

TERMS OF REFERENCE

Development of eLearning materials and training tools on ENGAGE-TB

BACKGROUND

Globally more than one third of the people estimated to have TB are either not reached for diagnosis and treatment by the current health systems or are not reported. Tailored community-based interventions engage with community health workers and volunteers for peer support, especially from among former TB patients, to improve TB case finding and treatment adherence.

WHO has been promoting and supporting community-based TB activities for decades. In 2012, WHO Global TB Programme (GTB) launched the [ENGAGE-TB approach](#), accompanied by a series of training materials, in the form of publications, which include the ENGAGE-TB operational guidance, implementation manual, training manual and a facilitator's guide (ENGAGE-TB training materials are available [here](#) and [here](#)). The documents provide technical guidance on community-based TB service delivery as well as guidance on building and nurturing partnerships between governments and civil society and community groups and stakeholders. They also include standardized global indicators to monitor community contributions to TB outcomes. Since then, evidence base has been steadily growing and monitoring and evaluation has also seen a steady improvement from 13 countries reporting against WHO-recommended indicators in 2013, when the data was first collected, to 61 countries reporting in 2018.

WHO GTB is now seeking to translate these documents into a set of online, self-guided training materials, which will be available online to the national TB programmes, WHO staff, public health professionals and field implementers of community-based TB activities. To carry out this work, GTB has partnered with International Training Centre of the International Labour Organization (ITC-ILO) for design and production of a blended training on ENGAGE- TB composed of an online self-guided phase and a face-to-face (F2F) training workshop.

In collaboration with ITCILO it has been decided that a number of components of the online self-guided capacity building package will be outsourced to a specialised company to maximise the quality of the products. These deliverables are listed in subsequent sections of this document.

PURPOSE/SPECIFIC OBJECTIVES

WHO Global TB Programme is seeking for a service provider to:

1. Develop one interactive online training module on Soft Skills (approximately 20 min) in English and French. The module on Soft Skills is aimed to target competencies such as efficient communication, fostering collaboration and partnerships among different stakeholders, and managing and resolving conflicting partner agendas. This module will complement the technical content of the ENGAGE-TB self-guided phase of training developed by ITC-ILO. The service provider will be expected to work in close collaboration with ITC-ILO to make sure the final online training package results in a harmonized output. During the analysis

phase of the project it will be decided if soft skills is delivered through a single learning session or if soft skills learning pills will be embedded throughout the technical content.

2. Develop one assessment of the interactive online training module listed above under objective 1. This will be used for online trainees to self-assess the acquired information and knowledge following the completion of the module.
3. Co-develop, co-design and co-produce the Trainer's guide of the ENGAGE-TB training to make sure the soft skills component is covered and reflected in the new training approach. The content should be provided in English and French. The service provider will work in close collaboration with ITC-ILO.
4. Co-facilitate with ITC-ILO a three-day F2F training workshop in English by delivering training sessions related to soft skills. The agenda and sessions plan of such training are based on the output of item number 2 (Trainer's guide).

SPECIFICATIONS

The service provider is expected to fulfil the following requirements:

- Online training manual as well as the assessment will be implemented in Moodle;
- Material should be developed using Articulate RISE authoring tool or a compatible tool;
- the module should heavily rely on interactive approaches to learning and knowledge transfer, including in its video and graphic content;
- The service provider is responsible for the collection or development of the high-quality visual material, animations, videos, pictures, drawings, etc in line with the overall visual identity of the project developed by ITC-ILO.
- The module should be user-friendly, and its content structured into sections designed in a way that they could be used as a stand-alone or independent module, outside of the full ENGAGE online course. The design approach should therefore guarantee flexibility of access to learners.
- Learning content should be SCORM compliant and compatible with Moodle 3.3.
- The format should be for all possible applications: desktop, tablets, smartphones. The module should be available in English and French. Any text should be able to be translated i.e. any images, animations, videos, etc. used should not contain text that is embedded within such content. Design of the module should be compatible/consistent with other modules developed by ITC-ILO and in line with the visual identity developed by ITC-ILO.
- The service provider should assist WHO or ITC-ILO to include the content onto ITC-ILO e-campus, WHO website or other LMS hosting platform if required
- The service provider should pilot test the module and its component after installation on the hosting platform.

METHODS TO CARRY OUT THE ACTIVITY

All activities should be carried in close collaboration with ITC-ILO, which will be coordinating the overall design of the blended training on ENGAGE-TB. The service should be carried out in close collaboration with the ITC-ILO team working on the overall blended ENGAGE-TB training.

Note for service providers: A tentative list of tasks and estimated number of days for each output is provided below for guiding purposes and to aid in the preparation of the proposal. Please note that the tasks/days presented are indicative and could be adjusted.

Responsible service provider	Task	Estimated number of days
Bidder in coordination with ITC-ILO	Target Analysis/Task Analysis	5 days
Bidder in coordination with ITC-ILO	Content Analysis and Content Mapping - Learning Paths	1 day
Bidder in coordination with ITC-ILO	Instructional Design Strategy: TB content and Soft Skills (alignment objectives, activities, assessment) – Learning Architecture	1 day
Bidder	Storyboarding of e-Learning component (word)- Soft Skills	5 days
Bidder	Implementation of Soft Skills Content: Videos	5 days per video*
Bidder	Translation in FR and implementation of Soft Skills Content	TBD**
Bidder in coordination with ITC-ILO	Content Analysis and Content Mapping – Trainer’s Guide Architecture	1 day
Bidder in coordination with ITC-ILO	Instructional Design Strategy: TB content and Soft Skills (alignment objectives, activities, assessment) – Trainer’s Guide Architecture	1 day
Bidder in coordination with ITC-ILO	Elaboration of new 3-day agenda and session plan	5 days
Bidder in coordination with ITC-ILO	Creation of Trainers' Guide (alpha) (no graphic design)	5 days
Bidder in coordination with ITC-ILO	Creation of Training Materials for Trainers (PPT/Templates/hand-outs)	3 days
Bidder in coordination with ITC-ILO	Fine-tuning of 3-day agenda	2 days
Bidder in coordination with ITC-ILO	Facilitation of 3-day training	2 trainers x 3 days

QUALIFICATION AND EXPERIENCE

Essential

- Demonstrated experience in developing innovative and interactive multimedia learning solutions, including in designing, developing and implementing online training products.
- Experience in developing and delivering targeted Soft skills trainings for a range of different audiences.
- Experience working with UN agencies.
- Experience in working in the field of health or development is an asset.

EXPECTED TIMELINES

Signature of the contract	June 2019
Storyboarding of e-Learning component (word)- Soft Skills	August 2019
Implementation of Soft Skills Content and Videos	1 st week of October 2019
Translation into French and implementation of Soft Skills Content	3 rd week of October 2019
Co-facilitation of F2F Training	2 nd week of December 2019

APPLICATIONS

Qualified and interested service providers should submit their proposals to Eloise Valli (vallie@who.int) and Lana Syed (syedl@who.int) no later than 18 June 2019.