



# Terms of reference for the development of an online e-learning platform on child labour and forced labour

September 2023

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## Context

Public social protection service providers, non-governmental organizations (NGOs), cocoa companies and other stakeholders have been increasingly implementing interventions to eliminate child labour and forced labour in Côte d'Ivoire and Ghana. ICI, alongside international organisations, NGOs and public institutions, provided training on child labour, including the Worst Forms of Child Labour, and forced labour to both public and private stakeholders in cocoa-growing areas aimed at protecting, preventing, remediating child labour and forced labour.

ICI is seeking to turn training material into online didactic content via a free e-learning platform dedicated to technical staff in relevant ministries, private sector companies, NGOs, policymakers and law enforcement professionals to make learning material accessible online to all and to sustainably fill the knowledge and skill gaps on these topics.

This consultancy assignment is expected to adapt and convert the existing ICI training content on child labour, WFCL and forced labour into a self-paced, interactive, and didactic modular online course on an e-learning management system.

## Objective and scope

The objective of this assignment is to develop an online didactic training course on child labour and forced labour from existing ICI training material. The content will have a strong focus on the cocoa sector but will not exclude other agricultural and mining activities occurring in cocoa-growing areas.

The course will comprise of multiple modules, text, pictures, videos, presentations and evaluations. It shall be designed based on existing content and in consultation with ICI and its partners, relevant public institutions, the project team and resource persons. The course should be hosted on the online learning platform.

## Target population

The target groups for the online course are government officials providing social protection services, cocoa companies, NGOs and other stakeholders in the fight against child labour and forced labour in Côte d'Ivoire and Ghana.

## Learning objectives

After taking the online course, learners are expected to:

1. Understand the basic concepts of child labour and forced labour.
2. Gain knowledge and skills in the process of identifying child labour, including the Worst Forms of Child Labour, and forced labour.
3. Gain knowledge of differences between child labour and forced labour, child work, forced labour indicators, forced labour risk factors, child forced labour and adult forced labour.
4. Access tools that will allow learners to share their knowledge, raise awareness and better identify risks of child labour, child forced labour, adult forced labour and trafficking.

## Deliverables

The consultant/consulting firm or consortium has set up an online platform delivering online training on the agreed content. In detail, the consultant/consulting firm or consortium is expected to execute the following:

- Design the architecture of the solutions (hardware, software).
- Run a risk impact analysis on data privacy collected.
- Implement the architecture selected with ICI.
- Run a security audit of the platform before going live.

- Create a high-level instructional design document (IDD) including the course concept, objectives of each module, pedagogical approach, tools, workplan, collation of existing training content and limitations, and System Requirement Specifications (SRS) document (describing all data, functional and behavioral requirements of the software under production or development according to the requirement of the hosting/LMS platform).
- Collect training course content from the ICI project team, and finalize content in consultation with ICI staff and resource persons.
- Present and discuss IDD with ICI and resource persons in a workshop.
- Develop and present a detailed storyboard based on the IDD.
- Online course deployed on hosting server and going live.

## Development

Transform training material into e-learning modules, design and curate interactive modules using various pedagogical tools including audio/video script, multimedia elements, graphics, animations, simulations, quizzes, case studies, etc. Topics within the modules should be graded according to their complexity during development. The design should comply with ICI's visual identity (ICI will provide guidelines).

The following materials are available to be converted into e-learning content:

- Material from in-person training (e.g. participant manual, activities, assignments, case studies).
- Existing training on similar topics.
- Material in different formats: Documents (Microsoft Word, PDF, eBooks), PowerPoint presentations, videos, webinars and other multimedia content.

The development steps will include:

- Prototype – develop and present two to three samples of the online training platform and an initial prototype of one of the topics. These should be approved by the ICI project team.
- Develop the first module incorporating the feedback on the prototype.
- Design and develop up to 5 modules (duration for each module to be determined based on the consultant's technical advice) and host all e-learning modules on appropriate LMS.

## User profiles

Enable the option for learners to create a 'profile' for the course, save their details and track their progress in the course or modules. The details entered shall be used to generate the certificate, measure progress and enroll in future courses.

A brief overview should be provided for the training and each module including:

- About the course
- About the module and its objectives, syllabus (audio/ppt/video), duration
- Contact details
- 'Sitemap' and 'Help' section
- Include tabs/sections for 'Feedback' and FAQs

Assessments will be used to test the participants' knowledge on the topics. The questions should adhere to the weightage given to each topic for the process of certification:

- After each chapter/module, learners take a short quiz. When the learners successfully complete the quiz, the module is shown as "completed".

- Sub-modules should also be tracked and marked as completed, so the learners can avoid repeating previously completed. For some modules, users should only be granted access to new ones once specific prerequisite modules have been completed.
- After the learners complete the entire course, including the last quiz, a certificate of completion is generated.
- Include a repository of reading material and contacts of resource persons for additional information.
- Provide closed captioning for videos wherever required.
- Provide an option to save user's progress and exit the course.
- Optional: provision for saving course material like worksheets, PDF which can act as the library.

## Operation maintenance

The consultant/consultancy firm or consortium shall moderate responses to queries and feedback during the contract and ensure the transfer to the assigned person thereafter.

Provide technical support to maintain the portal during the contract period. The selected consultant/consultancy firm or consortium shall also be available for a twelve-month period to provide the following services:

- Initial managing of the portal through tasks like making incremental updates to metadata, managing the content on the platform, and web assets using automated scripts.
- Correct technical faults in running the online e-learning platform after the contract ends.
- Patch management of the application layer (LMS).
- Security patch of the LMS.
- Carry out error/bug fixes and small enhancements to always keep the platform fully functional during the contract period.
- Support superusers and administrators in any technical platform-related issues.

## Training

Train ICI staff on the management of the e-learning platform:

- Training material: develop clear and comprehensive Operational and Technical Reports/ Manuals for training and maintenance of the e-learning platform.
- Perform 2 training workshops for admin users and test users.
- Provide source code for the portal to ICI, all modules within the system and template licenses.
- After the e-learning platform is live, perform monitoring of the back-and-forth process of the platform development cycle to manage the e-learning platform for three months.

## Technical factors and specifications

- Language: the platform should be created in English but should be designed in a way that makes it possible to create a French version at a later stage.
- Interactivity: the e-learning course should have a graded level of interactivity and could include the following features:
  - Enhanced page-turner that might include animated illustrations and synchronized presentation elements.
  - Cohesive presentation with branched elements, adaptive feedback, and remediation.
- Hosting / LMS Platform: the course will be hosted on an appropriate platform. To ensure proper hosting, the digital format of the courses should be independent of the platform and fulfill general standards (SCORM 1.2 or SCORM 2004/X-API).
- Hosting in Switzerland or Europe
- Platform skeleton to be compatible with the hosting platform's requirement (including NIC) for easy integration in the future.

In addition, the following criteria should be met:

The e-course should be developed using up-to-date web standards (e.g., html5), cross-platform usability, and no additional plug-ins required (e.g., no Flash). The website should be designed to cater as much as possible for low bandwidth users.

1. Updating the course: the consultant/consulting firm or consortium should develop the digital content in a way that it can be updated later by ICI staff or other parties.
2. Accessibility and inclusiveness: voice-over narration and subtitles for the content should be included.
3. Responsive Design: the course should be designed for use on computers, notebooks, tablets, and mobile phones.
4. The content would be collected from ICI. Additionally, creative commons licenses should be used to source content, preferably, the following ones:
  - a. public domain,
  - b. attribution alone or
  - c. attribution and Share Alike
  - d. obtaining and citing appropriate permissions and copyrights
5. The output should be accessible in multi-browsers, smartphones and iPhone devices.
6. The content should be Sharable Content Object Reference Model (SCORM) compliant and run on any standard SCORM-compliant Learning Management System (LMS).

## Data privacy

If personal data are gathered and processed in the course creation process, the process must comply with national legal requirements for Data Protection Act, the Swiss data protection and European GDPR laws which protect individuals' privacy and personal data among other requirements.

The consultant/consulting firm or consortium will have to sign the necessary data protection agreement as part of the contract.

## Qualifications

The selected consultant/consulting firm or consortium must jointly possess the following qualifications:

- Professional certificate in Computer Science or Information Technology with skills in software, web development, or programming.
- Excellent knowledge of code writing in one or more programming languages, such as HTML, CSS, JavaScript, or PHP.
- Knowledge of developing and deploying e-learning courses on learning management systems or similar.
- Similar work in the last 3 years (provide prototype sample).
- A demonstrated high level of professionalism and an ability to work independently and in high-pressure situations under tight deadlines.
- High proficiency in written and spoken English is required.
- Be established legally as an independent worker or as an institution/company.

## Assignment

The assignment will be carried out remotely. However, the consultant/consulting firm or consortium will be required to interact regularly with ICI team members based in Accra and Geneva. Meetings between the consultant/consulting firm or consortium and ICI team may take place online provided there is a good

internet connection or in person at ICI's office. This requires availability during working hours in GMT and CET time zones.

## Payment

The consultancy fee will be paid in installments, as agreed in the contract, based on deliverables and commensurate with contractual requirements and deadlines.

## Application

The technical and financial proposals, as well as any inquiries, should be submitted by email by **30<sup>th</sup> September 2023** to **hr@cocoainitiative.org** with the title “**Consultant, development and implementation of an e-learning platform**” in the subject line. Interested firms or individuals are requested to submit a concise technical and financial bid including:

### Executive summary

Present a high-level synopsis of the responses. The executive summary should be a brief overview of the engagement and should identify the main features and benefits of the proposed work.

### Project management approach

Include the method and approach used to manage the overall project and client correspondence. Briefly describe how the engagement proceeds from beginning to end.

### Detailed and itemized efforts and pricing

Include a fee breakdown by project phase and estimates of all other anticipated fees and efforts. Applicants must provide the hourly fee in case additional services are required. Applicants must provide their hourly rate cards that would be applicable for any additional reports or services that may be requested. Applicants must describe and quantify all other costs that may be applicable and in addition to the above.

### References

Provide three current references for whom the applicants have performed similar work. ICI reserves the right to contact references as part of the selection process. ICI agrees that any reference contact will be made with the coordination of the applicants.

### Project team

Describe the qualifications and relevant experience of the team members that would be assigned to this project by providing biographies for those staff members. Affirm that no employees working on the engagement have ever been convicted of a felony.

### Company overview (if applicable)

Should include:

- Official registered name and single contact name representing the responsible person for this process.
- The person or persons authorized to contractually bind the organization for any proposal.
- Brief history, including year established and number of years your company has been offering services within the scope defined.