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 an online learning programme on Healthy Ageing for policy makers and other stakeholders including WHO staff, focal points on ageing in relevant ministries, civil society organizations and academics is a key component of this priority.

The learning 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. The full content for this learning programme on Healthy Ageing was developed by WHO in 2018. Specifically, this learning programme aims to:

- Develop skills and capacities that will allow for constructive engagement with the topic of Healthy Ageing;
- 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.

This project aims to pilot this learning programme in English through a WHO online platform (i.e. OpenWHO) in order to build the competencies and knowledge of participants. It also aims to gain an understanding of what works and what doesn’t work with regards to the content and the delivery of the programme, and make refinements to the programme (e.g. content, didactic strategy) based on the insights gained through the pilot to ensure the programme can be successfully rolled out in the future.

The pilot is intended to enrol between 90 and 120 participants. Participants will be placed in groups of 5 following pre-defined characteristics (e.g. gender balance, time zone, etc). Each team will be

---

managed by a tutor, and each tutor will manage up to 8 teams (i.e. each tutor will manage a maximum of 40 participants). A WHO staff member will oversee the delivery of the programme, providing relevant expertise and technical guidance where needed.

**SCOPE OF WORK**

The services requested for this project relate to the provision of part-time tutoring for this training programme. Throughout the training programme, each team of participants will benefit from tutor support. 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 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 where needed to resolve issues.

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 by reviewing the programme manual and engaging in a 6-hour virtual training provided by WHO between 16 and 17 December 2019;
- Create and manage assigned team spaces in OpenWHO;
- 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;
- Provide tutoring support to each assigned team and individual team members across the programme, providing didactic and content guidance, directing participants to useful resources, managing conflicts, seeking technical advice when required etc.;
- Create and manage discussion groups on topics of interest, including a minimum of one discussion group per module of the programme;
- Evaluate the progress of individual participants and teams by ensuring completion of all the assessments that have been created for the programme; identify barriers to learning and recommend action(s) to overcome barriers;
- Evaluate the satisfaction of participants with the programme by ensuring completion of the different questionnaires that are part of the programme, including an assessment of content, structure and delivery; identify areas for improvement and recommend actions to improve the learning programme;
- Keep a consistent record of participation of individual participants, manage follow-up with individual participants, and consult WHO in the case of repetitive absence;
- Deliver the seven modules of the programme in a highly participative and interactive manner and responsible to the requests and suggestions of participants;
• On the basis of an agreed template, 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 based on need and agreement;

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.

EXPECTED DELIVERABLES AND MILESTONES

1. Team spaces created for the assigned set of teams;
2. Modules delivered and completed as per the timeline including 70% of assignments completed by participants, 60% of participants successfully completing the programme; and 50% of participants successfully passing all multiple-choice questions at the end of each module;
3. Development and active participation and chairing of a minimum of one discussion forum per module;
4. Eight analytical reports developed and submitted as per the pre-defined timeline.

<table>
<thead>
<tr>
<th>Milestone(s)</th>
<th>Estimated Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module 0 completed</td>
<td>By 19 January 2020</td>
</tr>
<tr>
<td>First analytical report on Module 0 submitted, including results from baseline assessment</td>
<td>By 23 January 2020</td>
</tr>
<tr>
<td>Modules 1 completed</td>
<td>By 02 February 2020</td>
</tr>
<tr>
<td>Second analytical report on Module 1 submitted</td>
<td>By 06 February 2020</td>
</tr>
<tr>
<td>Module 2 completed</td>
<td>By 16 February 2020</td>
</tr>
<tr>
<td>Third analytical report on Module 2 submitted</td>
<td>By 20 February 2020</td>
</tr>
<tr>
<td>Module 3 completed</td>
<td>By 08 March 2020</td>
</tr>
<tr>
<td>Fourth analytical report on Module 3 submitted</td>
<td>By 12 March 2020</td>
</tr>
<tr>
<td>Module 4 completed</td>
<td>By 29 March 2020</td>
</tr>
<tr>
<td>Fifth analytical report on Module 4 submitted</td>
<td>By 2 April 2020</td>
</tr>
<tr>
<td>Module 5 completed</td>
<td>By 12 April 2020</td>
</tr>
<tr>
<td>Sixth analytical report on Module 5 submitted</td>
<td>By 22 April 2020</td>
</tr>
<tr>
<td>Module 6 completed</td>
<td>By 26 April 2020</td>
</tr>
<tr>
<td>Seventh analytical report on Module 6 submitted, certificates prepared and sent to participants together with closing email</td>
<td>By 28 April 2020</td>
</tr>
<tr>
<td>Final comprehensive analytical report submitted, including results from end line assessment</td>
<td>By 30 April 2020</td>
</tr>
</tbody>
</table>
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 – max 1 page – project management progress report that highlights key action items and due dates.

SERVICE PROVIDER REQUIREMENTS

Qualifications:
- Essential: First university degree in public health or ageing.
- Desirable: specific training on teaching and/or an advanced degree in the above subjects would be an advantage.

Experience:
- Essential: a minimum of 1.5 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

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 tutor training, and for the preparations for the opening and closing of the training. Tutors will be expected to invest an estimated 1.5 days per week.

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.

APPLICATION DEADLINE

Please apply immediately or by 11.00 PM CET on 29 September 2019 by sending your CV/resume and a letter of interest altogether as one PDF file to 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 November 2019 and for a 6-hour virtual training on 16-17 December 2019.