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## TERMS OF REFERENCE – FINDING CLASS MONITOR

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Project: Swiss Tourism for Sustainable Development in Vietnam (ST4SD)

Code: TOR.C2.19.06.2025.2

Consulting services: Class monitor for Swiss EHT foundation level in Ho Chi Minh city

Contract term: From: July, 2025 To: Dec, 2025

Application deadline: Before June 23, 2025

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### 1. Project Introduction

The Swiss Tourism for Sustainable Development in Vietnam (ST4SD) project, funded by the Swiss State Secretariat for Economic Affairs (SECO), aims to develop Vietnam's tourism industry in a more sustainable and inclusive manner. As part of Switzerland's economic development cooperation activities in Vietnam, the project is jointly implemented by Helvetas Vietnam and Cred Agriculture and Tourism Solutions Consulting Company Limited (CRED). The Ministry of Culture, Sports and Tourism has appointed the Vietnam National Administration of Tourism as the project owner.

The ST4SD project supports the drafting and recommendation of relevant policies and enhances public-private dialogue at both national and local levels; develops and promotes the Swiss EHT between Swiss partners and qualified Vietnamese training institutions; and establishes a network of tourism industry experts from Switzerland and Vietnam. At the same time, the project promotes innovative ideas for businesses and destinations to enhance sustainability (including the development of sustainability standards). In the long term, the ST4SD project will support the creation of new livelihoods and sustainable economic development in Vietnam.

During more than 2-year implementing in Vietnam, Component 2 has chosen 17 master instructors from 4 pilot training institutes coming from 3 regions: National economics university in the north, IBH academy in the central and Van Lang university, Sai Gon tourism college in the south for implementing Swiss Executive Hospitality Training program (Swiss EHT). In 2025, ST4SD is supporting the training institutes to expand the market and seek the targeted audience as well as open pioneer classes for Swiss EHT program.

ST4SD is looking for class monitor and master instructors certified by EHL to deliver the Swiss EHT program in Vietnam.

## 2. Objective

- Organize and facilitate an orientation session for each class to ensure participants are well-informed about the program objectives, structure, and expectations.
- Provide ongoing monitoring, online coaching, and support to learners over a 4-week period to enhance their learning experience and address any challenges.

## 3. Scope of operation

The selected master instructor (MI) will be responsible the following specific tasks:

1. Discuss and agree on the methodology to prepare orientation session and monitoring methods.
2. Ongoing monitoring, online coaching, and support to learners over a 4-week period
3. Prepare a detailed training report, including outcomes, feedback, and recommendations for future improvements.

## 4. Output and Timeline

STT	Mission	Number of days	Tentative deadline
1	Discuss and agree on the methodology to prepare orientation session, training materials, and training, and monitoring methods		28/06/2025
2	Prepare and conduct the online orientation session	1 day/ course	10 days before offline section
3	Ongoing monitoring, online coaching, and support to learners	8 days/ course	Within whole course
4	Conduct monitoring activities report and recommendation	1 day/ course	5 days after training the modules

## 5. Criteria for Selecting Service Providers

- Holds a Master's degree and is a certified Master Instructor by École Hôtelière de Lausanne (EHL)
- Minimum of 5 years of teaching experience at recognized training institutes.
- At least 10 years of professional experience in the hospitality sector.
- Demonstrates professional proficiency in English (written and verbal).
- Understanding the local context and have strong communication with local stakeholders.

## 6. Required Documents

Master instructor with relevant expertise and interest are requested to submit:

- A detailed Curriculum Vitae (CV) outlining qualifications and experience.
- A comprehensive workplan detailing the approach and timeline for executing the contract.
- Valid certification as a Master Instructor by EHL, along with any other relevant certifications.
- A financial proposal outlining the cost structure for the proposed services.

Proposal should be sent to the email address [assist3@st4sd](mailto:assist3@st4sd), [helvetas.vietnam@helvetas.org](mailto:helvetas.vietnam@helvetas.org) and [olivier.messmer@helvetas.org](mailto:olivier.messmer@helvetas.org) before June 23, 2025.

**Note: ST4SD only contacts selected master instructor**

**Proposed by**

**Approved by**

**Team lead**

**Country Director**