

## Terms of Reference – Development of an E-Learning offer (MOOC) on the

### Triple Nexus in WASH and the Joint Operational Framework: WASH Resilience, Conflict Sensitivity and Peacebuilding

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#### Background and rationale

The creation of a Joint Operational Framework to integrate resilience, conflict sensitivity and peacebuilding into existing and new WASH programmes using a nexus approach was a recommendation of the global event “Building Resilient WASH Systems in Fragile Contexts” in 2019 and subsequently included as a key deliverable in the WASH Road Map 2020-25 (initiative 3.5), co-led the German WASH Network (GWN), UNICEF, Sanitation and Water for All Partnership (SWA) and the Global WASH Cluster (GWC).

The JOF sets out the thinking, theory of change and key steps in operationalising the humanitarian-development-peace nexus from the perspective of the WASH sector. The JOF is not a detailed guidance note to be strictly followed. It allows for flexibility for actors to agree on and use their own set of guidance notes and tools. Links to key guidance and tools are provided.

The JOF was developed between 2021 and 2023. The document is the result of an iterative process, based on inputs from more than 40 interviews with key WASH stakeholders across the three pillars (humanitarian-development-peace, HDP), ongoing literature review of policy, guidance and case studies, two regional consultations in the Africa and Asia region and more than 8 virtual learning workshops and webinars at the global and regional level with inputs from policy makers and practitioners. The document was reviewed by 63 experts from 45 renowned institutions, involving all pillars and constituencies. 40 of these institutions agreed to support the publication with their logo on the back cover.

The JOF was virtually launched on 5 September 2023. The webinar recording is available on the GWN webpage.

<https://www.washnet.de/en/triple-nexus-wash/joint-operational-framework/>

To support the operationalisation of the document and strengthen relevant capacities across the HDP WASH sectors, the initiative is seeking professional support to develop and host an e-Learning offer on the topic.

<b>Details of document</b>	<b>Type:</b> Framework / Guidance Publication
	<b>Language:</b> English
	<b>Current Format:</b> Publication PDF, Animated versions of key graphics in PPT
	<b>Length:</b> 12,000 words / 50 pages including cover and annex
	<b>Audience:</b> Humanitarian and Development WASH Practitioners and Peace Actors
	<b>Link to document:</b> <a href="https://www.washnet.de/wp-content/uploads/2023/09/WASH-JOF_V10_SCREEN.pdf">https://www.washnet.de/wp-content/uploads/2023/09/WASH-JOF_V10_SCREEN.pdf</a>

## Objectives

The overall objective is to develop an E-Learning offer or MOOC to build the capacity humanitarian and development WASH practitioners and peace actors to operationalize the triple nexus on the basis of the Joint Operational Framework: WASH Resilience, Conflict Sensitivity and Peacebuilding. The self-directed course offer should build on adult learning principles and should address different types of learners by applying targeted e-Learning techniques and features of a state-of-the-art Learning Management System (LMS).

## Expected results

Under the supervision of the German Toilet Organization (GTO), as secretariat of the GWN, and in close collaboration with capacity development experts and communication designers the service provider will be accountable for the following activities:

### 1) To support the development of a detailed e-Learning course concept:

The e-Learning offering should consist of two self-paced and consecutive courses on the Triple Nexus:

1) a low-threshold and rather short introductory course for a broad audience including higher level individuals (who may not have the time to attend an intensive course) and 2) an advanced learners' intensive course with practical learn applications, working through the entire project cycle (see table below).

The concept should layout training objectives, course outlines, session plans (incl. sequence and content of training sessions, course activities) and should elaborate on possibilities for interaction amongst participants.

Courses	Learning Objectives	Target Group	Course Modules (approx.)	Completion time (approx.)
a) Introductory course	<input type="checkbox"/> Learners are able to explain nexus thinking, define and respect operational principles and evaluate different entry points for nexus collaboration	<input type="checkbox"/> HDP WASH practitioners <input type="checkbox"/> higher level decision makers (who are not likely to attend lengthy courses)	2-3 modules x 45-60 min	2-2.5 hours
b) Advanced intensive course	<input type="checkbox"/> Learners are able to develop a programme impact logic integrating resilience, conflict sensitivity and peacebuilding and operationalising the triple nexus in key steps of the programme cycle	<input type="checkbox"/> Specialized HDP WASH practitioners <input type="checkbox"/> Advanced learners	8 modules x 45-60 min  (could combine compulsory parts, and voluntary parts)	6-8 hours

## 2) Selection and deployment of a Learning management system (LMS) and Hosting Platform

For the course development a LMS needs be selected and deployed. The selection process must go hand in hand with the selection of the later hosting platform because these are often tied to a single LMS that must be used. The hosting platform should be well-known in the industry, have a complementary course offering and, in the best case, already have many registered and active users. The service provider should be familiar with the LMS and should be able to train GTO staff in handling and use of the platform. We are looking for a LMS and hosting platform that both allow for excellent UX, supporting the readability, navigation and understanding of the course. The LMS should provide a variety of features that allow for a mix of learning methods and multimedia content, tracking of participant progress in the course, assessment of participant learning performance (testing), certification of graduates, and monitoring of the success of the offering, documented in comprehensive reports or dashboard.

## 3) E-Learning content production and design

The content production and design process will be supported by GTO capacity development experts including a communication designer. The e-Learning offer should build strongly on the JOF. The introductory course should provide an overview and will focus on nexus thinking, operational principles and theory of change. The intensive course should focus on the key steps in operationalizing the nexus, with a focus on concrete examples and practicable applications. All necessary graphic illustrations included in the JOF (e.g., theory of change and process steps) will be provided by GTO, and adapted by GTO when needed. The service provider will be responsible for the production of other multi-media contents, including podcasts, videos or animations. The design style of the course contents should be clear, simple and reduced to the essential learning messages, and consistent with the JOF design. The tonality should be professional, but also as simple as possible and not purely scientific.

#### **4) User testing and revision based on feedback.**

Once the beta version is completed, user testing must be conducted and user feedback documented. Based on the feedback, the course modules, content, and features need to be revised to improve usability, learning experience, and outcomes.

#### **5) E-Learning launch and roll out, including technical support required for the continuous operation of the course until end of 2025**

It is planned to launch the course in the summer of 2024 with a global webinar convened by the German WASH Network / GTO. A presentation introducing the e-learning offering needs to be prepared and presented at the webinar. The hosting platform and the revised e-Learning offering must be up and running at this point for the participant enrollment process to commence. To keep the e-Learning offer operational, technical support to participants needs to be provided by the service provider until the end of 2025, eventually linking participants to expert advice (via GTO).

### **Key Deliverables**

- ☐ 1x Deployment of an LMS
- ☐ 1x Introductory course including 2-3 modules (incl. session plans) with at least a range of activities/exercises, media (such as podcasts and animations), case studies etc
- ☐ 1x Advanced intensive course including 8 modules (incl. session plans) with at least a range of activities/exercises, media (such as podcasts and animations), case studies etc
- ☐ 1x Presentation at Launch Event in summer of 2024
- ☐ X hours of technical support until end of 2025

### **Timeframe, Duration, Reporting and Remuneration**

<b>Start date:</b>	November 2023
<b>Key milestone:</b>	Launch of course offering (30 June 2024)
<b>End date:</b>	31 December 2025
<b>Duty Station:</b>	The service provision is remote / home-based
<b>Reporting to:</b>	German Toilet Organization
<b>Documentation:</b>	All services will have to be documented by the contractor
<b>Remuneration:</b>	Deliverable-based; to be negotiated

### **Key competences, technical background and experience required**

#### **Capacity Development Specialist or Institution**

- ☐ At least 5 years of international experience in developing and implementing on-/offline capacity building offers

- ☐ At least 5 years of experiences experience in conceptualizing, editing and designing professional knowledge management products for humanitarian or development technical audiences (e.g., guidance, studies, knowledge platforms)
- ☐ At least 5 years of experience in leading, and supporting systemic change in the HDP WASH sectors
- ☐ The client must be familiar with the HDP nexus approach, WASH system strengthening approaches and the SWA framework
- ☐ Excellent knowledge of adult learning theory
- ☐ Excellent handling skills of learning management systems (LMS)
- ☐ Excellent network of web-designers and multi-media-producers (for podcasts, videos, animations, picture-based features)
- ☐ Ability to follow creative briefs, to work in agile teams and to work within tight deadlines
- ☐ Excellent verbal and written English
- ☐ Proof of professional registration and taxation

## Submission of applications

Interested candidates are kindly requested to apply and send the following documents by 3 November to [Johannes.rueck@germantoilet.org](mailto:Johannes.rueck@germantoilet.org)

- 1) Cover Letter & Technical Offer which considers the following
  - ☐ General information: proposed LMS and host platform including reach (No of users), ongoing costs of host platform and technical support required on an annual basis
  - ☐ Initial E-Learning course concept: training objectives, proposed course outlines, potential sequence and content of training sessions (headlines only), course activities and possibilities for interaction amongst participants
- 2) Timeline including the key steps to be taken to deliver the expected results.
- 3) A financial proposal including fee per day including VAT (GTO is exempt from VAT)
- 4) Examples from your portfolio of capacity building offers

**Please note:** Applications will be scored based on financial and technical offers and compliance with required qualifications.