Call for Applicants – Pre Tender: Work with us creating an e-learning course!

Application deadline: 19th June 2017
Terms of Reference

About Child Helpline International

Year after year, child helplines field over 20 million individual cries for help from children in crisis when no one else will listen.

Until the founding of Child Helpline International in 2003, these organisations did their work in isolation, with little influence, no access to each other, or to those in power. We at Child Helpline International are transforming that, to change the lives of children worldwide.

We make sure the world listens. Child Helpline International aggregates and interprets the data coming in from child helplines in 147 countries. We then present those stories to policy influencers, and effect the changes that improve conditions for children in meaningful ways, both globally and locally.

We listen to the listeners and help them help each other. Child Helpline International harvests all the best practices from child helplines around the world, from how to counsel an abused child to how best to staff a call centre and train workers. And we support individual child helplines by sharing what we’ve learned from the best of them with all of them.

Background and Objectives: e-learning course on child online protection for child helplines

The purpose of this announcement is to invite individuals, companies, and organisations to submit their interest to design, develop and deliver an e-learning course on child online protection for child helplines’ counsellors worldwide. Based on the application, a shortlist of organisations/companies/consultants will be invited to tender.

The objective of the consultancy is to develop an e-learning course on child online protection. This e-learning course will be the first of its kind for Child Helpline International. Our aim is that, as a result of following this training-learning course, child helplines will be in a better position to provide children and young people with the best possible response to cases relating to child online protection.

Child Helpline International has joined forces with a mobile operator for the development of a Child Online Protection (COP) capacity building module for child helpline counsellors, with a focus on:

- Victim reporting and support.
- Referrals to services for ongoing assistance.
- Prevention by helping children and young people build digital life skills and resilience.

Child helplines are often a young person’s first point of contact with child protection services. As a consequence of following this training module, child helplines will be in a better position to provide children and young people with the best possible response. Additionally, child helplines will be more prepared to assist children and young people in building resilience to the many digital risks that they are exposed to on a daily basis.
For this course, the child online protection components will be based on the Internet Safety Guides that we developed jointly with the GSMA. Some of the topics could include:

- Grooming
- Cyberbullying
- Discrimination and hate speech online
- Privacy (good practices, abuse of privacy, online reputation)
- Sextortion
- Sexual harassment online
- Unsolicited contact from strangers
- Inappropriate content
- Illegal content
- Online sexual exploitation

Timeline

We would like to begin development in July 2017. The e-learning course will be piloted in November 2017 and it will be officially launched in December 2017.

Deliverables/ Specific Outputs Expected

An e-learning capacity building course on child online protection, which serves the needs of Child Helpline International’s members. The course will allow for the child helplines to help children build resilience to the many digital risks they are exposed to on a daily basis.

The e-learning course should meet the following criteria:

- Easy to follow by counsellors from over 147 countries, including places where the internet connection is not optimal.
- With a multicultural approach.
- Self-paced.
- Developed in British English.
- Has the possibility to be translated into other languages.
- Uses a combination of animations, videos and info-graphics to display the content.
- Respects the seriousness of the topics while having a creative and positive approach.
- Follows our brand guidelines.
- Possibility to adapt/ modify the course after its piloted

The Learning management system (LMS) should meet the following criteria:

- Delivered in a Learning Management System (LMS) platform suitable for desktop: Chrome, Safari, Firefox, Internet Explorer 10.00 and 11.00, Edge and mobile/tablet: Chrome, Safari, Android Browser, App.
- Users should be able to download specific content (e.g. “Cheat sheets”, summaries, etc.)
- The LMS should include a social function to interact with other counsellors following the course.
- The LMS should offer analytics on the users’ progress and completion of the course.
- An LMS with cost effective annual fees.
Vendor profile

We are looking for an organisation that can help us develop the online course and set up an LMS. The organisation should have:

- Experience in content development for a multicultural audience and in sensitive topics
- Experience in graphics and animation creation
- Familiarity with LMS authoring tools
- Experience in developing high-quality and interactive training courses through application of teaching design models.

How to apply

Please apply by sending:

- A letter of interest including a proposed outline of the project
- A budget proposal
- Two examples of similar work

To lucia@childhelplineinternational.org no later than June 19th, 23.59 GMT+1. We encourage you to apply as early as possible.

Based on the application, a shortlist of organisations/suppliers will be invited to tender.

Duration of consultancy

The content should be developed in a maximum of a 3 months period, followed by piloting phase and possible modifications. The selected company, organisation or individual will work closely with key staff including the Management Team and Project Coordinator.