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Online courses’ platform for capacity building

**Technical consultant**

**Terms of Reference**

October 2020

I. About IDA

The [International Disability Alliance](http://www.internationaldisabilityalliance.org/) is an alliance of 14 global and regional organisations of persons with disabilities, which brings together over 1,100 organisations of persons with disabilities and their families from across eight global and six regional networks. Together, IDA promotes the rights of persons with disabilities across the United Nations' efforts to advance human rights and sustainable development and supports organisations of persons with disabilities to hold their governments to account and advocate for change locally, nationally and internationally.

The cornerstone of IDA's and its members' work is the United Nations Convention on the Rights of Persons with Disabilities (UN CRPD). IDA and its members advocate for the effective and full implementation of the UN CRPD, and compliance by governments and the UN System, through the active and coordinated involvement of representative organisations of persons with disabilities at the national, regional and international levels. The 2030 Agenda and its Sustainable Development Goals are also integral to IDA's work to promote inclusive, sustainable development in line with the UN CRPD.

More information is available on [www.internationaldisabilityalliance.org](http://www.internationaldisabilityalliance.org)

II. About IDA’s capacity building

Since 2010, IDA and its members have invested in capacity building of persons with disabilities and their representative organisations, with focus on the Global South and underrepresented groups. Between 2010 and 2012, IDA implemented the CRPD monitoring training for organisations of persons with disabilities (DPOs) and allies to engage in reporting process to the UN, both the Treaty Bodies and the Universal Periodic Review (UPR). From 2012 to 2015, the Training of Trainers, Advisors and Leaders (ToTAL) was established with the aim at developing the capacity of trainers and leaders at sub-regional levels.

Based on the lessons learned from the these capacity building initiatives, in 2015 IDA in partnership with the International Disability and Development Consortium (IDDC) and support from a number of allies developed the [Bridge CRPD-SDGs Training Initiative](http://www.internationaldisabilityalliance.org/content/bridge-crpd-sdgs-training-initiative). Bridge CRPD-SDGs Training Initiative aims to support organisations of persons with disabilities (DPOs) and disability rights advocates to develop an inclusive (all persons with disabilities) and comprehensive (all human rights) CRPD perspective on development, including the post-2015 agenda and Sustainable Development Goals (SDGs).

Over the course of the last 5 years, the Bridge CRPD-SDGs Training Initiative has produced a body of knowledge in the form of training modules, papers, analysis, among others. To manage the knowledge and to share it through a cohesive system, IDA decided to create a series of e-learning modules. The e-learning modules will capitalize on previous strong experience and focus on inclusiveness; enable full and effective participation of persons with disabilities through the engagement of various service providers to help in the design and execution of modules. Online learning will be a cornerstone of IDA’s strategy in 2020-2025.

III. About the Online courses’ platform

Due to the COVID-19 pandemic, IDA—as any other organization worldwide—was obliged to suspend its in-person activities. This directly impacted all IDA’s work, including in-person trainings.

The lockdown and the impact on persons with disabilities led IDA members, their members and IDA partners to request IDA to explore opportunities for exchanging, interacting and sharing knowledge over the internet in the form of webinars and even distance facilitation of gatherings in countries where the lockdown norms had been lifted.

While these webinars and online events were useful for communication, they fell short of ensuring full and effective participation as it was difficult for people from different regions to participate due to lack of reliable internet connection, different time zones and language barriers. These one-way broadcasts model of information, unfortunately, does not allow too ~~much~~ many interactions and does not facilitate any kind of mentorship process or allow for the full exploration of inclusive facilitation methods, which has defined IDA’s capacity building work evolution over the last few years, which has moved from a pure training model towards mentorship and coaching.

In light of the above, in the month of August, IDA has launched a call for applications for the purchase of a dedicated Learning Management System which adhered to various requirements including compliance with the WCAG 2.1, WAI standards for the Web and standards AAA and operability with Windows, Mac OS and Linux, usability on mobile phone devices and computers, ability to use in situations of erratic or limited internet coverage, and availability in the languages used by our members. Also prioritized was responsiveness of the provider on issues relating to accessibility, and the final selected platform was decided after a detailed testing period by our members and their feedback.

While the learning modules are currently under development by the Capacity Building Unit, IDA is looking to contract the services of a consultant to oversee the pilot phase of this endeavour of hosting the modules on the selected platform to ensure that the design and the hosting of the modules are in line with requirements of our members.

IV. Services required

The online platform has been envisaged in a manner that would also allow the IDA secretariat as well as IDA member organizations to host their own courses with their own dedicated training spaces within the platform. The courses are relying less on live sessions and more on a system to be used even in remote and rural area, with little digital literacy, poor internet connectivity and with a particular focus on women with disabilities and the most underrepresented groups.

Role of the Technical consultant:

The role of the technical consultant would be:

(1) to oversee the optimization of the selected platform for the stated purposes,

(2) facilitation of the onboarding process for IDA staff and members,

(3) to support IDA in the branding and layout of the platform, the courses and the registration and interactions with the learners.

The role of the technical consultant in the initial stages would be to best resolve issues that have been raised by our members in their feedback to the testing phase regarding their experience of online learning. They would also be supporting the initial onboarding of learners and supporting the facilitators to work more actively with the learners.

To this end, the following services of the consultant are envisaged:

Onboarding of the platform and users:

* Overseeing the smooth transition to and implementation of IDA’s online courses' platform;
* Supporting the embedding of the platform within the IDA website (using Drupal framework);
* Establishing a process or protocol creating a guidance for running the courses;
* Customization of the platform using IDA website graphic chart and other design features;
* Making recommendations for additional software or applications, that can be used to enhance the experience of accessibility of the users based on the feedback provided by IDA members;
* Overseeing integration of third-party apps and services (such as YouTube, Zoom, payment system) to enable loading of materials, scheduling of sessions, payment of courses;
* Overseeing the setting up of spaces for IDA members within the platform and supporting registration of their member’s members, Bridge CRPD-SDGs alumni etc.;
* Creating customized logins for partner organizations along with other required services, for example, payment gateways.

Overseeing the hosting of the courses:

* Using platform tools to design processes and preconditions for onboarding and module completion requirements including alternate trajectories where envisaged;
* Working with the Capacity Building Unit to understand the flow of proposed sessions and hosting requirements;
* Ensuring the course materials are complete in terms of availability of alternate formats, alt-text, captioning of videos, all to be supplied by other consultants under the Capacity Building Unit;
* Piloting the modules with IDA and member representatives and addressing feedback.

Supporting facilitators and learners with feedback mechanisms and individualized learning paths:

* Working with the Capacity Building Unit to develop systems and parameters within the platform to track individual learners and enable facilitators to reach out to them where required;
* In consultation with the Capacity Building Unit and individual facilitators, to set assessment and feedback mechanisms and certification/awards for those who complete modules.

Data collection

* To develop forms for onboarding of users to enable data collection regarding the profile of users for internal monitoring purposes, in line with the [Bridge CRPD-SDGs Quality Criteria](http://www.internationaldisabilityalliance.org/sites/default/files/bridge_quality_criteria_principles_development_oct2018.pdf);
* To create monthly reports on the usage of the platform including the number of users who registered, completed the courses, etc.

V. Skills and Qualifications

Requirements

* At least 7 years’ experience working as a software developer or architect
* Familiarity and experience working with programming languages including Javascript, PHP, HTML, CSS, and XML
* Knowledge and experience of working within WCAG 2.1, WAI standards for the Web and standards AAA and Operability
* Experience working with free and open-source web content management frameworks such as Drupal
* Experience in conducting or hosting online training and mentoring
* Excellent written and/or oral communication skills in English
* Ability to work collaboratively and to multi-task
* Flexibility and capacity to work with limited supervision
* Ability to work within a multi-cultural team in decentralized locations

Desirable requirements

* Good reading and writing skills in French or Spanish
* Work and/or life experience in Global South countries
* Experience in inclusive and creative design, teaching or communication methodologies
* Prior work with organizations of persons with disabilities

Other considerations

* Daily access to high speed and stable internet and a personal computer

# Duration

The position shall apply from November 2020 for 06 (six) months unless extended by mutual agreement in writing by the Parties, with availability for, at least, 16 (sixteen) hours per week.

# VII. Application Package

Please send the application package, which consists of CV, cover letter and financial proposal, to [consultancy@ida-secretariat.org](mailto:consultancy@ida-secretariat.org) with the subject “Online courses’ platform” no later than 30th October 2020.