



## **TERMS OF REFERENCE**

- 1. FOR THE SERVICE CONTRACT OF:** Provision of e-learning platform to support the project in the creation of a network of community-based MHPSS practitioners across the Lake Chad Basin with on capacity building for service providers and key stakeholders.
- 2. NATURE OF THE SERVICES:**

To facilitate a 2-month service provision on establishment of an LMS for e-learning purposes to support the creation of a network of community-based MHPSS practitioners across the Lake Chad Basin on capacity building for service providers and key stakeholders. IOM is focusing on building the capacity on key topics identified through a practical approach based on real-life experiences and case consultation sessions in three countries (Nigeria, Chad, and Cameroun). This methodology will enable the identification of areas for improvement or and practices that have worked well.

The service provider will also use a largely qualitative methodology using tools that can include, but not limited to:

- LMS portal with additional multi-lingual feature
- Live sessions between Learners and tutors to be held once per week for the coming 3 months- The sessions are interactive and mentoring approach One additional thing that we would like to reinforce, since E-campus refers to online courses where participants follow pre-codified modules without an interaction with facilitators (like the forthcoming one on the IOM MHPSS Manual), this training program with direct teaching in residential sessions and a substantial component of indirect teaching through coaching and tutoring.
- Four (4) Modules lasting up to 16 hours over a period of four (4) months.
- Enabled LMS for about 110 participants including the tutors
- Customized training options that make training relevant to the people using it.
- LMS portal that allows learners ability to jump into the training experience quickly and stay because it is expected to be easy-to-use — whether on desktop, tablet, or smartphone.

- The LMS must be enabled to provide opportunity to upload pre-recorded videos and other related training materials.
- Set-up of the LMS must be such that allows to have live instructor lead sessions as well as pre-test/post-test to check learners understanding within a particular period of the course.
- As this is a regional project, and has 3 countries involved, language requirements are so key for the live sessions on a weekly basis, however, the LMS must be compliant to the language requirements of the project, essentially, in both English and French.

The platform should have the following characteristics

- Ability to undertake skill assessment GAPS on students/participants
- Manual/Automated enrollment of students/participants
- Social Learning
- Integration with zoom for multi-lingual interface/GUI
- Interface will be customized to meet users' requirements
- Ability to track participants engagement throughout the training programme
- Collaborative and interactive sessions after each module
- Activity report with analytics showcasing each participants performance
- Pre and Post tests before and after every module
- Ability to track progress and attendance of participants throughout the training programme
- Course categorization as required by the client
- Customization/automation of report generation.
- Documentation of all activities throughout the training programme (repository).
- A customized URL according to users' requirement.

**3. IOM Project To Which the service provider Is Contributing:** Mental Health and Psychosocial Support through a German funded project focusing on building capacities on key topics identified through a practical approach based on real-life experiences and case consultation sessions in three countries (Nigeria, Chad, and Cameroon)

#### **4. TASKS TO BE PERFORMED UNDER THIS CONTRACT AND KEY DELIVERABLES:**

The proposed phases of this consultancy include:

- Establishment of an LMS portal with additional multi-lingual feature
- LMS portal must facilitate live sessions between Learners and tutors to be held once per week for the coming 2 months- The sessions are interactive and mentoring approach One additional thing that we would like to reinforce, since E-campus refers to online courses where participants follow pre-codified modules without an interaction with facilitators (like the forthcoming one on the IOM MHPSS Manual), this training program with direct teaching in residential sessions and a substantial component of indirect teaching through coaching and tutoring.
- The LMS must include features that allows clear distinction into rooms for the Four (4) Modules lasting up to 16 hours over a period of four (4) months.
- The established LMS is to be enabled for about 110 participants including the tutors and must also incorporate the feature to allow either inclusion of new participants and exclusion of participants who may have completed the learning series.
- LMS portal that allows learners ability to jump into the training experience quickly and stay because it is expected to be easy-to-use — whether on desktop, tablet, or smartphone.
- The LMS must be enabled to provide opportunity to upload pre-recorded videos and other related training materials.
- Set-up of a LMS that allows to have live instructor lead sessions as well as pre-test/post-test to check learners understanding within a particular period of the course.
- As this is a regional project, and has 3 countries involved, language requirements are so key for the live sessions on a weekly basis, however, the LMS must be compliant to the language requirements of the project, essentially, in both English and French.
- LMS is enabled to allow IOM the ability to download reports related to the programme and activities conducted.

**5. PERFORMANCE INDICATORS:**

1. LMS is established.
2. LMS facilitated the engagement of participants and facilitators
3. Training courses and workshops conducted using the LMS
4. Mentoring and coaching sessions organized using the LMS

**6. DURATION OF THE CONTRACT AND PAYMENT:** 3 months commencing on 21<sup>st</sup> April 2022 to 30<sup>th</sup> July 2022.