



## **REQUEST FOR PROPOSAL / TERMS of REFERENCE – LEARNING PROGRAMME CONSULTANT FACILITATOR**

### **Summary**

The Humanitarian Leadership Academy (“the Academy”) is seeking proposals for a consultant/organisation to contribute to the design and provide remote facilitation for an introductory Humanitarian Learning Programme for 250 staff of a private sector organisation in the Middle East. The Programme will be delivered in English and run through the Academy’s Learning Platform, Kaya. The services of the consultant will be required for 2 phases:

- Phase 1 (Starting 28 March) – Learning Design and Development Services
- Phase 2 (5 May – 5 June) – Programme Facilitator Services

### **About the Humanitarian Leadership Academy**

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 are working with local, national, regional and global organisations, communities and individuals to develop learning resources and tools. By supporting people at the grassroots level, we will enable them to be better prepared for a disaster, respond quicker and to have increased resilience after a crisis.

By working in collaboration, we are building a network of expertise that will be shared and utilised immediately when a disaster strikes. Through this people will be able to continuously share their experiences.

### **About the Humanitarian Learning Programme**

The Academy is working with a private sector organisation based in the Middle East to deliver a humanitarian learning programme for 250 of their staff in May and June 2018. The staff are based in Egypt, Oman and the United Arab Emirates and do not

have a humanitarian sector background (although are likely to have some exposure).

The Humanitarian Learning Programme is an introduction to key humanitarian sector themes so that staff are better prepared to act as volunteers – as several are engaged in volunteering in their communities. The Programme is structured as 1 module per week:

- Module 1: Humanitarian 101
- Module 2: Humanitarian Principles and Standards
- Module 3: Communicating in times of Crisis
- Module 4: Safety and Security

The programme will wrap up with a virtual simulation exercise where learners practice key things they learnt across the programme. The Programme will be delivered in English.

The Programme starts on 1 May and concludes on 5 June. It will run remotely as a distance course, with its own page on the Academy's Learning Platform, Kaya. Participants will access learning and complete activities on Kaya – for example eLearning, videos, reading, quiz, discussion forum, webinar. Each module has a maximum 2 hours learning – of which around 1.5 hours is self-guided content that learners do individually in their own time; and around 0.5 hours of activity is interactive e.g. group work, discussion forum, webinar.

### **Scope of Consultant Facilitator role**

The Academy, with the private sector organisation, has identified learning objectives and content for this programme. However, this content is 'global' in its perspective and not focused on the Middle East context. The Academy requires the support of a consultant with subject matter expertise related to the Programme modules and knowledge/experience of the Middle East to contextualise the programme so that it is as relevant and engaging as possible. The consultant will:

#### **1. Contribute to programme design**

As part of programme design, the consultant proposes additional content and activities that will engage and be meaningful for the target audience.

#### **2. Provide 'remote' facilitation of the course and engagement with participants**

As part of programme delivery, the consultant facilitates interactive activities of the programme, for example, discussion forum and webinar. The purpose of the interactive activities is to challenge learners and to encourage them to consider how themes from the learning are applied in practice.

The consultant will be managed and work closely with the Academy's Learning Support Specialist, Emma Livingston-Jones to deliver this project. The nature of this work will be collaborative.

## Key Deliverables

The work of the consultant will contribute to the following outputs:

1. Delivery of a well-designed, well-facilitated and engaging learning programme.
2. Learners have a positive experience, are engaged with the course content and feel that it is relevant.
3. Learners achieve set learning objectives (The Humanitarian Learning Programme is an introduction to key humanitarian sector themes so that staff are better prepared to act as volunteers).

To achieve this the consultant will provide the following deliverables:

### **Programme Design and Development:**

- Familiarise with learning objectives and initial existing 'global' programme content on the Academy's learning platform 'Kaya'.
- Propose content that will complement (or replace) existing 'global' programme content and make it more relevant for an audience based in the Middle East – this content could include documents e.g. relevant policy information, websites e.g. links to relevant organisations or new articles or videos.
- Propose – and with support from the academy, design and develop 30 min of learning activity per module that will encourage participants to understand and engage with the learning – to explore what this means in practice and from a Middle East context perspective. Activities could include (and are not limited to):
  - Questions or discussion points that are built into the learning (e.g. through a document, forum post or a short film with the facilitator asking questions).
  - Tasks or activities that we ask learners to do either individually or in groups.
  - Discussion questions that we post into the forum.
  - Webinar with the consultant acting as the speaker and sharing her/his experience.
- With support from the Academy, develop a short 1-2 min film introducing yourself as the programme facilitator and welcoming learners to the course.
- With support from the Academy, develop a short 1-2 min film for each module explaining the goals, what the learners will do and why it is important.

- With support from the Academy, design virtual scenario exercises where learners will put into practice what they learnt in the course in real life scenarios.

### **Programme Facilitation:**

- Facilitate the interactive learning activity for each module – it is anticipated the facilitator will spend the equivalent of 1 day per week to do the following: Facilitate any interactive activities; Initiate a weekly forum thread in the forum according to the topic of the module; Monitor the Forum and react to learners' posts accordingly (daily check).
- At the end of each week, prepare a list of key highlights/quotes which summarise forum discussions. (The Academy can provide examples and a template for this).
- Facilitate/co-facilitate webinars (if designed into the programme).
- Facilitate the final virtual scenario exercises.
- Review and provide feedback to learners on virtual scenario exercises.

### **Proposed schedule**

The contract will start from late March, 2018 and conclude by 5 June, 2018. Below is proposed schedule and activities:

<b>Dates</b>	<b>Activity</b>	<b>Indicative time</b>
<b>28 March</b>	Onboarding.	1 day
<b>*28 March – 12 April</b>	Learning Design and Development services (see Scope-description of services and process).  *Flexibility on when the work is carried out within these dates.	10 days
<b>5 May – 5 June</b>	Programme Facilitator Services (see Scope-description of services and process).  *Consultant will need to dedicate time across this period e.g. 0.5 days x 10 between these dates.	10 days

## Essential criteria

### Experience

- Knowledge/experience of working in at least one country in the Middle East in a humanitarian context.
- Expertise in the humanitarian topics covered within the programme and how they are relevant and apply in the Middle East context: Humanitarian 101, Humanitarian principles and standards, Communicating in times of Crisis, Safety and Security.
- Learning design skills spanning various learning approaches, particularly blended and online, with ability to deliver practical and engaging online exercises.
- Confident in giving engaging presentations. And experience/willingness to develop short engaging videos.
- Experience in online facilitation and/or delivering webinars.
- Experience in delivering webinars.
- Competency in English language – fluent

### Submission of Expression of Interest / Process Timeline

Expressions of Interest should be no longer than 4 pages and should include the following information:

- C.V/ personal profile of consultants working on [...]
- Examples of previous assignments that demonstrate your ability to undertake this work.
- Proposed methodology statement.
- Proposed timescale and budget.

Please submit completed Expressions of Interest to Please submit a completed expression of interest to Emma Livingston-Jones ([e.livingston-jones@humanitarian.academy](mailto:e.livingston-jones@humanitarian.academy)) by 23 March, 2018.

Deadline for submission of Expressions of Interest: 23 March, 2018

Notification of shortlisting: 26 March, 2018

Expected date of completion of project/assignment: 5 June, 2018

### Contracting Arrangements

A contract [for service agreement] will be put in place, based on the Academy's standard terms and conditions and these TORs.