

Terms of Reference

Thematic Area:	E-Learning Initiative for capacity building of CBOs
Project Title:	To Undertake and Scale-up e-learning tools for strengthening Model CLF under BTDP
Time Period:	4 Months

1. About the Consulting Agency:

The key value proposition of the agency will be is in-depth social sector domain understanding combined with functional expertise in technology, communication, and operations.

The core team will have experience and expertise in:

- i. Running large-scale government programs like State Rural Livelihood Mission
- ii. Creating communication content for organizations
- iii. Design and development of technology solutions for clients for different livelihood projects
- iv. In-depth understanding of challenges of large-scale government programs/missions across India, especially SRLMs.
- v. Training and communication for the Social Sector - extensive insight and understanding of sector requirements
- vi. In-house high-quality technical expertise for technology solutions as well as communication solutions

2. Context/Rationale

The Current Training Approaches:

- i. Large number of Staff, distributed across geographies – centralized training/capacity Building efforts are prohibitive – COVID reality
- ii. Quality trainers - Staff may be domain specialists, but usually lack training skills. Trainers end up as ‘Managers’ – creating calendars and managing logistics
- iii. Existing training methods often miss out on passing core concepts to the front-line field staff
- iv. Text-based training delivered through PPTs makes training sessions uninteresting and has very low absorption
- v. Training focuses on knowledge building, rather than skill up-gradation – Quality of Training isn’t measured
- vi. Same/similar content is delivered to different audiences, ignoring the need for adapting based on stakeholder profile
- vii. Updating training manuals to reflect new knowledge, strategies, and guidelines is rarely done

3. Scope of Work

Specific Scope of Work

- A. Review of existing content (both digital and print) and provide technical support to BRLPS in converting them into usable e-learning material.
 - a) Support BRLPS in contextualizing and customizing existing CLF modules

- b) The agency will collaborate with BRLPS to decide on the structure of the existing content in case any changes are required.
 - c) It will also help in making some changes to the existing video content so that it is aligned with BRLPS requirements.
 - d) The agency will provide direction and guidance for the creation of new training video content, as per the requirement of BRLPS.
 - e) Shooting and editing for all fresh content will be done by the BRLPS team or their partners.
 - f) All the digital inputs (stills/footage etc.) for making fresh content will be provided by BRLPS.
 - g) The agency can deploy a producer to support on-site shoots. The producer can be deployed for a maximum of 5 continuous days in a month in or around Patna. If the Producer has to travel to the shoot location with the camera crew outside of Patna, onsite travel and stay arrangements for the Producer will be made by BRLPS.
 - h) BRLPS team will arrange for speakers/ trainers who can be used as video presenters.
 - i) Any storage device (Hard Drive or Pen Drive) will be provided by BRLPS team
 - j) During the 4-month period of the contract, the agency will guide BRLPS team in all aspects of content writing, video shooting, and post-production
- B. ToT/ Orientation to BRLPS trainers on using Google Classroom (the e-learning platform to be used for CLF training) and video conference facilities.
- a) Approximately 100 trainers would undergo the ToT
 - b) Technical support for onboarding of trainees
 - c) Troubleshooting as required
- C. Technical support over a period of 4 months during the scale-up of the CLF e-learning module
- a) 32 CLF, its staff, and cadre would undergo training using this e-learning approach.
 - b) Provide basic data reporting in terms of usage, submissions, and assessment scores of trainees
- D. Support the CLF e-learning modules using Google classroom
- a) Support in preparing the structure of modules as per the session plan shared by the master trainers
 - b) Material/Content (videos, assignments, and quizzes, etc.) to be uploaded as per the session plans
 - c) Provide technical support (Support to be provided for a maximum of 20 working days in a month by one person)
 - d) Support Trainers on the creation of Google Classrooms using their own person Google logins, as per their individual training plans
 - e) Support trainers on the creation of Google Meet links for live sessions
 - f) Troubleshoot onboarding of new trainees
 - g) Support trainers in case of technical issues during the training
 - h) Enable training result/output in excel format

4. Payment Schedule

S. No.	Description and Scope of Work	Payment
1	<ul style="list-style-type: none"> a) ToT/ Orientation to 100 BRLPS trainers on e-learning modules using Google Classroom (the e-learning platform to be used for CLF training) b) Training completion for BoD members of 32 BTDP Model CLFs (Technical support over a period of 4 months of the CLF e-learning module) 	40%
2	<ul style="list-style-type: none"> a) Review of existing content (both digital and print) and Support BRLPS in contextualizing and customizing of at least 3 existing CLF modules 	60%

5 Qualification of Trainers & Technical Support

Expert Details	Qualification and Experience	No. of Resource
1. Trainer	<p>Graduate/Post-Graduates (English, Social Work)</p> <ul style="list-style-type: none"> a) The trainer should have experience providing training to Master Trainers in the Livelihoods and related domains. b) They should have experience in delivering training in online, offline, or blended mode. c) They should have work experience in the government, not-for-profit or private sector. d) More than 10 years of experience in the relevant domains. e) Experience in providing user training for training platforms like Google Classroom. f) Those who have provided training to BRLP will be preferred. g) Specific training experience for Self Help Groups and Federations will be added qualification. 	4
2. Technical Support	<p>Graduate/Post-Graduates (English, Social Work, and IT - For IT Support)</p> <ul style="list-style-type: none"> a) The technical support staff should have the experience and technical knowledge to resolve IT issues that include: soft skills like communication, flexibility, patience, and problem-solving to support all users when they run into usability and technical 	2

	<p>issues.</p> <ul style="list-style-type: none">b) Technical support officers troubleshoot technical issues, provide timely feedback, and support the roll-out of new applications, among other duties.c) They should have work experience in the government, not-for-profit or private sector.d) More than 5 years of experience in IT support roles.e) Technical knowledge and experience in providing user support for Google suite of products like Google Classroom, Meet, Docs, etc.f) Experience in providing user orientation training for platforms like Google Classroomg) Similar experience in the not-for-profit or government sector will be an added qualificationh) Since technical support resources need to talk to customers directly, as well as create written documentation, they require excellent written and verbal communication skills.	
--	---	--