



# Youth Challenge Vanuatu

## Terms of Reference

### Quality Management System Consultant for the Youth Challenge Vanuatu

Date: 16<sup>th</sup> June 2022

<b>Title</b>	Quality Management System Support Consultant for Youth Challenge Vanuatu
<b>Consultant</b>	Youth Challenge Vanuatu wishes to engage a consultant to develop its Quality Management System
<b>Responsible to</b>	Noel Steven Sawia – Executive Director
<b>Duration</b>	3 Months (July – September 2022)
<b>Budget</b>	(2.475,000 VT) will be considered [ensure it is within EYEL Budget line: 2.6.0]
<b>TOR Last Revised / Updated</b>	16 <sup>th</sup> June 2022

## 1. INTRODUCTION

Youth Challenge Vanuatu (YCV) is a registered charitable organization in Vanuatu and has been working with Vanuatu's young people since 2001. YCV aspires to empower young people to reach and realise their potential through community development, leadership, business, career and employment programs and services.

YCV has recently completed its new ten (10) year Strategic Plan. YCV's 2022 Business Plan development is underway, and it is now seeking consultancy support to assist with the development of its Quality Management System.

This Terms of Reference sets out the parameters for an independent consultant to undertake this 'one-off' contract to be completed by end of September 2022. Given the short timeframe and limited budget, Oxfam in consultation with YCV will appoint a QMS consultant to undertake this work to support the Youth Challenge Vanuatu (YCV) to achieve the outcome of a new QMS Manual for YCV.

## 2. Scope of Work

The Consultant will report directly to the Executive Director of YCV and work with the YCV team. YCV will provide relevant background documents necessary for the assignment.

The QMS Manual development process will incorporate:

- Review of YCV plans, documentation and systems, including the Strategic Plan 2022-2032, EYEL 2018-2022 commitments, existing policies, procedures, forms and checklists, program delivery and learner management information, data gathering information, and digital systems.
- Personnel interviews, roles analysis.
- Coordination of personnel input to populate templates.
- Alignment with required existing / new technology solutions.



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- Drafting, presentation and finalisation of QMS Manual.
- Personnel implementation overview & initial training.
- A robust project methodology will be engaged including:
  - *Scoping* – Agreed Project scoping including objectives, outcomes, timeframe and communications.
  - *Agreed Deliverables* – specific and documented.
  - *Milestones* – established at the planning stage to assist in progress reporting.
  - *Partnership* – open and continuous communication ensuring a “no surprises” approach.
  - *Involvement* – key people ensuring the opportunity to provide feedback throughout the process, developing an ownership of the outcomes, and
  - *Consistency* – maintenance of key personnel.

### 3. Location

It is expected that all project activities will occur in Port Vila, Efate.

### 4. Timeline

To commence ASAP and be completed by 30 September 2022.

### 5. Quality Management System Manual Inclusions

Quality policy

- Governance framework aligned to good governance principles
  - Policy & procedures
  - Organisational structure aligned with strategic direction
  - Committee structure, including Program Management Committee, and Strategy, Risk and Innovation committee
  - Bi-monthly tracking and reporting on progress against the strategic plan
  - Financial dashboard and reporting
  - Effective skills and support for board members
  - Board review process on an annual basis (using 360° framework)
- Human Resources framework
  - Human Resources Plan
  - Capability Needs Analysis
  - Policies & procedures
  - Staff Development policy
  - Annual Learning Plan for all YCV personnel
  - Transition plan for all key roles
  - Position Description with key deliverables for all roles
  - Performance management system including identifying and addressing performance problems
- Risk Management framework including:
  - Risk Register
  - Policies, procedures, SOPs and contingency plans as relevant for each identified risk



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- Risk Mitigation policies & procedures
- Disaster preparedness protocol
- Incident reporting and corrective action including notifiable events

- Health & Safety policies & procedures for

- Facilities
- Staff
- Participants
- Programs
- Field activities

- Financial Management

- Policy & procedures
- Dashboard (YCV Project 4)

- MEAL policy (M&E framework is in YCV Project 2)

- Stakeholder Management policy

- Contractor Engagement policy

- Academic Quality policy

- Communications policy

- Employer/Workplace Suitability policy

- Safeguarding policy and procedures

- Anti-harassment policy

- Diversity and Inclusion policy

- Gender Equality policy & action plan

- Child-friendly Space policy

- Child Protection policy

- Family Violence policy

## 6. Deliverable | Schedule and milestones

The consultancy is expected to take place in July 2022 and to be completed by 30<sup>th</sup> September 2022. It is envisaged that the consultancy will require a maximum of 3 Months; however, consultants are encouraged to propose alternative timeframes in their expressions of interest if considered necessary.

Indicative milestones for deliverables and associated payments are as follows:



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No	Output	Indicative due date	Proportion of fees payable
1	<ul style="list-style-type: none"><li>Review of all documentation</li><li>Preparation of Execution plan</li><li>Manual format agreed</li></ul>	4 <sup>th</sup> – 15 <sup>th</sup> July	30%
2	<ul style="list-style-type: none"><li>Development of draft QMS Documents</li><li>Presentation of Draft QMS with stakeholders</li></ul>	18 <sup>th</sup> – 23 <sup>rd</sup> September	40%
3	<ul style="list-style-type: none"><li>Presentation of final QMS</li></ul>	26 <sup>th</sup> – 30 <sup>th</sup> September	30%

## 7. Payment Method:

Tranche payments to be to the consultant on three (3 tranche payments);

1. Tranche Payment 1 – **30%** Documentation review and Manual format agreed | **2 weeks** after commencement
2. Tranche Payment 2 – **40%** QMS Manual Draft | **8 weeks** after commencement
3. Tranche Payment 3 – **30%** Final QMS Manual | YCV Personnel Workshop(s) Training Implementation **1 week** after QMS Manual acceptance

## 8. Qualifications of the Consultant

Qualification must be a Bachelor or Diploma in management or Occupational Health & Safety and Environmental management systems or relevant certificates in education and has an experience in operating requirements, quality assurance, and risk management.

Experience 5 – 8 years of professional experience with proven skills and expertise in QMS development and management.

## 9. Following personal attributes are desirable:

- Excellent analytical skills and high-level written and oral communications skills in English
- Ability to work with diverse group of people from different backgrounds

## 10. Duration

The consultancy will be for 3 months to complete deliverable 1-3 (1 time a week) for the ongoing support.

## 11. Reporting arrangements

The consultant will be report to Youth Challenge Vanuatu – Noel Steven – Executive Director