RFP/2019/006

ANNEX B

**Terms of Reference - Production and design of a UNHCR**

**on-line teacher training course on refugees, asylum and migration**

**1. CONTEXT**

UNHCR has developed the Teaching About Refugees teaching materials catalogue for teachers and school children in primary and secondary education aimed at teaching children ages 6 - 18 about refugees, asylum and migration (see [www.unhcr.org/teaching-about-refugees.html](http://www.unhcr.org/teaching-about-refugees.html)). The teaching materials include a set of professional guidance documents for teachers, such as guidance on stress and trauma in refugee children in a school context.

As part of its efforts to promote fact-based and age-appropriate teaching about this topic, in an effort to provide teachers with professional guidance to improve teaching about the topic, and to foster a more welcoming and inclusive learning environment for refugee children in Europe, UNHCR intends to develop an on-line teacher training course on refugees, asylum and migration which will be used in UNHCR's teacher training and support activities in Europe.

The prime target audience for the on-line teacher training course are primary and secondary school teachers and UNHCR staff and other persons who will be trained to deliver the on-line teacher training course to teachers in various settings and in various languages.

The on-line teacher training course will be built in an on-line application (such as, for example, an LMS or other web application) allowing registration of and interaction with trainees which can be used both in face-to-face and distance learning settings (or combinations thereof). The course will also offer teaching materials for trainees and may contain web text, PDF documents, video elements, graphics and interactive web applications. The course should be technically designed so it can be easily published on-line (cf. on [UNHCR.org](http://UNHCR.org) or via links in social media and other applications).

The Contractor signing a Frame Agreement for production and design of a UNHCR on-line teacher training course on refugees, asylum and migration following this RFP must ensure all content of the on-line teacher training course can be translated easily into several languages by making available source files and project files to UNHCR.

**2. ESSENTIAL REQUIREMENTS**

For the duration of the Frame Agreement, the Contractor may be asked to produce at least the "Building Knowledge Module" of the on-line teacher training course (see details in Annex A).

Contractors may also be asked to design and produce of a "Building Community Module" and a "Building My Teaching Practice Module", on a daily-rate basis, with numbers of working days for each module to be mutually agreed between UNHCR and the Contractor (see also main RFP document).

Production will not include translation of training materials included in the on-line teacher training course.

For parts of the Building Knowledge Module, UNHCR will make available relevant Teaching About Refugees teaching materials in appropriate file formats.

The Contractor needs to be able to:

* Design and produce on-line training courses using an existing or custom-designed on-line web application (cf. an LMS, a web application).
* Design and produce on-line and off-line educational texts, trainer manuals, trainer sheets and instructions and other written materials for use in the on-line teacher training course, matching the visual style, typography and colour palette used in the existing teaching materials available in the Teachers’ Toolkit section of the website <http://www.unhcr.org/teaching-about-refugees.html>.
* Produce educational and training videos and/or animations for use in the on-line training course.
* Design and produce applications to test trainees' knowledge on refugees, asylum and migration before and after participating in the on-line teacher training course (or parts thereof).
* Produce coaching and training materials to train UNHCR staff and others to train teachers and other groups of trainees on the topic of refugees, asylum and migration, using the on-line teacher training course.

As a minimum, the Contractor will need to have:

* At least 5 years' experience designing on-line teaching and/or training materials, face-to-face training methods, blended learning and/or distance learning methods;
* Deep knowledge of appropriate pedagogical approaches for teacher and educator training;
* Understanding of teacher training in Europe and/or teacher training for teachers of refugees
* Experience and expertise in producing on-line training courses, preferably specifically aimed at teachers in primary and secondary education;
* Capacity to produce and design teacher training courses using on-line teacher training applications and/or LMS;
* Experience with production of educational videos, graphic design, production of other on-line educational content for use in trainings;
* Capacity to test teacher trainings on teachers and educators;

**3. DESIRABLE SKILLS AND EXPERIENCE**

* Capable of coordinating several assignments at any given time;
* Deliver high quality end products respecting strict deadlines;
* Knowledge of UNHCR and its work in education;
* Knowledge of refugees, asylum and migration.