Dated August 4, 2017

HUMANITARIAN LEADERSHIP ACADEMY

TERMS OF REFERENCE
Title: Humanitarian Essentials Massive Open Online Course (MOOC) – Part 1 - Facilitator - consultant

Duration of contract: up to 12 days in total – starting September 27, 2017 and ending November 8, 2017 (6 weeks)

Budget: n/a

Location: Remote

Background and Context

The Humanitarian Leadership Academy is a global learning initiative set up to facilitate partnerships and collaborative opportunities to enable people to prepare for and respond to crises in their own countries. We aim to support the needs of individuals, organisations and communities by facilitating access to learning resources, platforms and tools. This will enable locally relevant capacity-sharing and mutual learning. Collaboration is the cornerstone of the Academy. We work with partners across the humanitarian sector and beyond; from technology companies to universities; local communities to multinational corporations, drawing on the knowledge, expertise and resources of a range of organisations to ensure the best solutions are found for those most in need.

In 2016 the Academy developed the Humanitarian Essentials Pathway in order to respond to an identified need to provide access to core learning for entry level humanitarian workers. The pathway is a self-directed and self-guided learning offer, composed of seven sets. It aims to improve the core humanitarian competencies of entry-level humanitarians, as identified by the Core Humanitarian Competency Framework (CHCF). The Humanitarian Essentials Pathway is now undergoing a refreshment to improve the learning based on users’ feedback.

In October 2017, the Academy will offer English speaking entry level humanitarian workers a MOOC on Humanitarian Essentials which will be delivered by one of the Academy’s partner organisations; ITCILO (International Training Centre of the International Labour Organisation). The Humanitarian Essentials MOOC - Part 1 is a learning opportunity that enhances part of the currently available Humanitarian Essentials Pathway (another part of the Pathway will be delivered in 2018 by Humanitarian Essentials MOOC – Part 2), by bringing learners from Level 1 (self-guided, self-paced learning) to Level 2 (structured, supported learning). The MOOC will make learning more relevant by:

- enhancing interaction among peers and experts;
- offering a more supported way of learning;
- providing the opportunity to ask questions and making sure learners do not feel isolated.
Learners will be incentivised to take this MOOC which is built around the content already available on Kaya (but under refreshment at the moment). The MOOC will not only be a landing page for learners to retrieve all the courses that are part of the Humanitarian Essentials Pathway, but will offer a structured facilitation over a period of 4 weeks. Online facilitation will include:

- opportunity to attend a webinar with an expert;
- opportunity to participate in relevant discussion forum threads which address key challenges and questions for entry-level professionals;
- opportunity for entry-level professional to submit an assignment which is relevant and context-related.

The Humanitarian Essentials MOOC - Part 1 ideal learning journey could be as follows:

- Week 1: Humanitarian principles and standards;
- Week 2: Understanding the humanitarian context;
- Week 3: International legal framework;
- Week 4: Applying humanitarian principles (focus on practical application, Case Study/ Impact Stories etc.).

The Academy’s offer of this MOOC will also serve the purpose of bringing more attention to the different courses that are available on Kaya and are part of the Humanitarian Learning Pathway, and to PHAP Credentialing Program in three related competency areas:

- Applying Humanitarian Principles in Practice;
- Understanding the Humanitarian Ecosystem;
- International Legal Frameworks for Humanitarian Action.

The MOOC is a learning product able to reach a large audience. The Academy aims at attracting around 3000 individuals to sign up for the course (with 10% of sign ups expected to complete).

The live/facilitated Humanitarian Essentials MOOC - Part 1 will run from October 2, 2017 to October 29, 2017. The learner will have opportunity to complete all assignments till November 5, 2017. However, there will be no facilitation during the 5th week.

The Academy is now looking for a facilitator/consultant with Subject Matter Expertise in the above described three competency areas.

1. Objectives of contract

The objective of this contract is to co-facilitate the Humanitarian Essentials MOOC during the period outlines above, ensuring that learners have a positive experience, are continually engaged with the course content and are supported as necessary with queries related to content.
2. Scope—description of services and process

The consultant will be requested to provide the following services:

- Be the first point of call for learners;
- Regularly access the online learning environment every day (1-4 hours/day);
- Subscribe to the Social Learning and Technical Support Forum;
- Initiate a weekly forum thread in the Social Learning Forum according to the topic of the module;
- Monitor the Social Learning Forum and react to learners’ posts accordingly;
- At the end of each week, prepare a list of key highlights/quotes which summarize long forum discussions;
- Monitor the Technical Support Forum and react to learners’ posts, if issues are related to course content;
- Co-draft the agenda and facilitate 1-hour webinar;
- Co-review the list of Case Study/Impact Stories on applying humanitarian principles.

3. Resources and engagement from the Academy

The consultant will be managed and expected to work closely with the ITCILO Junior Programme Officer - Alessia Messuti – and her team to deliver this project.

Prior the MOOC, the Academy will refresh Humanitarian Essentials Pathway: for this reason the consultant could be asked to interact as well with the team in charge of the refreshment to keep consistency between the two learning initiatives.

For all administrative issues, the consultant is asked to get in touch with Academy Learning Solutions Advisor - Petra Pojerova.

4. Proposed schedule and deliverables

The contract will start on September 27, 2017 and will end on November 8, 2017.

Prior the MOOC (which will run from October 2, 2017 to October 29, 2017) the consultant will be asked to work with ITCILO team to prepare for the facilitation, webinar etc. This phase should take approx. 1 day.

During the live MOOC, the consultant will be asked to deliver the services described above (see 2. Scope—description of services and process). The consultant is expected to devote approx. half a day per day during 4 weeks.

After the live MOOC (from October 29, 2017 to November 8, 2017), the consultant will be able to finish with co-review of the list of Case Study/Impact Stories.

5. Essential criteria
Experience

- Expertise in Humanitarian Essentials topics: Humanitarian principles and standards; Understanding the humanitarian context; International legal framework; Applying humanitarian principles;
- Experience in online facilitation;
- Experience in delivering a webinar;
- Experience in working with Moodle based Learning Management System is a plus

Competency in English language - fluent

Ability to travel- n/a

Ability to sub-contract- n/a

Capacity to take on assignments- n/a

6. Submitting an Expression of Interest

Use the attached form to submit an EOI.

Please submit completed expression of interest to Petra Pojerova (p.pojerova@humanitarian.academy) by August 17, 2017.