TERMS OF REFERENCE

Project name	Supporting the Digital Transformation of Social Protection Systems Globally towards Achieving the Goal of Universal Social Protection 2030
Assignment	Instructional and Pedagogical Designer for the DCI Training Programme on Digital Transformation and Interoperability in Social Protection
Contract's duration:	16.12.2024 to 30.06.2025
Linked missions:	TBD

Background

The Digital Convergence Initiative (DCI) is a collaborative effort to support achieving the goal of Universal Social Protection by 2030, by furthering the digital transformation of social protection and improving interoperability through advanced digital solutions and systems. Funded by the European Union, this initiative is jointly implemented by key partners, including GIZ, the International Labour Organization (ILO), the World Bank, FIIAPP and Expertise France.

A cornerstone of this initiative is the DCI Training Programme, which is designed to equip policymakers, technical experts and practitioners in selected partner countries with the competencies necessary to implement and drive digital transformation and interoperability strategies within social protection domains.

To achieve these objectives, ILO seeks to engage an Instructional and Pedagogical Designer to conceptualize and develop the strategies, structure and materials for the DCI training programme. This assignment will be pivotal in designing learner-centered, competency-based training solutions in alignment with DCI's capacity development objectives for the partner countries.

Assignment Objectives

The primary objective of the assignment is to provide instructional design and pedagogical expertise to ensure the development and delivery of high-quality training content for the DCI Training Programme on Digital Transformation and

Interoperability in Social Protection.

Under the supervision of the DCI Capacity Development and Knowledge Management Coordinator, the designer will work closely with the DCI teams, subject matter experts and training partners.

Tasks

The designer will perform the following key tasks:

1. **Competency Framework Development**
   - Collaborate with the ILO, DCI partner organizations, subject matter experts and key stakeholders, research and define the competencies and skills essential for digital transformation and interoperability in social protection.
   - Review and refine the draft Digital Competency Framework for Social Protection (DCF4SP) to align with the goals of the DCI capacity development programme, ensuring the inclusion of all critical competencies and skills.
   - Partner with DCI team and subject matter experts to validate and optimize the DCF4SP, ensuring its adaptability and relevant across diverse contexts.

2. **Training Curriculum Design**
   - Based on DCF4SP and pre-identified thematic areas and training topics, design a comprehensive DCI training curriculum.
   - Propose structures for the training curriculum and modules, including learning objectives, delivery formats, implementation plans, pedagogical strategies and other core elements.
   - Guide, advise and coach subject matter experts to ensure training content produced is grounded in adult learning principles, suggesting suitable methodologies and leveraging best practices such as problem-solving exercises, case studies, peer-to-peer learning and immersive learning experiences.
   - Review and refine training content and materials produced by subject matter experts. Provide pedagogical recommendations to ensure adaptability for various target audiences and delivery modalities (face-to-

face, online and blended learning environments).

- Contribute and participate in in-person writeshops with DCI teams, subject matter experts and potential trainers to collaboratively design and develop training curriculum and content.
- Develop a detailed guide or handbook for future training facilitators and trainers based on curriculum and modules produced, covering key elements such as learning objectives, topics, methodologies, activities, exercises, draft agenda, etc., to ensure consistent and high-quality delivery of the training programme.
- Design and propose assessment methods and tools (e.g., post-training tests, reflective exercises) to evaluate participants' learning outcomes and knowledge acquisition.

3. Training Needs Assessment

- Propose methodologies and tools for training needs assessment aligned with DCF4SP and training curriculum to identify skill gaps and training needs among target groups.

4. Training Monitoring and Evaluation

- Design a robust monitoring and evaluation framework to measure the effectiveness of the training programme, including metrics for participant satisfaction, training quality and training impact.
- Create templates such as participant feedback forms, post-training competency assessments and follow-up surveys to track progress and inform continuous improvement of the training programme and content.

Expected Deliverables

1. **Inception Meeting and Report:** A concise report in Word and PDF formats outlines the assignment methodology, work plan and timeline. The report will incorporate feedback from the inception meeting with the project team.

2. **Digital Competency Framework for Social Protection:** A validated and structured framework defining the core competencies and skills essential for digital transformation and interoperability in social protection. The framework should include objectives, target audiences, competency definitions, proficiency levels, etc. Delivered in a structured document in Word and PDF formats, accompanied by a PowerPoint summarizing the framework.

3. **Training Curriculum:** A comprehensive and modular DCI training curriculum designed for flexibility in delivery modes (in-person, online or blended learning). Detailing key elements for the training programme such as objectives, target audiences, topics, delivery formats and modalities, organized into structured learning modules. Provided in Word and PDF formats.

4. **Facilitator & Trainer Guide/Handbook:** A detailed guide or handbook in Word and PDF formats for DCI training facilitators and trainers, including instructional methodologies, training workflows, templates, sample case studies & exercises, agenda, learning aids, assessment forms, etc. The guide should also provide recommendations for adapting content to different learning environments (face-to-face, online, blended).

5. **Training Needs Assessment:** A document on the proposed methodologies and tools for training needs assessment aligned with DCF4SP and training curriculum to identify skill gaps and training needs among target groups.

6. **Monitoring and Evaluation (M&E) Framework:** An M&E framework to evaluate the effectiveness of the training programme and assess participant satisfaction, training quality and training impact. The framework should also include methodologies, key performance indicators, along with templates for participant feedback form and reporting templates.

N.B.: All deliverables are expected to be finalized by the end of Q2 2025. The designer will work remotely, with occasional travel required for collaboration with the ILO and DCI teams, as well as participation in the in-person writeshop.

Qualifications and Experience

The ideal candidate should possess the following qualifications:

Education:
- Advanced degree in Instructional Design, Education, Adult Learning or a related field.

Professional Experience:
- Proven experience in instructional design and curriculum development for large-scale, international development or public sector programmes.
- Experience in digital transformation and interoperability within social protection is strongly preferred.
- Demonstrated expertise in adult learning principles and competency-based education.

Technical Expertise:
- Strong knowledge of digital learning tools, instructional technologies and interactive learning methods.
- Experience with both in-person and virtual training environments, including blended learning approaches.

Skills and Competencies:
- Strong written and oral communication skills, with proven ability to write clear, concise and practical instructions for international training programmes.
- Ability to work in multicultural environments, collaborate with diverse stakeholders and adapt training content to regional or national contexts.
- Strong project management skills, with the ability to work independently, meet deadlines and deliver high-quality outputs within set timelines.

Application Procedure

Interested candidates are invited to submit the following documents to **desvigne@ilo.org**, with the subject line: "Application for Instructional and Pedagogical Designer for the Digital Transformation and Interoperability Training Programme in Social Protection":

Detailed CV and Portfolio: Highlight relevant experience, past projects and achievements that demonstrate your qualifications and expertise.

Financial Proposal: Provide proposed fee structure for completing the assignment.

Cover Letter: A concise cover letter (max 2 pages) outlining your qualifications, experience relevant to the assignment and your understanding of the objectives.