

TERMS OF REFERENCE

Consulting Services:	Technical Support Specialist (Graphics and Media Developer)
Project:	Developing a Pilot Distance Learning Program for ELearning Delivery in the Water Sector in Albania
Grant No.:	52.10.
Location	Tirana, Albania
Type of Contract:	Individual Contract
Expected start date:	07 May, 2018
Contract duration:	35 days within a 5 months period

I BACKGROUND INFORMATION ON THE PROJECT

The Water Supply and Sewerage Association of Albania (SHUKALB) has received financing from the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD), under the Danube Water Program, toward the cost of implementing the Grant Project “Developing a Pilot Distance Learning Program for ELearning Delivery in the Water Sector in Albania”.

This priority action is identified in SHUKALB’s Business Plan Mission Objective and complements SHUKALB efforts under the USAID funded Project “Sustainable Water Sector Capacity Development in Albania”, in particular with its objective under Component III, to pilot an innovative training delivery approach (distance learning), to demonstrate the potential and feasibility of such contemporary training delivery methods in the Albanian context in the future.

In this framework, the specific objective of the IAWD Grant Project is to develop a pilot distance learning training course, using one of the existing training courses of SHUKALB. The training course is titled “Guideline for the Administrative Councils of Water and Wastewater Utilities in Albania”, which, targets the members of the Administrative Councils, who are in charge on behalf of the Local Government (Municipality) to supervise the performance of water utilities.

The Grant Project consists of five specific activities that will be carried out over a period of 5 months, and they are summarized as follows:

1. Analysis

The project team with the assistance of the Subject Matter Experts will gather all the specific training course content and will perform a gap analysis. Under this activity the team will analyze the topics and might re-write and expand upon some concepts. Furthermore, the team might carry out a light research and limited fact-finding as necessary.

2. Design

Under this activity, the project team with the support of Subject Matter Experts will scrutinize the learning objectives and the instructional strategy to be best employed. Ideas on e-learning activities will be explored in order to support the learning objectives. Moreover, the evaluation activities will be designed such as practice activities, discussions and assessment tests. The project team will write a design document which shows learning objectives,

organization of content and creative treatment (the media needed) and key assessment methods. This document will be reviewed and agreed prior to the development of the material.

3. Development

During this activity the project team will focus on producing the missing e-learning content identified from the previous phases. Here, the custom imagery including charts/graphics, photography and media fitting the eLearning course are developed. The editing and content review takes place.

4. Implementation

During the implementation activity, the project team will upload all the developed files according to the design plan previously developed, to the D-Leap Platform. Here, the technical support specialist will test the course to check on the quality aspects. The necessary revisions will take place.

5. Evaluation

Lastly, under this activity, a pilot testing is carried out by gathering a small group of the target learners' population of 5 - 10 users to take the course. The feedback of the participants under this pilot testing will inform on the overall e-learning training course quality, suitability and user friendly aspects.

The Project is under the Start-up phase, and the Deputy Executive Director of SHUKALB is looking to mobilizing its Project Team and experts. In this context, the Project is seeking a potential Technical Support Specialist, who could be engaged by the Project; as well as local experts, who could serve as Subject Matter Experts.

II OBJECTIVES OF THE ASSIGNMENT

The services of a Technical Specialist are required to provide technical support during the design, development, implementation and evaluation of the eLearning course.

III SCOPE OF WORK

The Technical Support Specialist will work closely with the Project Manager and the Subject Matter Experts to ensure the eLearning course will be content rich and functional for the learners.

The Expert shall undertake the following scope of work:

- Provides technical support for the e-Learning Project team, especially related to the graphical design and media developing;
- Provides technical input on the Design Document specifically related to the content, instructional and evaluation methods for each individual module.
- Designs the creative treatment/media and produces graphics demonstrating complex technical constructs and concepts;

- Collaborates with the e-Learning team in developing the missing visual, instructional and evaluation content.
- Creates custom imagery, including charts/graphics, photography and media fitting the eLearning course;
- Uploads the eLearning course files and create course content into the D-Leap Platform;
- Runs tests of the course to check on the quality, functionality and user experience aspects;
- Ensures performance and quality of the e-Learning course;
- Assist in the Pilot Testing of the course;
- Participates in the team meetings.

IV EXPECTED OUTCOMES

Under the assignment, the following deliverables are expected:

1. Technical input in the Design Document, related to the creative treatment/media to support the content, instructional and evaluation methods, on/about end of May 2018.
2. Custom imagery, including charts/graphics, photography and media fitting the eLearning course etc, on/about end of June 2018.
3. E-Learning course files upload to the D-Leap Platform, on/about end of July, 2017.
4. Pilot testing of the eLearning Course, on/about end of July, 2017.

V QUALIFICATION AND EXPERIENCE REQUIREMENTS, AND BASIS FOR EVALUATION

The Technical Support Specialist for this assignment should possess the following qualifications and experience:

- A BS degree in Computer Science or related field.
- Work experience in a web training development.
- Experience with graphic design packages, including the Adobe Creative Suite (Flash, Photoshop, and Illustrator) and other multimedia products.
- Experience with e-Learning authoring tools and LMS Systems.
- Ability to communicate effectively with the team members.
- Fluency in Albanian and written and spoken English is required.

VI DURATION OF THE ASSIGNMENT

Under this assignment, the Technical Support Specialist will be contracted for the period from 7 May, 2018 – 30 September, 2018. The Level of Effort required of the Expert, understood to be represented by the Scope of Work, is estimated to be up to 35 working-days.

VII REPORTING REQUIREMENTS

As defined in the Scope of Work, the Technical Support Specialist will not be required to submit separate reports, rather provide the technical input in the process of developing the e-Learning Course.