EU Contract: ENI/2021/425-150
Title: Regional Technical Assistance to Build Civil Society Capacities

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ToR for various Junior Non-Key Experts for delivery of a Digital Competence course

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JNKE Course Leader
Time input: up to 20 working days from June until November 2023 inclusive.

JNKE Digital Competence Diagnostics and Coach
Time input: up to 11 working days from June until November 2023 inclusive.

JNKE Needs Assessments & Course Communication
Time input: up to 16 working days from June until November 2023 inclusive.

JNKE Digital Competence Coach x 4
Time input: up to 6.5 working days per expert from June until November 2023 inclusive.

Objective of the Project:

The overall objective of the *Regional Technical Assistance to Build Civil Society Capacities* project is to strengthen participatory and inclusive democracy in the Eastern Partnership countries (Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine).

The purpose of this project is to strengthen the role and increase the capacity of civil society organisations (CSOs) and activists in the Eastern Partnership to engage in the policy making processes and policy dialogue, promote reforms and public accountability, foster local democracy, local development and engage citizens in public debate, through a Regional Technical Assistance project.

The project is structured around the following activities:
- **Capacity Building Activities including webinars**
- Civil Society Hackathons and Civic Tech Activities
- Civil Society Fellowships (120 new civil society activists will be supported throughout the duration of our project)
- Civil Society Networking and Ad-hoc Support, including to EU Delegations and DG NEAR Headquarters
- Communication Activities meant to increase the public awareness of CSOs, improve their public image and promote EU support to civil society.
- Studies and Research on Civil Society Issues across the Region at the request of the EU.

General background of Assignment:

The EaP CSF regional support project contributes to the strengthening of capacities of civil society through a range of learning activities, mostly implemented in collaboration with organisations in the region and with assigned Non-Key Experts from the Project Team.

In 2019 the Eastern Partnership Civil Society project delivered a blended course on digital competence which included a self-assessment tool, online modules and face-to-face interactions in 3 countries. The original modules were designed to address digital skills/knowledge required by CSOs for both internal organisation and external relations and had the following structure: 1. IT for CSOs Workflow 2. IT for CSOs Communication 3. IT for CSOs Engagement with Beneficiaries/Stakeholders. The Project is also maintaining an online hub for e-learning which includes some of the previous webinars delivered by the team: https://elearning.eapcivilsociety.eu/category/subjects/

The project now intends to 're-launch' a Digital Competence course, with updated materials, new 'live' workshops, and access through a new learning platform. The course contents are expected to include new materials and existing materials. The adaptation of existing materials and development of new materials will be undertaken by assigned Non-Key Experts. The concept is to capitalize on existing materials rather than create new ones. CSO activists in the region will be able to benefit from the re-launched course by participating within a 'closed group' of 40 participants, selected against a published set of criteria, who will follow the online course and receive tailored coaching. The updating of the course is expected to take place during June-August 2023, and the delivery to the group over several weeks in September-November 2023, with a series of face-to-face workshops (one in each country) in October 2023. It is anticipated that the face-to-face workshops will involve small groups of participants (on average 7 or 8, plus an assigned expert, with the exception of Ukraine which may have 15 participants plus 2 assigned experts), and that some of the participants may need to be supported with local transport and accommodation if they are based outside the capital cities.

Specific Responsibilities

Overall Objective of Assignment:

To deliver a hybrid diagnostic course on Digital Competence for CSOs so that up to 40 participants will be able to transfer to their organisations:
- Strengthened capacity for managing digital solutions that support effective and efficient workflows and management practices within a CSO;
- Strengthened capacity for using IT for enhanced communication and engagement with stakeholders;
- Access to a community of local practitioners willing to contribute to peer-learning and support.

Target participants
CSO managers/staff/volunteers who directly have responsibility for IT issues within their organisation and who may describe themselves as Beginners-to-Medium Level Practitioners. Participants need to demonstrate that they have a long-term role with a CSO, as the course is designed around building organisational capacity, rather than individual. Additionally, participants need to commit to a process of continued peer-to-peer learning and support.

Methodology/Delivery
A blended approach comprised of:
- Expert-led diagnostic webinars/online workshops
- Self-directed learning, supported by online materials, video tutorials etc, including courses offered by TechSoup

- Face-to-face workshops/clinics, with coaching facilities and peer-learning

Structure of delivery:

1. **Opening webinar to explain course and methodology**, and for introductions and assessment of needs/expectations.
2. Opening of access to online materials, video tutorials etc, adapted from existing materials and supplemented with new materials as necessary.
3. **Diagnostic Webinar/Online Workshop 1**: digital solutions that support effective and efficient workflows and management practices within a CSO.
4. **Diagnostic Webinar/Online Workshop 2**: using IT for enhanced communication and engagement with stakeholders.
5. **Self-directed learning using online materials**, video tutorials, TechSoup courses etc. During this period participants will work on a concrete action/programme/solution for their CSO.
6. (Two-day) **face-to-face workshop/peer-learning network events** organised in 5 locations in order to avoid the need for international travel and to maintain relatively small group size per location. The locations are proposed as Armenia, Azerbaijan Georgia, Moldova, and Ukraine. At each location there will be at least one local expert to lead the event and provide coaching. Where there are more than six participants, there will be two experts. Only participants who have participated in the two webinars and undertaken 'home assignments' will be invited to these events.
7. **Self-directed learning / completion of assignments, assisted by online coaching** provided by the experts who delivered the face-to-face workshops.
8. Closing webinar to highlight 'lessons learned/good practices' and next steps for peer-to-peer support, including a course evaluation.
9. Digital materials, including recordings of webinars, edited and annotated and uploaded to the Project's e-learning hub.

Tasks / Services:

The required activities/tasks and outputs to be achieved by each expert are as summarised below:

NKE Course Leader

Tasks & Deliverables

- Updated course outline, with notes for participant guidance, and a package of materials to be used for self-directed learning;
- 2 online diagnostic workshops (1/2-day duration) delivered with the NKE Digital Competence Diagnostics
- A structure, contents, and methodology for face-to-face workshops agreed with Project Team and other NKEs
- Delivery of one of the 2-day face-to-face workshops
- Provision of online coaching to up to 10 participants for a maximum ½ day each
- Delivery of closing webinar and course evaluation with brief report
- In coordination with the Project Team, providing e-learning hub updates on Digital Competence

NKE Digital Competence Diagnostics and Coach

Tasks & Deliverables

- 2 online diagnostic workshops (1/2-day duration) delivered with the Course Leader
- Delivery of one of the 2-day face-to-face workshops
- Provision of online coaching to up to 10 participants for a maximum ½ day each

NKE Needs Assessments & Course Communication

Tasks & Deliverables

- Draft 'Call' for participants for the course, with selection criteria as agreed with the Project Team (The actual promotion of the Call, collection and selection of applications will be made by the Project Team).
- Contribution to the updated course outline package of materials to be used for self-directed learning as informed by the needs assessment incorporated in the 'Call' for participants and existing analysis of CSOs digital competence.
- All selected participants well informed about the course implementation and online workshops/webinars organised on zoom.
- Course participants guided on their participation in the face-to-face workshops and coordination with all allocated coaches.
- Brief report on the course delivery, with participant data and evaluation feedback.

NKE Digital Competence Coach x 4

Tasks & Deliverables

- Delivery of one of the 2-day face-to-face workshops
- Provision of online coaching to up to 5 participants for a maximum ½ day each

Inputs and Locations:

*Location***:** The work will be conducted 'home-based', with face-to-face workshops conducted in various locations (Baku/Chisinau/Kyiv/Tbilisi/Yerevan)

Activities and outputs	No. w/days for Course Leader	No. w/days for Digital Comp Diagnostics & Coach	No. w/days for Needs Assessment & Communication	No. w/days for Digital Comp Coaches	Location	Provisional Timing
Design of course and collation of materials	4		1		Home-based	June-July

Design and delivery of 2 online diagnostic workshops	2	2			Home-based	August-September
Assessment of participants needs and course communication			15		Home-based	July-November
Prep and delivery of 2-day face-to-face workshops in 5 locations	4	4		4 each	Baku/Chisinau/Kyiv/Tbilisi/Yerevan	October
One-to-one coaching (up to 1/2 day per participant	5	5		2.5 each	Home-based	October-November
Closing webinar, course evaluation, and e-learning hub updates	5				Home-based	November
Totals	**20**	**11**	**16**	**6.5 per expert (26 in total)**		

Management Arrangements:

The experts will report to GDSI's Project Director, TL and will work closely with KE2: Capacity building co-ordinator, as well as the NKE on Communication and Visibility.

Language requirements:

The primary language of the assignment is English. All written inputs shall be provided in English.

Required profile for the Experts:

The experts should have the following educational background and professional experience:

Qualifications and skills:
- Academic profile: at least a relevant bachelor's degree.
- Fluency in English is required.
- Excellent oral and written communication skills are required.

General professional experience:
- At least 5 years of working experience, out of which at least 3 years of experience working with or for civil society organisations or initiatives.

Specific professional experience:

- The course leader and digital competence coaches will have at least 3 years' experience in supporting CSOs and/or civic activists and/or small enterprises in strengthening their digital competence.
- In addition, across the 5 experts there will be expertise on issues such as:
  - How to apply Agile and SCRUM principles to CSO work;
  - Team collaboration tools and their comparative advantages;
  - Digital safety for CSOs / cybersecurity threats and mitigation measures;
  - Possibilities and limitations of different communication tools;
  - How to work with tech providers.
  - Other topics as identified during the diagnostic sessions. The 'diagnostic' approach implies that the coaching is based on individual needs, so some flexibility is needed.
- The expert for needs assessments and course communication will have at least 3 years' experience in assessing digital competence and similar of CSOs and organising activities to support capacity building;
- Each expert should have at least 3 experiences of training delivery and/or as key speaker at a seminar/conference;
- Each expert should have at least 3 experiences of delivering webinars.