WORLD HEALTH ORGANIZATION

Service provider for part-time Tutor Role
Online Learning Programme on Healthy Ageing

Posted: 8 April 2020
Open until: 8 May 2020, 23:59 UTC +02:00

DESCRIPTION

The normative basis for WHO’s work on ageing and health is the World report on ageing and health, released in 2015. In resolution WHA69.3 (2016), the Sixty-ninth World Health Assembly adopted the Global strategy and action plan on ageing and health and called for a Decade of Healthy Ageing 2020-2030.

The WHO Global strategy and action plan on ageing and health (the Global Strategy)\(^1\) and related resolution\(^2\) adopted by WHO’s Member States at the World Health Assembly in May 2016, provides a framework for action aligned with the sustainable development goals. The Strategy provided the political mandate to, inter alia, establish the global evidence and partnerships needed to set up a decade of concerted global action, the Decade of Healthy Ageing 2020–2030. The Secretariat is working to develop a proposal for a Decade of Healthy Ageing 2020–2030 with Member States and with inputs from partners, including United Nations agencies, other international organizations and non-State actors.

One of WHO’s priorities in the strategy and related Decade proposal is to build capacity on ageing, particularly at country level. The delivery of a learning programme on Healthy Ageing for adult learners, including policy makers at different levels, UN staff, focal points on ageing in relevant ministries, civil society organizations and academics is a key component of this priority.

In 2018, WHO developed the full content for an online learning programme on Healthy Ageing. This programme is intended to equip participants with the understanding and the competencies to engage meaningfully with the topic of Healthy Ageing and become the change agents around the world who put it into practice. Specifically, this learning programme aims to:

- Develop the knowledge, skills and competencies that will allow for constructive engagement with the topic of Healthy Ageing;
- Change attitudes and reframe how to think about challenges and opportunities for ageing populations;
- Connect with peers to build the international networks necessary to drive impact in policy and practice surrounding Healthy Ageing at scale; and
- Contribute to a critical mass of informed leaders engaging in policy discussions around Healthy Ageing.

The World Health Organization piloted this programme in English through a WHO online platform (i.e. OpenWHO). The programme was refined based on the inputs gained through this pilot and it will now be scaled up so that a larger number of participants from across the world can benefit from it and build the competencies and skills needed to contribute to the Decade of Healthy Ageing 2020-2030.

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SCOPE OF WORK

The services requested for this project relate to the provision of part-time tutoring for this training programme.

In this programme, participants are placed in teams of 5 following pre-defined characteristics (e.g. gender balance, time zone, etc), and teams benefit from tutor support. Each team is managed by a tutor, and each tutor manages up to 10 teams (i.e. each tutor will manage a maximum of 50 participants).

Tutors will provide their respective teams with procedural, technical, and content support. Tutors will be responsible for guiding participants through the programme, providing topic based and didactic guidance and feedback on a one-to-one level and on a team level, encouraging collaboration and constructive ideas and criticism within teams, and mediating between teams and community members to stimulate discussion. Tutors will also help optimize the experience of the end user by helping participants navigate the OpenWHO platform, identifying blockers and enablers in the programme (including content and structure), managing reminders and follow-up with assigned participants to ensure timely submission of assignments, and liaising with IT staff and the WHO technical team where needed to resolve issues. Tutors will be mindful that participants in this course are adult learners who already have a wealth of experience, and will approach their role on that understanding.

In their role as tutor of the training programme, the service provider is required to carry out the following activities:

- Become familiar with the programme content and the OpenWHO platform in advance of the course starting date by participating in a face-to-face or virtual training delivered by WHO and by independently reviewing the programme manual and all reading and visual materials as well as other resources that are part of the online course;

- Manage assigned team spaces in OpenWHO and determine if any changes in team membership need to be made in the early stages of the course;

- Support participants in the on-boarding process for the programme and mentor them on the use of the platform, including setting up of individual profiles, engagement with team members, identification of channels for communication within each team, location of different resources, etc.;

- Support the resolution of technical or other issues faced by assigned participants, ensuring a lag-time from query to response of a maximum of 48 hours, noting that the lag-time may need to be shorter when assignment deadlines are approaching;

- Provide tutoring support to each assigned team and individual team members across the programme, providing didactic and content guidance, offering feedback to individual participants and teams, directing participants to useful resources, motivating and socializing teams, managing conflicts, seeking technical advice when required, referring learners to the OpenWHO Code of Honor when needed, etc.;

- Create and manage discussion groups on topics of interest, including a minimum of one discussion group for the broad community per module of the programme;

- Evaluate the progress of individual participants and teams and respond to identified patterns of participation, encouraging completion of the various assessments and quizzes that have been created for the programme, identifying barriers to learning and recommending action(s) to overcome barriers;

- Evaluate the satisfaction of participants with the programme by ensuring completion of the different feedback surveys that are part of the programme and by following up directly with
teams and individual participants; identify areas for improvement and recommend actions to WHO to improve the learning programme;

- Keep a consistent record of participation of individual participants and teams, manage follow-up with individual participants and teams, and consult WHO in cases of repeated absence;
- Deliver the seven modules of the programme in a highly participative, responsive and interactive manner, actively encouraging input from participants and responding to their requests and suggestions;
- On the basis of a template created by WHO, provide WHO with analytical reports for the seven modules of the programme, as well as a final comprehensive analytical report. These eight reports should include a description of progress made per team assigned and by the programme as a whole, overview of participant’s satisfaction with the course and areas where refinement or adaptation is needed, and processes to implement such modifications so that these can be conducted during the programme or after programme completion by the service provider;
- Other related tasks as required for the effective delivery of the programme;

All rights related to the programme, including ownership of the original work and copyright thereof shall be vested in WHO. The service provider shall not make any modifications to the programme without written permission from WHO and shall not use any of the content that (s)he gains access to for purposes beyond those specified in this contract for the delivery of WHO’s Healthy Ageing for Impact in the 21st Century programme. A WHO staff member will oversee the delivery of the programme, providing relevant expertise and technical guidance where needed.

EXPECTED DELIVERABLES AND MILESTONES

Beyond the activities described in the previous section, the Service Provider will be expected to complete the following deliverables:

1. Team spaces created for the assigned set of teams;
2. Modules effectively supported and completed as per the timeline and as per the below Key Performance Indicators:
   - 70% of assigned participants completing at least 80% of the course material
   - 60% of assigned participants successfully completing the programme by scoring 70% or more on the assessments and quizzes
   - 60% of assigned participants successfully passing 80% of the multiple-choice questions included in the course
   - 60% of assigned teams submitting the five team assignments
   - 60% of assigned participants submitting 3 peer reviews
   - At least 30% of assigned participants submitting an ageism essay
   - ‘Somewhat agree’ average satisfaction rating obtained from assigned participants for each module of the training programme
   - ‘Somewhat agree’ average satisfaction rating obtained from assigned participants for the entire course
3. Development and active participation and chairing of a minimum of four discussion forums for the broad community of participants;
4. Eight analytical reports developed and submitted to WHO as per a pre-defined timeline.
REPORTING REQUIREMENTS

The service provider will organise weekly teleconferences with the WHO manager to update on project progress against milestones and identify challenges and take decisions. The provider will document these teleconferences with a short report – max 1 page, that highlights key action items and deadlines.

SPECIFIC REQUIREMENTS

Qualifications required:
- Essential: University degree in public health or ageing.
- Desirable: specific training on teaching, or additional training in the above subjects would be an advantage.

Experience:
- Essential: a minimum of 3 years work experience, preferably teaching or supporting learning programmes; experience managing or using online platforms and supporting groups across cultures, disciplines and organizational affiliations.
- Desirable: project management experience

Skills / Technical skills and knowledge:
- Written and oral communication skills
- Project management skills
- Interpersonal skills
- Analytical skills
- Self-management

Language requirements:
- Essential: English read-write-speak at expert level
- Desirable: Working knowledge of another WHO official language

CONTRACT DURATION, REMUNERATION & PLACE OF ASSIGNMENT

This contract will expand over an estimated 17 weeks, including the delivery of the training programme (estimated to last 14 weeks), the time required for the completion of the virtual or face-to-face tutor training, and for the preparations for the opening and closing of the training.

The total remuneration for this contract will be USD 4,500. Remuneration shall be made on submission of satisfactory deliverables and detailed corresponding invoices.

There is no place of assignment for this contract; work to be carried out remotely on a part-time basis.

APPLICATION DEADLINE

Please apply immediately or by 23:59 UTC + 02:00 on 8 May 2020 by sending your CV/resume and a letter of interest altogether as one PDF file to Dr de la Fuente-Núñez at the following email address: delafuentenunezv@who.int

No email inquiries please. Only complete applications will be reviewed, and only shortlisted candidates will be contacted further.

Successful candidates should be made available for a virtual interview in May or June 2020 and for a virtual or face-to-face training and assessment that will be delivered by WHO in the third quarter of 2020.