

Terms of Reference (TOR) Local Consultant Capacity Building

1 Context

This project aims to support the development of a fully accessible public transportation system for persons with disabilities (PWDs) in Penang. It focuses on access audit of all public transport facilities, awareness activities and capacity building in addition to the establishment of a demand responsive door-to-door transport service.

By increasing transport options for PWDs, it is expected that their social exclusion will be significantly reduced and will promote socio-economic independence. This project will ultimately contribute to the Government of Malaysia's obligations under the Biwako Millennium Framework, the Persons with Disabilities Act 2008 and the UN Convention on the Rights of Persons with Disabilities.

2. Purpose and Objectives

The purpose and objectives for the appointment of a Local Consultant are as follows:

The Local Consultant will work closely with local resource persons and/or institutions to increase knowledge among PWDs of public transport options available in Penang and to improve customer service levels of transport operators when dealing with PWDs.

3. Scope of work

1. Conduct classroom training for PWDs to address any concerns they may have on using a fixed route service, communication with transport company staff, travel planning and independent living skills to develop confidence and promote the use of public transport among PWDs.
2. Conduct Fixed Route Travel Training workshops for all groups of PWDs, including "hand-on" training on buses (to include identifying bus stops, understanding bus routes, using equipment for accessibility, ramps, communicating with drivers, etc), trains and ferries.
3. Conduct disability equality training workshops for front line staff of key transport operators in Penang to promote better understanding of the needs of persons with mobility, sensory and cognitive impairments and to remove communication, attitudinal and physical barriers for PWDs.

4. Final Report

The Local Consultant will write a report at the end of the capacity building workshops detailing recommendations for increasing knowledge among PWDs of public transport options available in Penang and improving customer service levels of transport operators.

5. Deliverables, Timeframe & Payment Schedule

The Local Consultant will be allocated a total of 25 days within 2 months to complete the assigned tasks:

Deliverables	Expected Completion Date
<ul style="list-style-type: none">• Develop training modules and materials for all capacity building activities• Conduct classroom training for PWDs to address concerns regarding using public transportation including travel planning and independent living skills, and communications with transport company staff including a briefing by transport operators on their services• Conduct disability Equality Training for front line staff of key public transport operators to promote better understanding of the needs of PWDs	End of December 2009
<ul style="list-style-type: none">• Conduct Fixed Travel Route Training for PWDs including hands-on training on buses, train and ferries• Preparation and submission of reports on the pre and post evaluation of all workshops and recommendations.	End of January 2010

Qualifications and Experience

Interested individuals should have the following qualifications:

- A higher degree in Development Studies, Social Work, Social Science or relevant subject of study
- 10 years or more of research and consulting experience in disability issues especially in accessible transportation for people with disabilities
- Well versed with developmental issues in Malaysia with special reference to Penang (would be an advantage)
- Excellent report writing, communication and organizational skills
- Fluency in English and experience working within a multicultural environment
- Excellent computer skills
- Be proactive, energetic, committed and innovative

Duration of Consultancy: 2 months

Interested individuals are kindly requested to submit your application together with a detailed curriculum vitae (providing evidence of relevant ongoing and past consultancies/research, publications, reports and services provided) and **expected consultancy fee** to:

Resident Representative
UNDP, Wisma UN
Jalan Dungun, Damansara Heights
50490 Kuala Lumpur
Fax: (03) 2095 2870
Email: registry.my@undp.org

Deadline for Application: 26 November, 2009

Only short-listed applicants will be notified.

Persons with Disabilities are encouraged to apply.

Please visit our website at <http://www.undp.org.my/about-us/procurement>
for full terms of reference for the above position.