested. Before and after the mission, short briefings may be organised with the SOCIEUX+ Communication Officer. These briefings will provide an opportunity to identify communication opportunities and strategies.

The correct use of SOCIEUX+ templates and visibility elements will be ensured in accordance with EU visibility guidelines. For specific activities and events and under certain circumstances, visibility products such as brochures, folders, USB sticks, notebooks and other products may be made available to experts for face-to-face distribution.

8. Code of conduct

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

Experts mobilized do not represent SOCIEUX+ or the EU. Their technical opinions and recommendations are their own and do not reflect the official stance of SOCIEUX+ or the EU. They shall refrain from expressing negative opinions about the implementation of actions supported by SOCIEUX+ to third parties. However, they should be familiar with SOCIEUX+'s objectives and operations and promote its services to the best of their knowledge, whenever possible and feasible.

Experts shall perform their duties in the partner country in a manner that fully respects local institutions, policies, and cultural norms. They shall adopt culturally sensitive behavior when interacting with their local counterparts.

9. Other considerations

[.....]

10. Annexes

[...Text...]



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About SOCIEUX+

SOCIEUX+ EU Expertise on Social Protection, Labour and Employment is a technical cooperation facility established and co-funded by the European Union (EU), France, Belgium and Spain. It aims to enhance access to better employment opportunities and inclusive social protection systems, with a particular focus on women, youth, and vulnerable groups.

The Facility focuses on strengthening institutional capacities in partner countries, promoting social protection, decent work and responsible business practices. It also supports public institutions in preparing for and responding to EU directives and Member States' legislation on Corporate Sustainability Due Diligence expectations.

SOCIEUX+ targets partner countries' public authorities responsible for labour, employment, and social protection, as well as social partners, including employers' and workers' organizations involved in social dialogue. These entities are encouraged to apply for SOCIEUX+ technical cooperation.

Activities carried out by SOCIEUX+ are demand-driven, short-term, and primarily based on peer-to-peer cooperation between experts from EU Member States and partner countries.

SOCIEUX+ is implemented by a partnership composed of Expertise France (the partnership lead), France Travail, the Belgian Federal Public Service for Social Security through the Belgian International Cooperation on Social Protection (BELINCOSOC), the Belgian Development Agency (Enabel), and the Fundación para la Internacionalización de las Administraciones Públicas (FIAP) from Spain.

More information: www.socieux.eu



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