TERMS OF REFERENCE

Consultant for the Design and Development of the ISCOS Learning Management System (LMS) and Learners' Content

(45 Days Assignment)

1. Background:

The Intergovernmental Standing Committee on Shipping (ISCOS) would like to engage a consultant to design and establish a Learning Management System (LMS) for short term refresher courses and prepare modules for five courses in trade and shipping for piloting purposes.

ISCOS is a regional body established by Treaty in 1967 by the Governments of Kenya, Tanzania, Uganda and Zambia to oversee, among other things, their common interests in shipping, ports, trade and transport logistics. The organization collaborates with a wide range of stakeholders both regionally and internationally with a view of promoting and protecting the interests of shippers (importers and exporters) in the region. ISCOS' main objective is to serve the region and the international community as a one-stop centre of excellence for regional maritime matters and total logistics.

One of the objectives of ISCOS is to conduct research on contemporary emerging issues and enhance capacity building for shippers through awareness training workshops and seminars. The shippers are located in a wider geographical area of which outreach is limited due to a number of factors including cost and time availability in order to access and benefit a good number of shippers in the Eastern and Southern Africa region. The shippers include micro, small, medium and large business entities. Shippers need to seamlessly acquire regular updated information as they go about their businesses due to rapid changes in the environment pertaining to completing international trade transactions and transport logistics requirements. ISCOS has in the past conducted training workshops on topics ranging from INCOTERMS, Supply Chain Risk Management, Marine Cargo Insurance (MCI), International Trade Financing and other trade facilitation topics. It is therefore, imperative that existing training programs are enhanced and identified and develop new learning interventions and packages to meet learning needs of shippers through a seamless dialogue.

2. Justification

In order to take the training to as many people as possible, ISCOS conceived an idea of coming up with a Learning Management System (LMS) coined as "ISCOS E-Learning Platform" during the 2018/19 budgetary period in order to design and establish LMS and develop a curriculum for refresher online short courses.

3. Scope and Specific Tasks

I. The Consultant is specifically required to develop and implement a LMS coined as ISCOS E-Learning Platform which should be web based/on site hosting and should be compliant with SCORM (Sharable Content Object Reference Model)

II. The Consultant is required to develop modules for 5 courses that are simplified and compatible with LMS as regards to fundamentals of trade and shipping which should clearly bring out opportunities, challenges and solutions.

   a. International Commercial Terms (INCOTERMS) – How to trade with regional and global markets
   b. Performance Transport Logistics in Developing Countries (Eastern and Southern Africa)
   c. Supply Chain Risk Management in Africa (Marine Cargo Insurance)
   d. International Trade Financing (Access to finance for emerging firms in Africa)
   e. Gender in Logistics Value Chains
   f. How to harness the Blue economy
   g. Trade Facilitation and Non-Tariff Barriers/Non-Tariff Measures

III. The Consultant's work will be to develop all materials through a mixture of methodologies that will be placed on the ISCOS LMS (online question and answer tests, video of shippers discussing/illustrating learning and practices, webinar using mix presenters | facilitators for exchange and learning, use of reading materials, and links to other learning resources)

IV. The LMS should take into consideration the principles of interoperability, accessibility, reusability, durability, maintenance ability and adaptability, which in themselves constitute the concept of LMS for purposes of accruing benefits which include:

   a) Supporting content in various formats, text, video, audio etc.
   b) One can access materials anytime, from everywhere, learners can modify the content, and learners can see the updated material
   c) The evaluation of students should be more easy and offer a fair evaluation, based on learners' attendance and online quizzes
   d) Learners and instructors should be able to re-use the material every time they need

V. The Consultant will review the existing process of delivering awareness workshops and seminars

VI. Ensure that learning packages take into consideration global learning initiatives and programs and utilize latest learning tools, technologies and methodologies

VII. Pilot test each of the five learning course modules and refine based on feedback from identified user group.

VIII. The Consultant is required to adequately train staff and other selected stakeholders on how to navigate the LMS

IX. ISCOS will own copyright for the LMS including hosting and all materials developed or included in the online program. All source materials for the developed products must be delivered to ISCOS upon completion of the project.

X. Specifically the consultant will perform the following tasks
    a. Participate in an initial kick-off meeting to meet with the ISCOS team to discuss the project, validate critical objectives, agree on the LMS and learning objectives, and develop a project plan to guide the project through completion.
    b. Continuous updates to the ISCOS e-learning platform project team on progress of assignment
    c. Collaborate with ISCOS to manage the platform and content reviews.

XI. ISCOS E-Learning Platform, Content Design and Development
    a. Work with ISCOS Project team on the requirements of the LMS and understand existing content and to instructionally design the content into storyboards to meet the agreed learning objectives
    b. In consultation with ISCOS, the consultant should present three (3) distinct sample user interface designs for the LMS and module(s) for course content, each to include an example of a welcome/main menu screen and a page of sample content. These designs should include color palettes, header and footer sections, navigational and menu buttons, and follow ISCOS branding guidelines. ISCOS will work with the consultant to refine the designs and select a final interface.
    c. ISCOS project team and the consultants will validate the selected design. This will ensure that the final product will have:
- An overall design plan and architecture.
- A consistent look and feel.
- A common and apparent navigation strategy.
- Interactive exercises.
- Required visuals-flow charts/decision trees/sketches/interactive image maps/videos? etc.

    d. Any identified deficiencies in the selected design identified during the validation process will be corrected by the consultant, and approved and accepted by ISCOS.

e. The consultants need to ensure the following points while developing the e-learning modules:-

- Each module of the training is expected to take no more than 45 minutes to complete, which should be further broken down into topics of no more than 15 minutes each. It is expected that the entire Course Content will be 7 module long for example;

    i. Course for Exporters
    Module 1: 15 mins
    Module 2: 45 mins
    Module 3: 30 mins

    ii. Course for Importers

    Module 1: 15 mins
    Module 2: 45 mins
    Module 3: 30 mins

- Training should also direct the learners to the links for additional reading resources
- A case study with closed-ended questions will be part of the overall training module
- Number of assessment questions "check–for-understanding" embedded in each module
- It should be compulsory for learners to take part in class discussions which should form part of the assessment
- 3 attempts should be given for taking tests and the pass mark should be pegged at 80% and above. The highest mark achieved will be given as final mark
- To ensure accurate reflection of learner status (lesson status), the variables "in Progress" and Passed" should be used to reflect incomplete and complete status.

4. Duration/Timelines

The work is expected to start once the contract is signed by the consultant, it is expected to be completed in approximately 45 working days.

5. Expected Background and Experience of Consultant

The Consultant to undertake the work will have the following profile:

I. Qualifications/Requirements

Advanced University degree in one or more of the disciplines: Information Technology, Economics, International Affairs, Transport and Shipping, Education and Training, Social Sciences or related area. A first degree with relevant combination of academic qualification and experience in a related area may be accepted in lieu of the advanced university degree.

II. Experience

At least five years of progressively responsible professional experience in designing distance online learning platforms and curriculum in trade and shipping.

III. Technical knowledge and skills

Strong knowledge of creating LMS training methodology, curriculum design and evaluation (preferably with knowledge of design for LMS and distance learning environment)

IV. Personal skills

a. Capacity to establish and maintain productive relations with different stakeholders
b. Ability to write clear and concise reports and communicate effectively
c. Excellent analytical skills and a constructive approach to problem serving
d. Ability to deliver outputs by agreed deadlines – sometimes at short notice
e. Fluency in written and spoken English is required

6. Application Process

Qualified and interested applicants may send applications to opportunities@iscosafricashipping.org before the deadline **Monday 25th February 2019 by 17.00 hours East African time,** quoting "**Consultant for design and development of the ISCOS e-learning platform and Learners' Content".** The hard copies should be clearly labelled and sent to The ISCOS Secretariat, Nyali off Links Road [Near Nyali Healthcare Ltd] P.O. Box 89112-80100, Mombasa, Kenya.

Kindly include cover letter, CV and expected rate to deliver.

Annex 1:

Technical Requirements

All products developed under this contract must be delivered to meet specific technical requirements to ensure compatibility with ISCOS systems. The primary focus of work performed is for ISCOS staff and shippers all of whom have access to standard desktop configuration with possibility of smart phone accessibility.

The technical specifications of this configuration are as follows:

Core i5-3470 processor4GB RAM

Hard drives -320 – 500GB

In addition, the following software programs will reside on ISCOS Systems

Operating System	Windows 10 (32/64 bit OS)
Business Applications	Office 2013/365 (Word, Power Point, Excel)
Messaging, Calendar Management, Collaborative Tools	Microsoft Outlook
Web Browser	Firefox 62.0.3 Google Chrome 70.0.3538.67
PDF Reader	Adobe Acrobat DC 2019.008.20071
Flash Player	Adobe Flash 31.0.0.122
Media Player	Microsoft Media Player version 12
Virus Protection	Kaspersky 2018
Operating System	Windows 10 Pro