Terms of Reference

Provider for HPass Advisory Services

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, 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 “the Standards”, as well as a Quality Review process enabling organisations to be assessed against the standards and achieve HPass Approved status. HPass is seeking a provider, “the Provider”, to provide advisory support to organisations seeking to use the standards to improve their own practice, or working towards an external Quality Review “Clients”.

Objectives

In this context, HPass is seeking expressions of interest from specialists in organisational development and capacity-building services, to offer support and guidance to organisations seeking to improve their delivery of humanitarian learning and assessment. The role of the Provider will be to work with Clients to review their current practice in relation to humanitarian learning and assessment, identify areas for improvement and development and implement a support plan. Clients 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 a high quality of support can be delivered.

Specifically, the Provider will conduct the tasks listed below. Services should be delivered with reference to the following existing materials: Humanitarian Learning Standards, Standards for Assessment of Humanitarian Competencies, Quality Reviewers’ Handbook and Quality Manual, and Self-Assessment Tools developed by Pearson to support this process (see annexes).

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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. Set out a methodology and pricing strategy for providing advisory support to clients, and agree this with the Academy.

2. Work with Clients to understand their objectives and needs in terms of using the Standards. Determine the likely nature, duration and cost of support and put in place the relevant contract.

3. Establish positive working relationships with representatives of the Clients.

4. Provide clear and objective advice to Clients in relation to the Standards.

5. Provide training and guidance to Clients to help them understand and use the Standards.


7. Provide formal feedback on Clients’ self-assessments.

8. Help Clients create and implement an action plan based on the findings of their self-assessment.

9. Support Clients to prepare for a third party Quality Review of their services.

10. Provide basic information and referral options about other resources and services that are available on HPass (for example digital badging).

11. Liaise with the organisations and make timely, periodic arrangements for meetings and visits.

12. Put in place and implement a process for receiving feedback from Clients on the support provided.

13. Share information with the Academy on any aspect of the above process as requested.

The contractor must be able to supply Advisory Support on an ad hoc basis in response to request, and have potential to scale the service as needed. Payment will be per organisation reviewed, and will be paid directly by the Client to the Provider. The Academy does not anticipate paying a retainer. The contract does not guarantee that any work orders will be granted. The Provider will set out a pricing strategy for the delivery of support, 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 (cost could be dependent on Client size and turnover). This may include a referral commission paid to the Academy as the incubator of HPass. 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 learning and assessment provider, or provider of capacity-building and organisational development services, with demonstrable experience in this area.
- Possess experience with the humanitarian sector and/or specifically humanitarian learning and assessment of competencies.
- Be able to operate internationally.
- Be able to offer Advisory Services 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 pricing strategy for Advisory Services.