

## Terms of Reference

**Consultancy title:** *Development of a CHS PSEAH Index e-learning offer*

**Reports to:** *CHS Alliance PSEAH Manager*

**Purpose/objectives:** Develop and test online e-learning modules to build capacity (knowledge and skills) of organisations on understanding and better implementation of the CHS PSEAH Index (how the Index' requirements relate to the broader commitments of the CHS and how to put these requirements into practice, in various levels of the organisations).

### **Background**

The [Core Humanitarian Standard on Quality and Accountability \(CHS\)](#) sets out the essential elements of principled accountable and high-quality aid. Protection from Sexual Exploitation, Abuse and Sexual Harassment (PSEAH) is essential to this and how an organisation should prevent and respond to allegations of sexual abuse and harassment is woven throughout the Standard.

In October 2020, the CHS Alliance published its updated [PSEAH Index](#) containing 22 indicators out of the 62 contained in the CHS as a means of helping organisations apply and verify how they are meeting the CHS commitments. This index, through guiding safeguarding requirements, questions, and recommended evidence, gives organisations the ability to determine whether they have the policies, tools and practices in place to protect people in vulnerable situations. The index can be used by any organisation regardless of sector, size or location.

To further support organisations apply the CHS, the CHS Alliance is developing an e-learning on the PSEAH index to help organisations better understand the PSEAH index, how its requirements relate to the broader commitments of the CHS and how to put these requirements into practice in various levels of the organisations.

The CHS Alliance is looking for a consultant to support the development of a 45-minute PSEAH Index e-learning that:

- Supports organisations to understand the various key elements of the PSEAH Index
- Helps organisations better implement PSEAH Index's requirements both in the field and at the headquarters' level.

### **Activities, Deliverables and Timelines**

#### **→ Stage 1: Assessment**

Work with the CHS Alliance to assess needs for the PSEAH Index's e-learning, and develop recommendations for the development of the e-learning in stage 2:

- Review information from global statistics outlining the performance of organisations against the CHS Nine Commitments, particularly the 22 indicators of the PSEAH Index

- Through interviews with selected stakeholders (CHS members and CHS Alliance secretariat staff, CHS approved trainers, PSEAH experts, CHS Alliance members focal points), assess the needs and challenges related to the PSEAH Index and how best organisations could understand it and implement the requirements in practice (should include sensitivity and relevance of content, how the learners could best access it)
- Synthesise the main issues to be explained through the e-learning and suggest options for further development of the PSEAH index e-learning, to meet the needs of the implementers of the PSEAH Index.

**Deliverable and Timeframe – 6 days:**

- Review available information, PSEAH index, existing training material – 1 day
- Draft questionnaire for interview and potential e-learning approaches – 1 day
- Carry out interviews – 2 days
- Analyse and draft report with main recommendations and points for the development of the e-learning – 2 days

→ **Stage 2: Development**

Based on the results of the assessment,

- develop a timeline/ storyboard of the online modules on the PSEAH Index and micro-learning to show the flow and consistency of content, and which develop scenarios and characters through all modules.
- develop content for micro-learning for each module.

Each module should connect learners to relevant content of the PSEAH Index and PSEAH Handbook.

**Deliverable and Timeframe – 18 days:**

- Develop learning e-learning modules (define learning objectives for each module, take away, suggested content and details of each module, etc.) – 18 days

→ **Stage 3: Testing, Feedback and Adjusting**

- Identify a review group from CHS members (safeguarding experts, HR, and managers) to go through the e-learning content, test it, provide technical expertise and inputs/feedback that will serve to adjust the product.
- Engage in discussions with the e-learning Working Group on a regular basis to get feedback and sign-off at the relevant stages of development.

**Deliverable and Timeframe – 8 days:**

- Identify a group of CHS Alliance members and others (safeguarding experts, HR, and managers mostly) and create a working group to engage during the entire process – 1 day
- Receive and integrate technical expertise as needed, test the content of the various e-learning modules and collect their inputs/feedback for adjustment. The working group will also sign-off draft and final modules – 7 days

→ **Stage 4: Design**

Work in close collaboration with a designer team + the PSEAH Manager to develop the module content and activities and deliver a user-friendly e-learning that, through its simple content/key messages already reviewed by peers and its design, will be easily understood and easily exportable for further implementation.

**Deliverable and Timeframe – 5 days:**

- Participate in the design of every e-learning module in close collaboration with a designer. Provide the explanation of the content of each module and ideas about how it could be developed/designed to be as user-friendly and inclusive as possible – 5 days

The consultancy time period is set to cover **37 days** expected to spread between 1 December 2021, and 31 March 2022.

The e-learning module to build capacity on understanding the PSEAH Index is developed, tested and finalised to go live by **31 March 2022, at the latest.**

**Person specifications**

- Solid experience in developing content of virtual training/e-learning modules/material for the humanitarian sector, with particular focus on PSEAH issues
- Solid knowledge of the Core Humanitarian Standard (CHS) + of the CHS PSEAH Index
- Solid knowledge in PSEAH issues with a strong understanding of roles in the field and headquarters
- Fluent in English, both oral and written

**How to apply**

Interested candidates should submit their applications by email to Coline Rapneau, CHS Alliance PSEAH Manager, at [crapneau@chsalliance.org](mailto:crapneau@chsalliance.org).

Applications shall include a **motivation letter, CV, consultancy/workplan proposal and fees** (daily rate).

**Deadline for application:** 28 November 2021

Due to large numbers of applicants, we do not have the capacity to respond to each individually. Only those invited to interview will be notified.

**Important information:**

The person shall be registered as a consultant in their country or work for a consulting firm. Please note that we will require two references from consultants.

We would also like to draw your attention on our [complaints mechanism](#) which can be used by consultants or to report complaints about our consultants.