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Terms of Reference: Trainer
"ICT/CMIS Project" – NOR107

1. BACKGROUND SUMMARY

1.1. Beneficiary Country

Republic of Kosovo

1.2. Contracting Authority

International Management Group ("IMG")

1.3. Situation

Kosovo Judicial Council selected International Management Group - IMG to provide administrative and financial management for ICT/CMIS Project financed by the Government of Norway Ref: KOS/0001-13.

One of IMG's primary tasks is to enter in contractual relationship with the project staff both seconded from KJC/KPC and newly hired ones in accordance with the ICT/CMIS Project proposal dynamics.

Staffing the project with adequate human resources in a timely manner is a crucial precondition for successful conduct and performance of the Project's operational tasks.

2. OBJECTIVES AND RESULTS OF THE CMIS PROJECT

2.1. Objectives

The overall objective of the CMIS project is to establish the foundation for a more efficient, transparent and accountable judiciary in Kosovo through introduction of Information and Communication Technology (ICT).

Among other specific project objectives, the prime one is the transformation of Kosovo judiciary into e-judiciary, which will use a central database environment, adequate ICT infrastructure and be exchanging data and documents in e-form inside the Kosovo judicial system, as well as with all other relevant ICT systems in Kosovo and abroad. In addition to it, availability of on-line services for citizens through creation of a judicial web portal will maximize the Project's impact on all segments of work and life in Kosovo.

2.2. Results

The Case Management Information System (CMIS) is one of Kosovo Judicial Council's major initiatives, focusing on developing an ICT system that will become the main case management tool and data depository of the Kosovo judiciary in the coming years. Some of the objectives of the CMIS project, but not limited to, are: programming, piloting and testing of the CMIS for courts; preparation of functional specifications for, programming, piloting and testing of the CMIS for prosecutors' offices; basic ICT training for judges, prosecutors and support staff, deployment of the CMIS for courts and prosecutors' offices, and training in the use of the CMIS for judges, prosecutors and support staff.

The project is jointly financed by a significant donor contribution of the Government of Norway and the KJC / KPC.

3. Purpose of the Contract

The purpose of this contract is to provide support in execution of tasks and activities predicted in the project in accordance with the Work Plan of ICT/CMIS Project and the Implementation Plan for Training, Capacity Building and CMIS Rollout in Courts and Prosecution Offices.

3. ASSUMPTIONS & RISKS

The conditions for carrying out this project depend on the political, economic and further stabilisation of Kosovo.

4. SCOPE OF THE WORK

4.1. Description of the Assignment

The role and responsibility of the trainer is that in compliance with the objectives and the work plan, to provide training for building the capacities of the staff for CMIS usage and also offer the adequate support for implementation of the CMIS in the courts and prosecution in Peja region.

The Trainer shall:

- Provide 1 to 1 on the job high quality training and support to CMIS users in Basic Court of Peja including three branches of Basic Court Peja - Deçani Branch, Klina Branch and Istogu Branch for the rollout of the CMIS.
- Provide 1 to 1 on the job high quality training and support to CMIS users in Basic Court of Peja for the rollout of the CMIS.
- Maintain effective communication with staff to establish training needs.
- Develop and maintain training material and agendas to the highest standards.
- Develop and maintain a high level of personal understanding of the organization of the Judicial System in Kosovo, organization of the court and the prosecution office and work processes.
- Develop and maintain a high level of personal understanding of the CMIS application software and associated modules.
- Ensure that training is implemented in line with training and implementation plan and CMIS project objectives.
- Identify personal development requirements in order to maintain application knowledge.
- Carry out the evaluation, by ensuring the collection of completed participants training reports and completion of a training report at the end of each event;
- Demonstrate and communicate a high level of understanding of the CMIS application.
- Ensure that all staff is brought to the highest possible level of understanding of the CMIS application and associated modules.

4.2. Target Groups

The direct beneficiary will be Citizens of Kosovo, Kosovo judicial institutions (KJC and KPC), Courts and Prosecutor Offices in Kosovo and all judges, prosecutors and support staff.

4.3. Deliverables

- N/A

5. LOGISTICS AND TIMING

5.1. Location

The activities will take place in Basic Court/Prosecution Office in Peja including three branches of Basic Court Peja - Branch Deçani, Klina Branch and Istogu Branch. The work of the trainer is mostly concentrated in the Peja Basic Court and Basic Prosecution Office and as per the training implementation plan the position of trainer will require travelling in the Region of Peja (Deçan / Klina/Istog) and project will not cover the trip expenses.

5.2. Commencement Date & Period of Implementation of Tasks

The intended commencement date is June 1st, 2017, with duration up to **30/06/2018**.

5.3 REQUIREMENTS

- Education:

- University Degree / Bachelor, law faculty or computer sciences, preferred.

- Expertise:

The Trainer has the following expertise:

- Minimum of 1 year in a technical training delivery role, preferred.
- Excellent knowledge of Albanian language (Native) (spoken and written);
- Knowledge of English/Serbian language (spoken and written), preferred;
- Good oral and writing skills;
- Knowledge of the application of information technology in public administration;
- Experience of working within a customer service environment is desirable;
- Experience of designing, delivering and maintaining training materials is essential.
- Presentation and communication skills;
- Knowledge of the organization of the Kosovo judiciary;

6. REPORTING

The Trainer shall report to the Team Leader.

The Application with the enclosed documentation should be sent by email to: info-pristina@img-int.org