

Terms of Reference (ToR) for Establishing of Training Model for the Tourist Interpreter Programme

Between the Sri Lanka Institute of Tourism and Hotel Management (SLITHM) and the Consultancy Organization

01. Background

The Sri Lanka Institute of Tourism and Hotel Management (SLITHM) has initiated a project to develop a standardized model for the proposed tourist interpreter programme. This effort forms part of SLITHM's ongoing commitment to strengthening the quality and relevance of tourism education in Sri Lanka.

This project is supported by the 'Managing Together' Project, implemented by the Ministry of Environment in collaboration with the United Nations Development Programme (UNDP). The Project aims to enhance the knowledge and skills of tour guides and entrepreneurs in accordance with the needs of the tourism industry of the country.

02. Objective

The primary objective of this consultancy is to develop an innovative training model on the Tourist Interpreter programme for SLITHM, ensuring to meet both industry requirements and international standards.

Further, the consultancy should contain:

- **Integrate Innovative Training Methods:** Incorporate modern teaching tools and digital learning content to enhance the delivery and engagement of training programmes.
- **Apply Best Practices:** Embed both Sri Lankan and global best practices, including relevant case studies, research as instructional resources to enrich the learning experience and ensure practical relevance.

03. Scope of Work

3.1. The Consultancy organization will be responsible for the following tasks related to developing a standardized training model for the proposed tourist interpreter programme.

- 3.1.1. Identification of potential interpretation subject areas of Sri Lanka.
- 3.1.2. Development of a criterion for selection of potential applicants through a thorough screening process.
- 3.1.3. Training Model Development.
 - i. Development of an effective training model for the proposed Tourist Interpreter training programme, along with the involvement of relevant stakeholders.
 - ii. Provide recommendations of the implementation of the developed training model on the tourist interpreter programme. The training model shall be tailored to obtain the relevant license from the Sri Lanka Tourism Development Authority (SLTDA).

3.2. Consultancy Organization

The training model development panel shall consist of a minimum of three subject specialists, including nature and heritage, based on their expertise and prior exposure. The experience on similar scale projects would be an added advantage. The consultancy organization, in its proposal, shall reveal the proposed panel (profile required).

3.3. Workshops and Stakeholder Engagement

The Consultant shall conduct stakeholder workshops, progress reviews, and validation sessions to ensure industry relevance and obtain feedback from key stakeholders with the concurrence of SLITHM.

04. Evaluation criteria (This will be delivered during the invitation of the proposal)

05. Transfer of Knowledge of the Developed Model to the SLITHM staff

One of the key objectives of this consultancy is to ensure sustainable capacity building within SLITHM through effective knowledge and skills transfer.

5.1 Focal Point

An assigned lecturer from SLITHM will serve as the designated institutional focal point for this project. Under the direct supervision of the Chairman and the coordination of the Deputy Director General (Academic), this individual will take a lead role in supporting the implementation of future teacher training initiatives related to the developed model for the Tourist Interpreter programme.

5.2 Knowledge Transfer and Capacity Building

The Consultancy organization shall ensure that all tools, methodologies, and insights related to model development are effectively transferred to relevant SLITHM personnel as part of the consultancy's capacity-building objective.

06. List of Key Deliverables

The Consultancy organization is expected to produce the following key deliverables as part of the assignment:

6.1 Developed Training Model Framework

A training model shall be developed for the Tourist Interpreter programme. The framework of the model shall cover the below content including, but not limited to:

- Training Model outline
- Defined learning outcomes
- Course objectives
- Subject structure

- Key thematic areas and assessment methodologies

6.2 Final Deliverables

Completed and finalized training model (in both hard copy and digital formats) for the Tourist Interpreter programme. These documents should include:

- A validated detailed training model outline
- Recommendations on the implementation of the developed training model on the tourist interpreter programme.
- Supplementary digital content to facilitate modern, flexible, and blended learning approaches in needed areas.
- Developed in-house capacity of SLITHM on the training model through effective knowledge and skills transfer.

6.3 Implementation Report

A comprehensive report outlining recommendations for effective implementation and evaluation strategies on the developed training module, including:

- Integration approaches within SLITHM.
- Mechanisms for quality assurance and continuous improvement.
- Capacity-building recommendations for instructors and assessors.

6.4 The validation and acceptance of final deliverables

The validation and acceptance of the final curricula will be done by a committee appointed by the Director General of SLITHM, which will consist of the representatives of SLITHM, the Consultancy organization, and relevant stakeholders.

07. Period of Performance

The duration of the consultancy will be Three (3) months, commencing on **15th October 2025** and concluding on **15th January 2026**.

No	Deliverables	Time frame
01.	Draft Training Model Frameworks	Four (4) weeks
02.	Final Training Model and the Implementation Report	Three (3) weeks
03.	Validation and acceptance of final curricula	Three (3) weeks
04.	Completion of the knowledge transfer	Two (2) weeks
	Total duration of the consultancy	Three (3) months

As a condition of contract award, the consultancy organization shall submit a performance bond in accordance with the terms outlined in the bidding document to ensure the timely and satisfactory completion of the assignment.

08. Payment Structure

Payments to the Consultancy organization will be made in three (3) stages, subject to the submission and formal acceptance of the specified deliverables by SLITHM:

1. Stage 1 – 20% Payment

Upon submission and acceptance of the Draft model framework for the Tourist Interpreter programme.

2. Stage 2 – 40% Payment

Upon submission, validation, and acceptance of the Final training model for the Tourist Interpreter programme and the accompanying Implementation.

3. Stage 3 – 20% Payment

Upon submission of supplementary digital content.

4. Stage 3 – 20% Payment

Upon the successful completion of the knowledge transfer.

All payments will be processed in accordance with the terms specified in the signed agreement and upon approval by the Director General of SLITHM.

09. Reporting

9.1 The Consultancy organization shall report directly to the Deputy Director General (Academic) of SLITHM throughout the duration of the consultancy.

9.2 The Consultancy organization is expected to provide regular progress updates and participate in a minimum of four scheduled review meetings during the project period.

9.3 These meetings will serve to:

- Monitor progress against agreed deliverables.
- Address any emerging issues or adjustments.
- Ensure alignment with SLITHM's expectations and industry standards.

9.4 Meeting schedules will be agreed upon at the inception of the project and documented in the Consultancy organization's schedule of activities.

9.5 The eligible firm shall nominate a suitable focal point to represent the organization to liaise with SLITHM.

10. Confidentiality

10.1 The Consultancy organization shall maintain strict confidentiality with regard to all sensitive information accessed or obtained in the course of the consultancy. This obligation applies to, but is not limited to, the following:

- Stakeholder insights and feedback.
- Internal documentation and proprietary materials belonging to SLITHM.
- Any unpublished data, reports, or intellectual property shared or generated throughout the duration of the assignment.

10.2 The Consultancy organization agrees not to disclose, reproduce, or use any such information for purposes outside the scope of this consultancy without the prior written consent of SLITHM.

10.3 This confidentiality obligation shall remain in full force throughout the consultancy period and shall continue to apply after the conclusion of the assignment, without limitation in time.

11. Qualifications

The ideal candidates for the consultancy organization should possess the following qualifications and competencies:

- **Educational Background**
 - A PhD in History, Culture, Biodiversity, nature, heritage, or a closely related field relevant to the thematic focus of the consultancy.

OR

 - A Master's degree in one of the above areas, with a minimum of five (5) years of post-qualification experience directly related to model/academic content development or practice within the thematic scope.
- **Professional Experience and Expertise**
 - A proven track record of publications and/or outputs (e.g., course materials, reports, research) related to teaching, model/academic content development, or practical applications within the domains of History, Culture, Biodiversity, nature, heritage, or a closely related field.
 - In-depth knowledge of the tourism industry, particularly in relation to tour guiding practices and training.
 - The similar nature of successful assignments is to be considered as an advantage.
- **Skills and Competencies**
 - Strong communication and facilitation skills, with the ability to effectively engage and collaborate with multiple stakeholders.
 - Demonstrated experience in working collaboratively with diverse teams and stakeholders, including educational institutions, industry experts, and policymakers.

12. Facilitation from the SLITHM

During the consultancy period, SLITHM will be provided with the following support to ensure effective collaboration and successful implementation of the project:

- **Facilitation:**

Provide necessary facilities (suitable office space) for the smooth execution of the project activities throughout the consultancy period.
- **Project Coordination:**

Assign a dedicated personnel member to coordinate and liaise with the Consultancy organization to ensure effective communication and timely progress.

- **Stakeholder Engagement:**

Facilitate stakeholder involvement by organizing and supporting workshops, meetings, and validation sessions as mentioned in No. 09.