

## Annex 1: Specifications

ECB-PUBLIC

Subject	Language training for business needs
<b>Requested services</b>	<p><b>1. Language assessment:</b></p> <p>To test the proficiency level of prospective ECB people e.g. in the context of a recruitment campaign as well as the proficiency level of current ECB people in view of their professional duties. The scope of this service shall include (i) the development and/or sourcing of tests (as required), (ii) their organisation and administration as well as (iii) their evaluation. The tests shall assess language levels according to the Common European Framework of Reference for Languages ('CEFR') of the Council of Europe<sup>1</sup>. Thereby language proficiency in any EU official language (and exceptionally non-EU languages) shall be evaluated in a multi-dimensional way regarding skills in listening, reading, speaking and writing.<sup>2</sup> In most cases involving tuition, the supplier shall carry out an assessment both prior to and upon completion of any tuition in order to effectively monitor progress. On occasion, the provider may be asked to assess the person's capacity to perform certain tasks in a specific language instead of assessing the holistic language proficiency. The specific requirements shall be specified by the ECB. The tests shall be held face-to-face in Frankfurt am Main / the Rhine-Main area (at the ECB's premises or the Contractor's facilities) or remotely (via telephone or free online video call).</p> <p><b>2. Language tuition:</b></p> <p>Training shall mainly be in EU official languages (and exceptionally in non-EU languages) and shall be focused on business related topics. Starting and target levels according to the CEFR shall depend on the business need of each participant.</p> <p><b>3. Administrative support services:</b></p> <p>the supplier shall appoint a single point of contact (identified staff member(s)) with a level of English of at least C1 who shall be responsible for the personal performance of the following services to be provided in English:</p> <ul style="list-style-type: none"> <li>the organisation of all courses and/or assessments as requested by the ECB;</li> <li>the handling of all queries by DG-HR and individual staff members;</li> <li>the provision of evaluation reports as well as metrics on the services</li> </ul>

<sup>1</sup> Council of Europe - CEFR: <https://www.coe.int/en/web/common-european-framework-reference-languages>

<sup>2</sup> Council of Europe - CEFR Table 2 (CEFR 3.3) : Common Reference levels: <https://www.coe.int/en/web/common-european-framework-reference-languages/table-2-cefr-3.3-common-reference-levels-self-assessment-grid>

	<p>provided on a quarterly basis;</p> <ul style="list-style-type: none"> <li>the co-ordination and organisation of all logistical arrangements related to all intensive courses, if requested, (e.g. accommodation, meal packages and social/cultural activities<sup>3</sup>).</li> </ul>
<b>Participants</b>	Prospective and current ECB people
<b>Teaching formats</b>	<ol style="list-style-type: none"> <li><u>One-to-one tuition:</u> The one-to-one training is individual tailor-made language tuition. This can be either face to face, remote (e.g. by phone or free on-line video-call) and/or via blended learning.</li> <li><u>Open course:</u> When appropriate, participants shall have the opportunity to enrol and participate in an on-going course which is run as part of the Tenderers regular offer at the Tenderer's school, branch office, or similar.</li> <li><u>Group training:</u> In groups of up to a maximum of 5 participants and consisting of ECB team members pursuing a common learning goal.</li> <li><u>Intensive language tuition:</u> This format may primarily be requested outside of the Frankfurt and/or Rhine-Main area. At the request of the ECB, the Tenderer shall be able to provide <u>all</u> the above formats also in intensive format (programme per week consisting of at least 30 units of 45 minutes each).</li> </ol>
<b>Place of performance</b>	<p>The Tenderer shall provide the requested services at venues suitable to the effective learning in the following locations as requested by the ECB:</p> <ul style="list-style-type: none"> <li>The premises of the ECB in Frankfurt am Main</li> <li>In alternative location(s) in the Frankfurt and/or Rhine-Main area e.g. at the contractors premises or any other suitable location arranged by the contractor</li> <li>Throughout Europe (primarily in Spain, France and Italy) in suitable venues to be provided by the contractor.</li> <li>Exceptionally in other third countries.</li> </ul>
<b>Training materials</b>	<p>The development and provision of all relevant learning materials (including any online resources).</p> <p>The contractor shall be up to date with latest learning methodologies in the area of adult/professional learning. The Contractor shall use these methodologies as well as the most up to date study/teaching materials as developed by the contractor's school and/or as are available on the market. The contractor shall provide all participants with relevant and adequate training materials in hardcopy and/or other resources, e.g. online resources including access to any platforms/Apps as provided by the contractor.</p>

<sup>3</sup> The supply of the logistics itself is not part of the Services, but the logistical arrangements shall be centrally organised by the Contractor who shall be the single point of contact therefore.

	<p>The costs for the development and provision of all training materials shall be included in the quoted tuition rates.</p> <p>All training material shall be provided in the respective language of tuition.</p> <p>All administrative documents shall be submitted to the ECB in English.</p>
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