

TERMS OF REFERENCE

HUMANITARIAN ASSISTANCE AND RESILIENCE PROGRAMME FACILITY (HARP-F)

DESIGN AND DEVELOPMENT OF AN ONLINE SELF-LEARNING TRAINING PLATFORM

Background and context

HARP-F

The HARP-Facility is the principal pillar of the UK's Humanitarian assistance in Myanmar. Launched in 2016, the Facility acts as both a grant funding mechanism and a knowledge platform for the UK Foreign, Commonwealth and Development Office (FCDO) and the wider humanitarian community. The humanitarian context in Myanmar can be characterised as a complex protracted crisis, where humanitarian access is often constrained due to geographical inaccessibility, safety and security issues, restrictions imposed by authorities and, since March 2020, restrictions related to the COVID-19 pandemic. The ongoing developments after February 1st of this year has furthered the humanitarian crisis in Myanmar and created an increasingly difficult operating context for humanitarian actors.

In HARP-F's role as a funding mechanism, the HARP Facility is responsible for distributing and managing £73 million in grants to organisations meeting the needs of people affected by conflict and natural disasters in Myanmar. HARP-F works across key sectors to deliver assistance through local and international partners.

Capacity Enhancement and Training

One of the core functions of HARP-F is to provide ongoing training and mentoring for our partner organisations, to develop their capabilities in humanitarian and resilience programming. Between 2018 - 2020, HARP-F provided in-person training to participants from 65 organisations and, since 2020 and the COVID-19 pandemic, has provided online training to a further 32 organisations. In total, 591 people from across Myanmar have benefited from HARP-F training. We have delivered bespoke training courses on:

- Emergency Preparedness and Response
- Disaster Risk Reduction
- Financial Management
- Compliance – Safeguarding and Anti-Fraud/Corruption

As the HARP Facility ends (by June 2022), and as part of its legacy, we wish to develop an online self-learning platform that provides the humanitarian community in Myanmar with an accessible curriculum on Emergency Preparedness and Response. This should be developed and tested over the course of 2021 and available to users by January 2022 as a cloud-based e-learning solution.

The Need for Online Self-learning Training

In preparation for the development of the online self-learning training platform, HARP-F conducted a survey of potential beneficiaries. Our research revealed that no generalised emergency response course is available in Myanmar. Many trainings that exist in Myanmar focus on disaster risk reduction rather than emergency response more broadly. No courses exist in Myanmar language, with Myanmar trainers or applying real-life situations from Myanmar as the training scenario.

COVID-19 has restricted the ability of people to move and meet in large numbers, and these movement restrictions have been compounded by the current ongoing crisis. Many international staff of humanitarian organisations have left Myanmar, creating a greater reliance on Myanmar staff and national organisations to play a leading role in the response. Humanitarian needs are growing and expected to continue to do so while the current situation remains volatile. The need, therefore, for an accessible online self-learning training in emergency response is expected to be high. Of 79 respondents to HARP-F's survey (from 40 organisations), 88% felt that an online / self-learning training course would be useful.

Internet access is sporadic in Myanmar and will continue to be so. However, it is accessible. Any training materials will need to be both online and downloadable (offline). 92% of survey respondents felt that both an online and offline version should be developed.

The Online Emergency Response Course

The online course will combine theory and knowledge to equip new learners with the basic skills needed for on-the-ground delivery of emergency response actions.

The course will enable new learners/humanitarian workers to discover the key components, principles, and approaches that apply in humanitarian response. The course is intended to serve as an essential introduction for anyone interested in the humanitarian sector.

The course should also inform participants about the nature of humanitarian response, the standards, principles, and approaches that guide humanitarian workers. Participants will hear first-hand experiences from individuals who have been involved in on-the-ground humanitarian responses in Myanmar that will enable them to better understand and appreciate the humanitarian system.

What does the course cover?

This course includes eight modules to be completed by the learners. The durations provided below are indicative and can be reviewed by the supplier. The course has been designed to last around 7-9 hours in total, with participants taking modules in their own time. Respondents to our survey had a preference for training to last approximately 6-8 hours (60%).

Introductory session (5 minutes)

Module 1 – Key terminologies and concepts in disaster management (45 minutes)

Module 2 – Humanitarian principles (30 minutes)

Module 3 – Initial rapid assessment (60 minutes)

Module 4 – Minimum standards in humanitarian Action (120 minutes)

Module 5 – Humanitarian coordination (30 minutes)

Module 6 – Safety and security (60 minutes)

Module 7 – Protection against sexual exploitation and abuse (PSEA) (20 minutes)

Module 8 – Do No Harm (45 minutes)

End test (20 minutes)

Course end (5 minutes)

The modules have been selected to be consistent with responses to the survey. The materials will be developed by the HARP-F Training Team.

Certification

Certificates will be awarded upon completion of the course. To receive a certificate of completion, learners are required to complete all modules fully online with 80% correct answers in the end-of-

course test. The learning platform should have the ability to assess responses to the test and automatically generate certificates.

Who is the course aimed at?

This course is designed for those with a limited understanding of the humanitarian sector. Those with no previous experience or knowledge in the sector are also welcome to attend.

Presentation of the Course / Training Methods

The course will need to be developed in such a way as to engage the participants and encourage them to complete all of the modules and reach certification. It will also need to enable learners to download an offline version of the materials, given the restricted internet access.

The tools used to deliver the training will be a combination of the below, or other methods proposed by the developers.

- Video
- Presentation with background narration (presentation formats should be considered)
- Ready-made video from other organisations (taking account any rights restrictions)
- Exercises, including multiple choice, matching exercise, drag and drop, key words, comparisons of expert opinions
- Flip and read
- Scenario exercises (to be defined by the Training Team)
- Short video animations
- Games
- Tests(random selection of questions from each categories)

The e-Learning Platform

The e-Learning development company should provide a full solution, from setting up a Learning Management System (LMS), developing a e-learning course based on HARP-F's specifications and requirements and delivering a high-quality learning experience. Working in close collaboration with HARP-F, the developers will handle both the e-learning development and instructional designs. They will be responsible for converting HARP-F course materials into interactive and engaging lessons.

Development

The e-Learning Platform should:

- Be cloud-based, built on a SaaS LMS; a web-based platform, or a platform that requires to install a software or hardware is not a viable solution for HARP-F. The LMS could be off-the shelf with custom designed add-ons, or entirely custom developed.
- Have a user interface developed entirely in Myanmar language
- Have a responsive design, to be used on all devices and screen sizes
- Support mobile learning
- Support content written in Myanmar language
- Provide a user friendly UI/UX design
- Incorporate all the learning curriculum developed by HARP-F
- Incorporate the main elements of the HARP-F brand (logo, colour scheme, font)
- Support interactive learning
- Support assessment/certification of learners

Maintenance:

The e-learning development company will:

- Provide regular technical enhancements as needed in the case of a custom-developed LMS, to ensure that all functionalities are fully operational and routinely updated;
- Remedy any vulnerability, as notified by HARP-F, within 24hours of being notified.

Expansion

The e-learning developers will provide three templates for e-learning courses and a selection of plug-ins for the creation of future learning content

Language

The platform must be in Myanmar language.
All training materials are in Myanmar language.

Duration of Assignment and Deliverables

The development part of this assignment shall last for 45 days between the 3rd week of October 2021 and latest end of December 2021. The maintenance shall start upon completion of the development phase and last until 30 June 2022.

The assignment will be undertaken in phases as follows:

1. Requirements gathering, user flows: 4 days (18-21 October)
2. Planning, wireframes creation: 6 days (25-30 October)
3. Development: 21 days (1 November-10 December)
4. Testing and product release: 5 days (13- 17 December)
5. Maintenance: from December

Prospective developers should provide a workplan detailing activities within each of these stages.

Management and Reporting

The developer will report to:

- Aung Naing, Resilience Advisor in the Training Team
- Benedicte Walter, Senior Learning and Impact Expert.

Budget and Payments

Prospective developers will propose a cost for the services required in this TOR. The HARP Facility will select a developer based on best price for service.

Payments will be made on a milestone basis, on completion of the stages set out above.

Proposal Submission

Bids should include the following:

- A cover letter of no more than 2 pages setting out the company's experience in developing and maintaining e-learning content and modules.
- A technical response to these Terms of Reference of no more than 5 pages, including demonstrated ability to develop the e-learning platform in Myanmar language
- CVs of the individuals conducting the work, including their working language. At least one web developer must be fluent in Myanmar language)

- A portfolio of work showing the company's expertise in course-related tasks such as course outlines, design documents, descriptions, diagrams, exercise, assessments, FAQ, quizzes, PowerPoint slides, etc.

The closing date for bids will be 30th September 2021, 5pm Myanmar Time.

Bids and queries can be sent to: evaluations@harpfacility.org using the subject line: Training Platform

HARP Facility
14 September 2021