Terms of Reference

Provider for HPass Quality Reviews

Introduction

HPass is an online platform offering a one-stop shop for humanitarian professional development. It responds to a need for a more consistent approach to professional development and skills recognition for humanitarians, who move frequently between organisations and locations, and need to be able to demonstrate their accumulated skills and experience in order to be quickly recruited and deployed. It is the product of a collaboration between a number of expert organisations in humanitarian learning,1 and wide consultation across the sector, and is being incubated by the Humanitarian Leadership Academy, “the Academy”.

HPass offers humanitarians a space to showcase their skills and experience through digital badges. These enable humanitarians to formally and verifiably demonstrate their expertise in a range of technical areas. Humanitarians set up a profile on which to display badges earned from a variety of providers, which is publicly available and can be accessed by colleagues and potential recruiters.

The site offers humanitarian learning providers the opportunity to create digital badges through a ‘Badge Factory’ facility, which they can then issue to their learners. The promotion of quality humanitarian learning is key to the site’s value proposition, and HPass also offers support to learning providers to meet sector-approved standards in order to drive up quality across the board. HPass is an essential resource for individual humanitarian staff and volunteers, recruiters, line managers and human resource (HR) professionals, and providers of humanitarian learning and assessment services.

A handful of HPass services have recently been piloted, with a view to improving the service before it is more widely launched. This includes the recently developed HPass Humanitarian Learning Standards, and Standards for Assessment of Humanitarian Competencies. HPass is seeking a provider, “the Provider”, to conduct Quality Reviews of organisations against these standards, which if successful enable organisations to achieve HPass Approved status.

Objectives

In this context, HPass is seeking expressions of interest from auditing service providers to provide third party Quality Review services against the HPass Humanitarian Learning Standards, and Standards for Assessment of Humanitarian Competencies.

The role of the Provider will be to review organisations, “applicants” that have applied to be HPass Approved, and determine whether or not to award HPass Approved status. Applicants will be providers of learning or assessment services in the humanitarian sector – this may be their exclusive business or one part of what they do. They may be based anywhere in the world. Reviews may be delivered remotely or in person, provided the level of rigour is sufficient to determine whether the organisation is meeting the standards. In the event that HPass Approved status is not awarded, the Provider will be responsible for suggesting actions that would need to be taken in order for the organisation to be eligible.

Specifically, the Provider will conduct the tasks listed below. Tasks should be completed in line with the Quality Reviewers’ Handbook and Quality Manual, and use the Self-Assessment Tools developed by Pearson to support this process (see annexes).

1 HPass Steering Committee Members are Bioforce Institute, Chartered Institute for Logistics and Transport, Humanitarian Leadership Academy, Humanitarian Logistics Association, Pearson, Professional Humanitarians in Assistance and Protection (PHAP), and RedR UK.
1) Establish an Internal Approval Committee to review auditor reports and make decisions to be verified by the HPass Standards Board. The Committee should include the relevant expertise and representation to make effective decisions regarding the standards.

2) Recruit and train a team of reviewers to be allocated to conduct Quality Reviews.

3) Conduct Quality Reviews to determine whether applicants are meeting the Standards.
   a. Receive applications for Quality Review, via referral from the Academy, and allocate reviewers
   b. Review the applicants’ self-assessment forms to determine the extent to which they meet the standards
   c. On the basis of this initial review, make arrangements with the applicant for the Quality Review. Conduct the Quality Review either remotely or in person, to verify the self-assessment
   d. Produce an auditors’ report, including clear and objective feedback, and recommendations for improvement where relevant, particularly where organisations have not met the Standards
   e. Convene the Internal Approval Committee to determine whether each applicant is meeting the Standards
   f. Issue results to applicants and to the Academy.
   g. Conduct monitoring reviews one and two years after the initial review, and a follow-up review three years afterwards.

4) Manage a process to enable applicants to appeal the outcome of their Quality Review

5) Maintain records of organisations that have applied to be reviewed, the outcomes, and timetables for follow-up

6) Share information with the Academy on any aspect of the above process as requested

The contractor must be able to supply Quality Reviews on an ad hoc basis in response to request, and have potential to scale the service. It is anticipated that a handful of applicant organisations will require a Quality Review initially, with potential for this to expand in future. In addition, it is anticipated that a handful of ‘light-touch’ follow-up reviews will be conducted in 2019, to verify the outcome for organisations that have already been reviewed as part of a pilot. For these the Academy will pay a maximum of £400 per review.

Payment will be per organisation reviewed and the Academy does not anticipate paying a retainer. The contract does not guarantee that any work orders will be granted. The Provider will set a price for the delivery of a Quality Review, agreed with the Academy in the contract, which takes into account the need to deliver a quality service (either remotely or face-to-face) at a cost affordable to non-government organisations based in locations around the world. The Provider will identify a contact person with whom the Academy will interact on an ongoing basis.

**Selection criteria**

The Provider must:
- Be an established auditing body or consultancy, able to offer examples of having conducted similar work to a high standard previously, and with relevant staff expertise in place
- Possess experience with the humanitarian sector and/or specifically humanitarian learning and assessment of competencies
- Operate internationally
- Be able to offer Quality Reviews in English, French and Spanish

**Application process**

In order to apply, please respond to the Terms of Reference with the following information:
- How your organisation meets the selection criteria
- Your approach to meeting the Objectives listed above, and method of delivery
- Proposed price per Quality Review.