



Terms of Reference

T/13DBI/91D/AWO/Mafraq/EU MADAD WASH/03102019

Technical Trainer Female Plumber Club / Mafraq

Background on ACTED

ACTED is an International humanitarian NGO, founded in 1993, which supports vulnerable populations affected by humanitarian crises worldwide. ACTED provides continued support to vulnerable communities by ensuring the sustainability of post-crisis interventions and engaging long-term challenges facing our target populations, in order to break the poverty cycle, foster development and reduce vulnerability to disasters.

ACTED has been operating in the MENA (Middle East and North Africa) region and Jordan since 2003. In Jordan, ACTED has its capital office in Amman, has around 195 national staff member (December 2018) and 27 international staff member (December 2018). ACTED operates notably in the host communities in the northern governorates and in Za'atari Refugee Camp, Azraq Refugee Camp, and King Abdullah Park Camp.

Since 2012 ACTED's focus has been on responding to the Syrian crisis and the influx of refugees entering the country. ACTED has played an integral role in offering life-saving assistance to refugees and vulnerable Jordanians in the areas of Food Security and Livelihoods, water and sanitation services, as well as hygiene education. To mitigate the increased pressure on Jordanian public institutions, particularly education and water and sanitation systems, ACTED also works to rehabilitate infrastructure, provide social support, and engage with civil society and government actors.

Since 2015, ACTED has engaged in livelihood programming targeting Syrians and vulnerable Jordanians in Northern Jordan in order to improve their self-reliance and livelihood.



Project Background

As the Syria crisis nears its seventh year, over 630,000 refugees have fled to Jordan. Many Syrian refugees are living outside of camps (above 80% of the Syrian refugees), which is considerably increasing the population in host communities and thus putting severe pressure on the Jordanian public services. Jordan faces chronic and severe challenges in providing sustainable access to water and sanitation (WatSan) to host communities and refugees.

In this context, the WAAD (Water Access and Development) Consortium, comprising 3 international non-governmental organisations- namely ACTED, Action Against Hunger, and INTERSOS- has been generously funded by the European Union MADAD Regional Trust Fund in Response to the Syrian Crisis to **improve the stability and resilience of Jordanian communities hosting Syrian refugees through improved access to water & sanitation**.

The specific objective within this project is to help women, girls, boys and men from Syria and Jordan to be better able to meet their own WASH needs and respond to future shocks and stresses. Within this objective, the project shall contribute to: *“Improving access to Household level WASH facilities in Jordan”* and under this objective the project will support the *“Establishment of female plumber club”*. As such, the Consortium shall promote the Formation and capacity-building of the female plumber club from the project’s target households.

This intervention will help to ensure that Syrian refugees and the communities hosting them in Mafrag governorate have access to, and benefit from, the WASH facilities, services and practice at HH level. And this will help to achieve the specific objective by improving the resilience of individuals and families directly targeted.

In Jordan there is currently no gender strategy for waste usage and access, despite women having primary responsibility for control water resources at household level. Women should be empowered to control these in a more efficient manner. Therefore, ACTED, in the framework of the WAAD Consortium, will launch a training program, known as *Women’s Plumber Clubs*. The training program, targeting women 30 benefitting by the project, will focus on hygiene and health, water conservation, environmental sustainability as well as operation and maintenance of facilities.

All the trained women are expected to become agents of change in their communities, eventually organising and leading training sessions in their communities.

Within this activity, consisting of three different training levels, ACTED intention is to provide 30 women with an advanced level training on plumbing, repair and maintenance. The training will be provided or certified by an official institution, in order to help the beneficiaries, enter the labor market and generate income for their HH.



Objective of the activity

The overall objective of the activity is to empower and build the capacity of women on plumbing maintenance and repair. The training institution is expected to focus on the provision of plumbing maintenance trainings to members of the female plumber club on the following modules (see appendix A for more details):

- Introduction to safety.
- Principles of Repair & Maintenance inside bathrooms.
- Principles of Repair & Maintenance inside Kitchen.
- Principles of Repair & Maintenance for Solar water heaters & electrical water heaters.
- Tool kits used in Plumbing maintenance.
- Water saving devices.

Duties and Responsibilities

The trainer will be expected to provide Plumbing trainings by following those steps:

- Conduct a preliminary assessment on knowledge of basic plumbing, to identify the needs and gaps;
- Develop a Plumbing training plan, methodology and curriculum for training based on the result of needs assessments;
- Prepare training materials, pre and post tests and self-assessment questionnaires;
- Provide transportation, lunch & refreshments during all the training sessions;
- The transportation provided by the training institute will be from different locations in Mafraq city and Kurra (Kurra will be for 1 beneficiary only).
- Conduct the Plumbing training (maximum of **6 weeks**);
- The training institution shall make sure that the training & its certificate is recognized by the Syrian official bodies.
- Arrange the CAQA test for all the trainees and all relevant cost, such as but not limited: the test cost for each trainee, the transportation and lunch for each trainee, the pre & post analysis report for all trainees, the communications and agreement with CAQA for the test. The test timing must be suitable for all trainees if not, the test can be done in parts to cover all the trainees. The selected institution must keep ACTED informed at all stages of the tender and CAQA process.

Expected Outputs and Deliverables:

- 1 x training plan: to be developed in consultation with ACTED;
- **Training materials developed in consultation with ACTED;**
- Pre and post-tests and self-assessment questionnaires and an analysis of the results in collaboration with ACTED AMEU team;
- Trainings delivery for 6 weeks for 30 participants;
- A final report of the activity, both Arabic and English version, including: contents of the trainings, methodology used, outcomes, recommendations.



- Share the CAQA certificates with the successful candidates by sending it to their home or providing them transportations.
- Prepare, plan & execute closing ceremony for the successful candidates, ACTED, ACTED guests, and governmental representatives. Total number of invitations will be 120 people, the training institution shall be responsible for the catering for the 120 people, hall booking (to be clean, spacious, stand, microphones (1 stationary on the stand and 2 portable) and with projector suitable for such events, transportation for beneficiaries and their guests (2 guests per beneficiary) & translation from English to Arabic and Arabic to English.

Work plan

Work Item	2019												
	September			October			November			December			
Develop Plumbing training plan				X									
Prepare training materials, pre and post tests and self-assessment questionnaires;					X								
Conduct Plumbing training;							X	X	X	X			
Final report submission											X		
Closing ceremony											X		

Duration

The service will last for 6 weeks, starts immediately from signing the contract. Each service provider should either submit a quotation with a man per day or a total price for the consultancy.

Required Skills and Experience

- University degree in civil engineering, or a related discipline;
- Certified on plumbing maintenance from an official institution in Jordan;
- A minimum of 5 years' experience in plumbing capacity building and trainings;
- Excellent written and spoken communication skills in Arabic and English;
- An ability to work with different education levels and backgrounds;
- Preferred to be female trainer;

Language requirement:

- Excellent communication skills in both English and Arabic;
- Excellent writing skills in both English and Arabic;

Specific conditions

- Accommodation and transportation will not be provided by ACTED, and have to be included in the trainer's budget;
- ACTED's Safety and security guidelines as well as Programs and Operations guidelines have to be strictly followed throughout the activity;



- International consultants shall subscribe to a medical and repatriation insurance. Therefore, the copy of the insurance certificate has to be submitted alongside their offer;
- The training institution shall provide technical training with sessions that will focus on hands on usage of tools and learnt topics, the training institution shall be equipped with all relevant trainings and practical training sets.
- The training instituting shall be equipped with all needed facilities such as but not limited to: excellent condition & Cleaned periodically latrines (with water, soap, toilet paper...etc.), projectors, Air-conditioned training rooms, tables & seats suitable for long setting hours for **30 beneficiaries (all females)**.
- The training agency shall fill below table for their tender costs, ACTED has the right to cancel the transportations and/or refreshment part and provided through its own means or through a third part with any cost implications on ACTED.

Table for tender prices (ACTED has the right to cancel any item mentioned below, amend or provide it through a 3rd party)						
Item No.	Description of material	unit	Qty	Unit Price (JODs)	Total price (JODs)	Remarks
1	Providing the training for the targeted beneficiaries as mentioned in the T.O.R (without including Transportation or Refreshments costs)	person	30			
2	Refreshments (Lunch, breaks, coffee, drinks, water...etc.)	person	30			The prices should include the visits for the supervision team from ACTED (3 persons maximum)
3	Transportation from in Mafraq (several points) to the training institute locations	person	29			
4	Transportation from Kurra (in ajloun) to the training institute locations.	Person	1			
5	Closing ceremony	Lump sum	1			
Total (JODs)						



Appendix A

The action is expected to achieve the following results, this is for guidance only and the training institution shall change it if they it sees necessary to meet the CAQA regulations:

Result 1- Establishment of female plumber club.

Result 2- Advance knowledge on plumbing maintenance in bathroom and kitchens.

Result 3-Safety principles and behaviours before, during and after the Repair and maintenance works.

Result 4- The used tools and equipment's in repair and maintenance works.

Result 5- Water saving behaviours and devices.

The Training should include the following topics (but not limited to):

#	Topic	الموضوع
1	Occupational Safety & Health	السلامة والصحة المهنية
2	Household plumbing tools	العدد المستخدمة في السباكة المنزلية
3	Blockages of sewage networks	انسداد المجاري
4	Shower Repairs/Replacement	اصلاح/استبدال الدش
5	Leaks and Dripping Taps	تسرب المياه من الصنابير
6	Bathroom rehabilitation and installations	تجديد الحمام وتركيباته
7	Cutting and connecting the steel and plastic pipes	قطع الأنابيب المعدنية والبلاستيكية وتوصيلها
8	The fittings of sanitary pipes and connections	مواد التمديدات الصحية وقطعها
9	Installation of domestic water networks with Plastic /steel pipes	تمديد شبكة مياه منزلية بأنابيب معدنية
10	Insulation of domestic water networks	عزل شبكات أنابيب المياه المنزلية
11	Install, connect, maintain sanitation networks and Rain water drainage	تمديد شبكة صرف صحي بأنابيب بلاستيكية وخدمتها وصيانتها وتصريف مياه الأمطار
12	Installation of water heaters	تركيب سخانات المياه المنزلية وخدمتها
13	Installation of water tanks, pumps and their accessories	تركيب خزانات المياه المنزلية ومضخات المياه وتوابعها وخدمتها
14	Installation of Sanitary Fixtures, water mixers, taps and their accessories	تركيب الأدوات والقطع الصحية والخلاطات ولوازمها في شبكات المياه والصرف المنزلي



15	Install, test and connect filtration and water treatment systems and connect water conservation accessories	تركيب وفحص وتشغيل أجهزة تنقية ومعالجة المياه الصحية وتثبيت وربط أنظمة قطع توفير المياه
16	Maintain the tools used in connections of plumbing	صيانة العدد والأدوات المستخدمة في التمديدات الصحية والتدفئة المركزية
17	Maintenance of Water and sanitation systems	صيانة شبكات المياه المنزلية والصرف الصحي واصلاحه
18	Construction / installation of manholes and connecting with public sewerage network	إنشاء وتركيب غرف التفتيش (المناهل) في شبكات الصرف الصحي وخدمتها وربطها بالشبكة العامة