



International Organization for Migration (IOM)
The UN Migration Agency

Terms of Reference:

Design and co-facilitation of Focus Group Discussions for Skills Training and Reintegration (STAR) Project

1. Objective:

IOM is looking for a consultant to design focus group discussion (FGD) tools and co-facilitate FGD sessions as part of the monitoring and evaluation activities for the STAR project, a skills development training programme for survivors of human trafficking and modern slavery. The training programme is being delivered three times in the period November 2020 to September 2021 and the FGDs will take place between one and three months after programme completion, firstly online and then face-to-face (circumstances permitting).

2. Background:

The International Organization for Migration (IOM) is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM acts with its partners in the international community to carry out initiatives and programmes to assist in meeting the growing operational challenges of migration management, advance understanding of migration issues, encourage social and economic development through migration, and uphold the human dignity and well-being of migrants. IOM was established in 1951 and became the United Nations Migration Agency in 2016.

Since the mid-1990s, IOM has worked in partnership with governments, other United Nations, international and non-governmental organizations, the private sector and development partners on all aspects of counter-trafficking and modern slavery responses, including prevention, protection, and prosecution. More recently, IOM has expanded its work with the private sector on human trafficking and modern slavery issues, recognising their potential to transform business practices to prevent exploitation, as well as their potential to support survivor recovery through the provision of employment and other forms of support.

In the UK, IOM's work on human trafficking and modern slavery has included training and capacity building for frontline professionals, such as local authority staff who may come across potential victims in their work, and foster carers who look after trafficked children. It has also included research on vulnerabilities to trafficking from three of the most common countries from which people are trafficked to the UK: Albania, Nigeria and Vietnam. Through this research and wider modern slavery activities, IOM has highlighted the lack of long-term victim care in the UK context, beyond the National Referral Mechanism framework of initial recovery assistance.

3. Project to which the consultancy is contributing:

The Skills Training and Reintegration (STAR) project is designed to help survivors of human trafficking and modern slavery on their journey towards employment and integration in the UK, supporting them to overcome some of the barriers they face, and increasing their knowledge and confidence to access the labour market. To achieve this, the project will provide skills development training and personalised support to survivors over an estimated three-month period.

The same programme of support is being provided three times between November 2020 and September 2021 to three different groups of participants. Participants attend training sessions two mornings a week.



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As such, each programme is expected to be made up of 24 sessions and a total of around 48 hours of teaching time, spread over three months or more¹.

Programme 1 was delivered virtually between November 2020 and January 2021, programme 2 began in March 2021 and is being delivered virtually, and programme 3 will begin in July 2021 and will be delivered face-to-face if circumstances permit.

The number of participants range from between 6 and 10 per programme. Participants come from a range of different nationality backgrounds, with varying education, skills, digital literacy and English language levels (although a basic understanding of English is a pre-requisite for participation in the programme). It is likely that they will not have had previous formal employment in the UK and thus have little knowledge and understanding of how the labour market functions. They may have limited support networks to rely upon and live on limited income / welfare support. As survivors of human trafficking and modern slavery, they are likely to have experienced exploitation, violence and abuse, often leading to stress, anxiety and trauma. However, those who participate in the programme will have already received an initial period of recovery support from the referral partners and be beginning their journey towards integration and independence².

The programme focusses on skills development across three modules, as outlined below:

- a) digital literacy skills: how to use a computer and the internet safely; how to set up and use an email account; how to use Microsoft Word to write documents and how to upload documents
- b) life skills: understanding UK systems and support structures; individual rights and responsibilities; building soft skills for life and the workplace; basic financial literacy
- c) employment skills: understanding UK employment practices and culture; learning about workplace rights and responsibilities; identifying personal strengths; job search strategies; basic English for work; writing applications and CVs, preparing for interviews; reading a payslip

4. Consultancy Scope:

A Monitoring and Evaluation (M&E) plan has been developed for the STAR project and outlines the M&E framework, activities, resources, data collection, accountability and learning mechanisms for the programme.

The M&E framework was prepared by the STAR Project Team in accordance with IOM guidance on project implementation, monitoring and evaluation and data protection principles. The framework was developed to understand the impact of the project with a series of indicators to measure the outcomes for the survivors of trafficking on placements. The framework takes into consideration IOM's wider reintegration M&E framework which looks at the economic, social and psychosocial dimensions of reintegration for migrants who are returning to their countries of origin.

The M&E framework includes a Theory of Change (TOC), project indicators (both qualitative and quantitative) and a range of M&E tools to measure project impact.

¹ The duration and number of hours of participation is based on guidance from survivor support organisations.

² Only survivors with the right to live and work in the UK will be able to participate in the programme.



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The TOC examines the barriers to labour market integration for survivors and identifies activities to address them. The TOC consists of an overall impact statement, four outcomes and four outputs as follows:

- Impact statement: Survivors are better supported on their journey towards employment and integration in the UK
- Outcome 1: Survivors have a stronger set of skills to help towards gaining employment
- Outcome 2: Survivors have increased understanding of UK work culture and recruitment processes
- Outcome 3: Survivors have increased confidence in the job search and application process
- Outcome 4: Survivors are motivated and on a path to employment having received personalised support to apply for jobs, placements, vocational training
- Output 1: Survivors receive a bespoke package of training which covers: *Digital, Life, Employment*
- Output 2: Survivors receive 10 hours of personalised support to identify personal strengths and interests, prepare a CV, write applications, prepare for interviews etc.
- Output 3: Survivors receive support to overcome practical barriers which may prevent them from entering the STAR programme such as: access to devices and data, childcare support, transport support.
- Output 4: Survivors receive help to access wider forms of support covering other aspects of their lives from their referral organisations (and other organisations).

Quantitative and qualitative indicators have been developed for outcomes and outputs. Qualitative input will be gathered to compliment quantitative indicators and to verify to what degree the STAR programme:

- supported participants on their journey towards employment and integration in the UK
- contributed to participant's increased confidence in using soft skills
- contributed to participant's increased knowledge of UK recruitment processes.

This qualitative data will be gathered through FGDs and will compliment the following quantitative indicators:

- Percentage participants in paid employment or are/have engaged in voluntary work, work placements, vocational training, adult education 6 months after the STAR programme completed
- Percentage participants reporting increased confidence in using soft skills (communication and teamwork)
- Percentage participants reporting increased knowledge of UK work culture and recruitment processes



The FGDs will be held with participants between one and three months after the training has been completed. The first session will take place virtually due to lockdown restrictions, if circumstances permit sessions 2 and 3 will take place face-to-face.

5. Tasks to be performed:

IOM is looking for a consultant to design the FGD tools, co-facilitate the FGD sessions and lead on analysis and reporting as part of the monitoring and evaluation activities for the STAR project, in close coordination with the IOM project team, who will contribute to the methodology and tool development, analysis and reporting and provide a staff member to co-facilitate the sessions.

5.1 - Design of FGD tools:

- Consult with IOM to design the following FGD tools for virtual and face-to-face delivery:
 - Analytical framework
 - Preamble and introductions
 - Informed consent
 - Anonymity statement
 - Guiding questions and prompts
 - Interactive exercises
 - Facilitator guidance
- Ensure the methodology provides an interactive experience for both virtual and face-to-face sessions. This should take into consideration the mixed English language level abilities of each group, ensuring all participants are engaging
- Provide facilitator guidance to accompany the tools to ensure they can be used by others to achieve the same outcomes

5.2 Co-facilitation of FGD sessions:

- Co-facilitate three FGD sessions along with IOM staff member, providing guidance as needed (expected to be online³ for first FGD session in May then face-to-face in London for sessions 2 and 3 in August and October)
- Whenever possible, provide or identify a location for face-to-face sessions

5.3 Production of report:

- Consult with IOM to produce a report including project overview, context, aims, methodology, key findings, analysis of findings, conclusions and recommendations

6. Timelines, Deliverables and Budget:

Date	Activity
May 2021	Develop of FDG tools
May 2021	Support to facilitate FGD session 1 (virtual session)

³ Using Teams platform



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August 2021	Support to facilitate FGD session 2 (face-to-face)
October 2021	Support to facilitate FGD session 2 (face-to-face)
October 2021	Conduct data analysis

The key expected **deliverables** are:

- FGD Tools including analytical framework, preamble and introductions, informed consent, anonymity statement, guiding questions and prompts, interactive exercises, facilitator guidance finalised by 30 April 2021
- Co-facilitation of three FGD sessions in May, August and October 2021
- Analysis of data collected during FGDs, identification and application of appropriate data collection methods and qualitative data analysis techniques for focus group data
- Produce report including project overview, context, aims, methodology, key findings, analysis of findings, conclusions and recommendations.

The consultant/firm is also expected to participate in regular coordination meetings with project staff and keep them updated of progress and any challenges faced at all times.

The timeline and deliverable deadlines could be subject to change. All dates will be confirmed during the contracting process.

The maximum indicative budget available for this work is £9200 (including VAT), which is subject to funding confirmation

7. Requirements:

The consultant will have:

- Demonstrated experience working with organisations in a collaborative/ participatory process to evaluate services
- Demonstrated experience in assisting organisations to develop and implement M&E tools
- Demonstrated experience in working with survivors of human trafficking and modern slavery and developing and delivering survivor-sensitive and trauma-informed services
- Clear understanding of projects designed to support vulnerable people into work and/or wider economic empowerment projects
- Clear understanding of the modern slavery context in the UK
- Ability to work with participants with English as a second language
- Capacity to facilitate virtual and face to face sessions
- Capacity to work to the schedule outlined
- Access to a central London venue for FGD sessions

8. How to apply:

Please send the following documents to londonhumanresources@iom.int by 29 April 2021:

- A technical proposal indicating how the work could be completed (maximum 5 pages), covering:
 - o Approach and methodology
 - o Related experience in relation to evaluating economic empowerment projects
- A financial proposal, outlining professional fees (inclusive of any travel in London and all other expenses)



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- CV / Biography for proposed consultant;
- Samples of previous relevant work;
- List of past clients for whom the most closely related work was conducted, indicating those who can provide professional references with contact information (at least two).

Questions on any aspects of this terms of reference can be submitted to londonhumanresources@iom.int by 22 April 2021.

Interviews will be held during week commencing 3 May 2021. It is expected that work would begin during week commencing 10 May 2021, subject to funding confirmation.