

TERMS OF REFERENCE FOR EXPRESSIONS OF INTEREST – IT TRAINING

Introduction and background

The Norwegian Refugee Council (NRC) is an independent, humanitarian non-governmental organisation which provides assistance, protection and durable solutions to refugees and internally displaced persons worldwide.

NRC has been operational in South Sudan since 2006, providing assistance to IDPs, returnees, refugees and host communities through:

- Building schools, learning spaces and emergency shelter.
- Food security, livelihoods and distribution of non-food relief items.
- Information, counselling and legal assistance.
- Education through ministry supported accelerated learning classes and teacher training.
- Advocacy for refugee and IDP rights to promote and protect the rights of people who have been internally displaced or forced to flee their country.

NRC in South Sudan continues to consolidate its growth in terms of geographical expansion to Alek, a third main programme area in addition to Aweil and Juba. NRC currently employs 270 national staff.

One of NRC's strategic aims is to develop national staff capacity. As part of this process, NRC wishes to engage the services of an IT Trainer to provide basic and intermediate level training in Microsoft Word, Excel, PowerPoint and Outlook (along with basic skills in setting up files and folders). All participants will have some basic IT skills, often learnt on the job, but will generally have only patchy knowledge of these packages.

Details of the training

We will require standard training sessions of three hours on (a) Word, (b) Excel (c) PowerPoint and (d) Outlook (plus use of files and folders). We expect that each session will be repeated a number of times in each of our three field locations, so that the trainer will be in the field for three weeks in total.

The key outcomes from the training are for participants to be able to:

- Word: format and use basic editing tools so work is presented in a professional manner.
- Excel: sort and filter data, use simple formulas and produce charts.
- PowerPoint: designing engaging presentations.
- Outlook: organise emails and correspondence; use the calendar, out of office and signatures; backup and organisation of electronic files.
- All trainings: the importance of backing-up work and of virus checking on a regular basis.

Training must be tailored to NRC's needs, values, policies and practices. Detailed content will be discussed and agreed with the trainer; workshop handbooks would be expected.

Expression of interest

The deadline for Expressions of Interest (Eoi) is **31 January 2012** and should include:

1. Experience and expertise in delivering IT training.
2. Approach to preparation.
3. Example contents and delivery methodology.
4. Availability (when could you start).
5. Cost.

Please email Eoi to: psm@sudan.nrc.no