

## TERMS OF REFERENCE

**BIDDER:** EDUCATIONAL INSTITUTION OR TRAINING SERVICE PROVIDER

**PROJECT:** ONLINE LANGUAGE COURSE (GERMAN AND FRENCH) FOR TOUR GUIDES AND TOURISM FRONTLINERS

### 1. MINIMUM REQUIREMENTS:

- The company must have at least one (1) year of experience in providing German and French language speaking training courses, either through physical / face-to-face setting or an online/cloud-based platform (including the organizing and executing available foreign language courses and managing participants and their activities); and
- Must be registered with PHILGEPS;

### 2. BACKGROUND:

In line with the Department's continuing efforts to assist displaced tourism work force during the tourism industry's recovery period, the Office of Product and Market Development (OPMD), in coordination with the Office of Industry Manpower Development (OIMD), will conduct a series of online foreign language training courses designed to equip and upgrade the communication skills of DOT-accredited tour guides and tourism frontliners in response to the opening of the Philippine borders and the resumption of international (inbound) travel of the country's opportunity markets – Germany and France.

The online language training program will be conducted in November 2022.

### 3. OBJECTIVES:

Following are the objectives of the project:

1. Conduct a capability-building program that will enable DOT-accredited tour guides and tourism frontliners to learn, refresh, and sharpen their communication/speaking skills in German and French;
2. Generate a pool of proficient foreign-language-speaking tour guides and tourism frontliners who can later be tapped to handle incoming tour groups from OPMD's opportunity markets; and
3. Provide follow-up to the pilot training, Online Language Training in 2021.

### 4. SCOPE OF WORK AND DELIVERABLES

#### 4.1. Pre-event

- Provide DOT the organizational framework, methodologies of execution, technical specifications, and support to be used in the online language training platform, and feedback mechanism of the language training program to be undertaken;
- Implement and integrate in the company's existing modules the conceptualized topics of the DOT;
- Must submit a list of recommended language trainers (per language), their resumé and appropriate credentials;
- Language training syllabus: focus on intermediate or advanced (German and French) **conversational** language and tourism-oriented-and-related terminologies (to be submitted to, and approved by DOT); and should include 2 to 3 sessions for the basic course refresher, depending on the result of the pre-aptitude test

#### 4.2. Online language training program:

- Hosting of the online language training session to accommodate 15 to 18 people in the room per training session;
- Language training session execution: Two (2) hours per session, with minimum of fifteen (15) sessions per language program;
- Learning materials: digital and downloadable language training materials
- Conduct a pre-training aptitude exam to determine level of advancement (should include exams and/or worksheets that will be uploaded to the learning management system, as follow up to the pilot training)

- Feedback mechanism: a) Post-online exam and b) student-evaluation form

#### 4.3. Post-event:

- Provision and distribution of DOT-approved Certificates of Completion to participants (physical copies if possible)
- Final Training Report following a prescribed format from DOT

### 5. SCHEDULE OF ACTIVITIES

The proposed schedules of the language training course(s) are following:

#### Lot 1 – Germany

	Target dates of implementation	Target Number of participants	Duration of each session and number of sessions
<b>1<sup>st</sup> Part</b> (basic course refresher, vocabulary, theory, etc.)	November 2 to 15, 2022	15 pax	1 session for 2 hours per day (10 sessions in total)
<b>2<sup>nd</sup> Part</b> (performance-based/conversational, final assessment/presentations)	November 16 to 22, 2022	15 pax	1 session for 2 hours per day (5 sessions in total)

#### Lot 2 – French

	Target dates of implementation	Target Number of participants	Duration of each session and number of sessions
<b>1<sup>st</sup> Part</b> (basic course refresher, vocabulary, theory, etc.)	November 24 to December 9, 2022	18 pax	1 session for 2 hours per day (10 sessions in total)
<b>2<sup>nd</sup> Part</b> (performance-based/conversational, final assessment/presentations)	December 12 to 16, 2022	18 pax	1 session for 2 hours per day (5 sessions in total)

#### Notes:

- *Classes should be conducted during weekdays only*
- *Class time / schedule can be discussed by DOT and the service provider, but should fall between 9am to 7pm*
- *Training schedules subject to change based on DOT recommendation(s) and based on the issuance of the Notice to Proceed*
- *Include a session for pre-training orientation with the service provider*

### 6. QUALIFICATIONS OF THE EDUCATIONAL INSTITUTION OR TRAINING SERVICE PROVIDER

The service provider should possess the following qualifications:

#### 6.1. Company experience and network

- Should have experience in organizing and executing their own language training courses / classes, either in the physical / face-to-face setting or through online learning platforms
- Should be able to assist students / participants (tour guides) on how to use the recommended online learning platform

#### 6.2. Online learning platforms:

- Must have a **separate, licensed** online / cloud-based platform for the language training course that can accommodate the designated number of participants and DOT observers
- Should be able to provide access link(s) to enable DOT and its appointed program evaluators / quality assessors to observe the class proceedings

#### 6.3. Team Composition

Must provide a team for the online language training sessions:

- One (1) Team Leader to plan, organize, direct and manage the online classes
  - Must have at least 2 years of experience in handling language educational training programs (whether online or face-to-face)
- One (1) language teacher or lecturer / facilitator per language program (preferably, with experience in handling an online learning program)
  - Must have at least 2 years of experience in teaching German Language to students or corporate professionals (whether online or face-to-face)
- One (1) technical staff to provide and handle technical support to the lecturer and students / participants;
- One (1) administrative staff to handle the administrative and logistical requirements of the lecturer and participants (e.g., class schedules, resource materials, Certificates of Completion, etc.)

**7. BUDGET:**

Lot	PROGRAM	BUDGET
1	Online German Language Course (November 2 to 22, 2022)	Php 500,000.00
2	Online French Language Course (November 24 to December 16, 2022)	Php 400,000.00
<b>TOTAL AMOUNT</b>		<b>Php 900,000.00</b>

Total budget per training program is all-inclusive of professional and technical fees, and applicable government taxes.

**8. TERMS OF PAYMENT:**

Send bill arrangement upon submission of complete billing and supporting documents: Bill must be addressed to the Department of Tourism. Payment shall be made based on the actual number of students.

Report (as supporting document) content:

- (1) List of participants, (online) class attendance
- (2) Screenshot of each class conducted (dated and time stamped)
- (3) Online language training course program (i.e., course syllabus, methodology and metrics used)
- (4) Course evaluation and feedback form from students
- (5) Links to the recording of the online training course (per session), and
- (6) Key findings and recommendations (of participants regarding training course methodology)

**9. CONTACT PERSON(S):**

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