Online courses’ platform for capacity building

Technical consultant

Terms of Reference

October 2023

I. About IDA

The International Disability Alliance is an alliance of 14 global and regional organizations of persons with disabilities, which brings together over 1,100 organizations 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 organizations of persons with disabilities to hold their governments to account and advocate for change locally, nationally and internationally.

II. About IDA’s capacity building

Since 2010, IDA and its members have invested in capacity building of persons with disabilities and their representative organizations. Throughout the years, it has built a significant expertise in providing bespoke training and support for persons with disabilities and their representative organizations, focusing on developing capacity of activists in the Global South and underrepresented groups.

Based on lessons learned and accelerated by the COVID-19 pandemic and the climate change concerns, IDA started exploring the possibilities to provide online learning opportunities as well. In 2022, it purchased the license for the use of Brightspace Learning Management System that best corresponds to its requirements concerning usability in low resource environments and accessibility standards. As of 2023, IDA has been preparing a range of thematic courses on various issues relating to human rights of persons with disabilities. The content of the courses is developed both in-house and externally.

III. IDA’s vision of the online learning platform

By the end of 2023, IDA has a minimum of three e-courses available free of charge on its learning platform hosted by Brightspace and an additional number of courses in production with the release scheduled for early 2024.

Representatives of organizations of persons with disabilities worldwide, members of IDA member organizations and disability rights activists are the primary target audience of these courses.
Each course will comprise a combination of theoretical presentations, illustrated and/or animated materials, video interviews with renown experts, case studies and reading lists. They will also include a variety of self-assessment techniques (quizzes, possibly peer-reviewed assignments etc.). All course materials will be fully accessible and accompanied by sign language interpretation. It is expected that the courses will be mostly self-administered with only limited external supervision. All course materials will be available for download and offline use for users without stable Internet access.

IV. Services required

The tasks will include, but are not limited to:

(1) Administration and optimization of Brightspace LMS user experience, including:
   a. Manage user accounts,
   b. Enroll users into online courses,
   c. Support users regarding navigation and accessibility of Brightspace LMS,
   d. Create branded email templates,
   e. Train third parties, as appropriate, in Brightspace functionalities.

(2) Technical support to IDA, including:
   a. Supporting the embedding of the platform within the IDA website (using Drupal framework);
   b. Ensuring interoperability of external authoring tools and Brightspace LMS, including testing accessibility of products designed in external authoring tools and uploaded on Brightspace;
   c. Making recommendations for additional software or applications that can be used to enhance the experience of accessibility of the users;
   d. 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;
   e. Advising IDA on technical functionalities within Brightspace LMS, particularly in regards to accessibility features
   f. Supporting IDA in its interactions with D2L, the developer or Brightspace

(3) Support IDA in the branding and layout of Brightspace LMS, including:
   a. Customize Brightspace LMS using IDA website graphic chart and other design features;
   b. Advise on the design of the HTML templates, execute their uploading and testing in Brightspace LMS;
   c. Implement user feedback concerning technical optimization of Brightspace LMS layout and navigation.

(4) Data collection
   a. Develop forms for onboarding of users to enable data collection regarding the profile of users for internal monitoring purposes.
   b. Create periodic reports on the usage of the platform including the number of users who registered, completed the courses, etc.;
c. Facilitate the processing of user feedback with the view to improving user experience on Brightspace LMS;
d. Handle GDPR requests, as appropriate.

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 availability for consultation at short notice,
- Ability to explain complex technical terms and concepts in plain language accessible for non-specialists, in both oral and written formats.

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 2023 for 6 (six) months unless extended by mutual agreement in writing by the Parties, with availability for, at least, 25 (twenty-five) hours per week.

VII. Application Package

Please send the application package, which consists of CV, cover letter and financial proposal, and reference to similar projects done in past (if available) to consultancy@ida-secretariat.org with the subject “Online courses’ platform” no later than 06 November 2023.