



Term of Reference

“Professional Development Programme for Secretaries”

ASEAN Secretariat, Jakarta

1) Background

- a. The commitment of ASEAN Towards 2025 - Forging Ahead Together has charted out the future directions for ASEAN and provided fresh impetus to consolidate ASEAN Community. These new goals and aspirations have a corresponding effect on the expectations placed upon the ASEAN Secretariat (ASEC) in fulfilling its role in providing coordination of ASEAN organs and in the implementation of ASEAN projects and activities. The ASEAN Secretariat shall ensure that all its activities are aligned to the achievement of strategic priorities of ASEAN and follow the established criteria of addressing regional issues and benefiting ASEAN. To support the above aspirations, it is pertinent upon ASEC to have the right capability and capacity in the implementation of its commitment.
- b. Secretaries are integral part of administrative support systems in ASEC and play a vital role in managing the day-to-day office operations including emails correspondence, taking minutes, facilitating and organizing meetings, and data entry, in order to optimize workflow procedures in the office. Secretaries are also expected to have a set of outstanding interpersonal skills when dealing with multi-cultural and multi-character people, including in managing good relationships with their bosses. They need to be discrete and respect confidentiality in handling sensitive matters and sensitive information.
- c. In the digital age, Secretaries are no longer confined to traditional administrative tasks but have become instrumental in leveraging digital tools to enhance efficiency, communication, and overall productivity within the workplace. Secretarial roles have undergone a profound transformation, adapting to the rapid advancements in technology and the changing needs of modern organisations.
- d. ASEC realizes its urgent need to enhance the required skills, proficiencies and competencies of this group of staff, particularly in responding to the challenges of the above new roles. A proposed combined capacity building programme in office digital administration management and interpersonal skills for all ASEC Secretaries, to be conducted in two (2) batches, is proposed as development activities that can mitigate the capacity gaps for this group of staff performing their roles according to the organisation needs.

2) Training Objectives

- The programme aims to help upskill participants' capabilities in mastering modern secretarial skills and dealing with today's challenges and needs in the ASEC workplace.
- To build a strong bond among the Secretaries, fostering teamwork and productivity, and encouraging, encouraging a harmonious atmosphere that can contribute to a collaborative work environment.

3) Deliverables/Outcome of Training

On completion of the training, participants will be able to:

- Determine the secretary's role and its importance in the modern offices.
- Develop the important secretarial skills required in digital era.
- Create a positive impact on the performance of the organization as a whole.
- Enhance their interpersonal skills.
- Set priorities and manage time efficiently.
- Learn to set up effective digital filing and records management systems.
- Be assertive and build a good rapport with stakeholders.

4) Training Topics

Training will emphasize on the understanding the roles and competencies of a secretary in the digital era, and covering the following topics should be included, but not limited to:

- Advanced Administrative and Organisational Skills
- Communication and Effective Working Relationship
- Productivity & Task Management
- Office Management & Digitalisation
- Negotiation & Problem-Solving Strategies

5) Training Methods, Duration and Venue

Duration of training is two (2) days.

The event is organised in two (2) different batches to accommodate forty participants, and will be conducted as a 2-day residential session outside Jakarta. For the venue, tentatively proposed in Bogor, from Friday to Sunday.

During the event, team-building activities will also be instilled into group-based activities. The activities will be carefully designed to strengthen teamwork of participants who are coming from different divisions.

6) Target Participants

Training will mainly target forty (40) ASEC staff, including Functional Staff and one (1) Associate Officer level, who have been identified for the improvement/enhancement of the secretarial skills-related areas. Priorities will be given to the Secretaries at Division/Directorate/Department/Office. It may also be extended to the relevant General Service Staff level, as deemed necessary.

7) Target Date

Qtr. 3, 2024 (July-Sep)

8) Training Effectiveness Evaluation

The Kirkpatrick's Training Effectiveness Evaluation Model will be applied to assess how the training has benefited the participants and will benefit ASEC, post-training.

Kirkpatrick's Evaluation Level and Outcome	Evaluation Contents	Timeline	Tools (questionnaires)
Level 2 : Knowledge transfer	Improved knowledge	Immediately after the training ends	Pre and Post-test Evaluation on knowledge and skill

9) Eligibility to Participate

This request for proposal is open to individual consultants and established corporate/company, with proven record experience in conducting of similar training for corporate and/or international organization.

10) Provider's criteria:

- 10.1. Have a proven record of experience in conducting classroom training for corporate and/or international organisations. Experience with ASEAN Secretariat is an advantage.
- 10.2. Each proposed trainer should demonstrate the above experiences and competencies in working on project managements training for international organization, with excellent delivery in facilitating the programme in English, as reflected in the CV.
- 10.3. A certified Trainer(s)/Facilitator(s) to be assigned for the programme, should be clearly stated in the CV.
- 10.4. Once selected, Training Provider shall:
 - Propose module contents and consult ASEC to ensure a complete and accurate understanding of ASEC's requirements and the training objectives prior to the training.
 - Provide learning materials (sample of Handouts, Book, Accessible Link, etc.) that will be used for the training, for review by ASEC to ensure the provider's understanding of ASEC's requirements of the training contents.
 - Deliver training as per agreed topics, syllabus, programme (with relevant variations, if necessary). Optimize the training duration with substantial contents (whether written or verbal) to enhance participants' knowledge acquisition process.
 - Provide Certificate of Attendance/Participation for each participant.
 - Provide one (1) set in hard copy, final documents/materials used during the training.
 - At the end of the training, provide an overall report to ASEC HRD on the performance indicating the improvement achievement between pre- and post- training achievement of the participants, and overall effectiveness of the training for each participant, using relevant, internationally accepted and proven Training Effectiveness Measurement tool(s), not later than one (1) month upon completion of the training.

11) Terms of Payment

30% after PO received and 70% upon submission of final reports and certificate.

12) Proposal Submission Procedures.

Interested training providers are invited to submit a proposal in accordance to the following procedures:

12.1. All proposals **must be** submitted in **English**.

12.2. The Technical Proposal and Financial Proposal must contain the following information:

a. Technical Component:

- i. The provider's individual/company business profile, including experience (both in conducting virtual and non-virtual/physical classroom) and legal establishment documents;
- ii. Facilitator(s)' CV/profile, should clearly indicate his/her proficiency in English, by mentioning proven experience in conducting similar training with multicultural audience in corporate/ international organization;
- iii. List of clients under the same/similar topic;
- iv. Proposed training approach/design should at least include:
 - Indicative topics and estimated time allocated for each task/activity and skills;
 - Description of programme/course outlines indicating topics and activities for the three (3) days training, using the format as shown in Appendix 1 of the Terms of Reference.

b. The Financial component: ASEC is a not-for-profit organization and exempted from any Value Added Tax (VAT), the financial proposal should specify service **NETT** fees, for the 2-day residential training programme in Bogor area, inclusive of accommodation, logistics, meeting package at the proposed venue in a 4-star hotel.

Course Outline Format

“Professional Office Management Skills for Secretaries”

TOR No. 5

Hours	Day, Date	
	Topic	Class Activity
am	— — ... — ...	— — ... — ...
	Morning Break	
	Lunch Break	
pm		
	Afternoon Break	

Note: Please refer to the Terms of Reference in developing the course outline