

Europe and Central Asia Region (ECA)
SHORT TERM INTERNATIONAL INSTITUTIONAL CONSULTANCY
TERMS OF REFERENCE

Title	Scale-up e-learning Platform for Ukrainian response in Italy
Location	Italy
Duration	365 days
From: June 2022	To: June 2023

Section	Information
1 Context	<p>The conflict in Ukraine poses an immediate and growing threat to the lives and well-being of 7.5 million Ukrainian children. According to UNHCR (United Nations High Commissioner for Refugees), as of April 12, 2022, more than 4.6 million refugees, half of whom are estimated to be children, have fled Ukraine by crossing international borders to neighboring countries since the February 24 military offensive, while an additional 1 million are estimated to be internally displaced within Ukraine. In Italy, according to Ministry of Interior data as of April 14, the number of people fleeing the conflict in Ukraine who have currently arrived in Italy is 91,137, including 33,796 children.</p> <p>. The main point of entry is the Italian-Slovenian land border, while the main destinations are Lombardy, Campania and Emilia-Romagna. Formally there are 230,000 registered Ukrainians in Italy, although the numbers are likely to be higher given that many obtained Italian citizenship through an extraordinary measure implemented during the Covid-19 pandemic in 2020.</p> <p>The daily surveys of Ministry of Education report 17,657 Ukrainian students enrolled in national schools. Of these, 3,728 children in pre-primary, 8,196 in primary school, 4,203 children in lower secondary school and 1,530 in upper secondary school. 45% refugee students attend schools in Lombardy (22%), Emilia-Romagna (12%) and Campania (11%).</p> <p>Since March 4, the Italian Ministry of Education has issued a series of circulars to all schools and educational authorities, providing guidance and resources for the enrolment and inclusion of school-age refugees from Ukraine, to ensure the continuation of their educational and training paths.</p> <p>Although we do not yet have exhaustive data on the reasons for the discrepancy between Ukrainian refugee children and adolescents in Italy and those enrolled in the Italian school, Ukrainian accredited schools and international Ukrainian schools it is possible to identify some causes in the lack of vaccinations compulsory for enrolment in Italian school, the expectation of returning to Ukraine in a short time, and the continuation of Ukrainian secondary education online, and possible high percentage of children under 6 years of age. It remains to be emphasized that education is one of the first needs and necessities expressed by those who enter Italy.</p> <p>Disruption of schooling has well-documented side effects on both children's well-being and learning, and the consequences of the war and ongoing conflict in Ukraine put children at risk of mental health and behavioral, social problems in the long term.</p> <p>The MoE (Ministry of National Education) expects to reach 20,000 students by the end of the present school year with a projection of 30,000 for the next school year.</p>
2 Objective	<p>The objective of this project proposal is the scaling up of the Akelius digital learning course for the ITALIAN language through blended teaching and learning approach, for the benefit</p>

	of Ukrainian refugee students and other students with migration background within schools during both curricular hours and extra-curricular classes (i.e., summer classes).
3 Activities and tasks	<p><u>i. Technical support to the MoE</u></p> <p>Support will be provided to the MoE for the coordination, operationalization, and monitoring of the education response at national level, through scaling up of Akelius within schools (Italian and Ukrainian accredited schools and international Ukrainian schools).</p> <p>1 Expert for 15 days a month for 12 months and 1 expert for 5 days a month for 12 months to ensure:</p> <ol style="list-style-type: none"> Coordination with the regional and provincial Education office for the operationalization of Akelius e-learning platform within schools (Italian and Ukrainian accredited schools and international Ukrainian schools) Sharing of results through the evidence generated (see activity iii) Participation in regional and provincial meetings when needed (travel location are Milan, Rome, Napoli, Bologna) with an estimation of a total maximum of 20 trips during the contract period. All travels are covered by the contractor and the rates need to be included in the total fee. Provisions for incidental expenses: A) All incidental expenditures incurred in the course of the contract as required by the Terms of Reference is to be invoiced on the basis of actual cost together with the supporting documents. B) Any cost related to the payment of an incidental expenditure is included, such as bank charges. C) All incidental expenditure details should be provided separately. <p>Deliverables:</p> <ul style="list-style-type: none"> Workplan with Ministry of Education on the plan for the implementation and operationalization of Akelius e-learning platform within schools Minutes of the regional and provincial meetings All evidence generated material and dashboard shared with the MoE on the use of Akelius e-learning platform <p><u>ii. ToT activities and Help Desk</u></p> <p>During the contract period specific support to schools will be provided for the training of teachers and support in the utilization of the Akelius e-learning platform.</p> <ol style="list-style-type: none"> 1-2 expert to run an average of 15 ToT training of 1 day each in collaboration with UNICEF EiE specialist. The contractor will be supported also by the schoolteachers currently implementing Akelius and the implementing partner “AIPI” for good practices and experience sharing session during the ToT. Identification and recruitment of 50 Ukrainian teachers as cultural mediator and 50 Italian teachers in Ukrainian schools 1 expert for 5 days to Establish an online help desk in order to assist schoolteachers, educators and cultural mediators with the Akelius e-learning implementation through the establishment of a dedicated email address and a phone number with direct answer system 1 person available 5 hours a day for 4 days a week for 12 months to answer the email and phone calls for the Help Desk questions and create a FAQ document <p>Deliverables:</p> <ul style="list-style-type: none"> Minutes of the ToT training with information on the number of participant

- Report of Identification of teachers and follow up of activities done by the teachers
- Establishment of the Help Desk
- Monthly report on the customer support provided and FAQ list developed through the Help Desk

iii. Distribution of digital devices

The contractor will be in charge of stocking and distributing the device purchased by UNICEF, based on the request of schools. At the end of the contract all devices not yet distributed will be returned to UNICEF.

Deliverables:

- Distribution list of tablets

iv. Evidence generation

Monitoring support will be carried out to ensure data analysis on the number of students and teachers/educators/cultural mediators involved, as well as evidence generation on the scalability of the Akelius tool on language learning outcomes.

- 1 expert for 5 days to create a visual dashboard using the data available through teachers using the Akelius e-learning platform which will be updated on a monthly basis to monitor the number of classes and number of students newly enrolled
- 1 expert for 5 days a month for 12 months to analyze the data available and collected through the Akelius e-learning platform on the number of students and teachers/educators/cultural mediators involved.
- 1 expert for 15 days in December 2022 and June 2023 will conduct interviews and focus group discussion with teachers to evaluate how and with which tools the teachers monitor the learning outcomes of students, and will produce a report
- 2 expert for 30 days to development of an evidence report (in the last month of the contract) on the scalability of the Akelius platform during the emergency response in Italy. This report will contribute to generate evidence on the sustainability and scaling-up of the Akelius e-learning platform and the impact on Italian language learning outcomes (for inclusion in the national education system and as a strategy for social inclusion or psychosocial impact in use of the platform) for refugee and migrant children in an emergency context.
- 1 expert for 15 days to produce an evidence final report on the way in which teachers monitor the learning outcomes of children

Deliverables:

- Establishment of a Dashboard template
- A Data analysis report and dashboard produced
- 2 Reports produced during the December 2022 and June 2023 interview and FGD
- A on evidence generate Report on Akelius e-learning scaling-up
- A final report on monitor the learning outcomes of children

4 Results

1500 migrant students reach the Italian A1 level by September and A2 level by end of the 2022-2023 school year

5 Expected Product	<ul style="list-style-type: none"> - Development of a Work plan with the MoE Development and management of the Help Desk - 15 Training of teachers, educators and mediators in the use of Akelius e-learning platformr - 1500 children enrolled in Akelius E-learning Platform - Distribution of 800 tablets to the schools needed - 2 reports on the use of the learning outcomes (December 2022 and June 2023) - Evidence reports on the scalability of the Akelius platform during the emergency response in Italy - Monthly Dashboard to monitor the utilization of the platform
6 Location and duration	<p>The locations and specific schools will be identified in collaboration with the MoE and the Regional/Provincial Education Bureaus of Bologna, Rome, Milan and Naples. The 2 Comprehensive Schools that are already involved in the Akelius pilot (<i>Istituto Comprensivo n.5 of Bologna and Istituto Comprensivo Uruguay of Rome</i>) will be further supported in the continuation of the Akelius activities.</p> <p>The duration will be 12 months</p>
7 Qualifications	<p>The company responsible for providing education services described above, for UNICEF ECARO outpost office in Italy must demonstrate:</p> <ol style="list-style-type: none"> 1. An established Education service company capable of providing monitoring evaluation and e-learning services. 1. Ability to establish data collection and verification. The contractor should be able to hire staff familiar with the Italian education system and e-learning learning. Staff familiar with local culture and languages spoken by the migrant and refugee communities will be an asset. 2. Effective technical and managerial composition of staff to carry out monitoring and impact evaluation 3. Ability to produce technical infographics in English and Italian. 4. Progressive experience in similar work, preferably with the United Nations or other international organizations. 5. Relevant experience in conducting, managing and designing training, coordination and data collection for empirical research. <p>Qualification of the team members:</p> <ol style="list-style-type: none"> 1. Master's degree(s) or equivalent in education, social sciences or relevant field, such as economics; familiarity with the education system in Italy and Ukraine preferred 2. Master's degree(s) in a relevant field of data management/analysis (computer science, data/information management, econometrics, advanced statistical analysis, information technology and software engineering) 3. Multi-year experience in management and coordination, including the use of web-based platforms and common statistical analysis tools. 4. Multi-year experience in monitoring and evaluation and production of evidence generates report. 5. Excellent communication and writing skills in Italian and English, with an emphasis on empirical research papers and descriptive reports for diverse audiences. 6. Exceptional organizational skills, ability to facilitate communication between different levels of management and work independently to meet deadlines. 7. Knowledge of Ukrainian language(s) preferred.

	8. Previous experience with UNICEF, the UN system or other international organizations in Italy is preferred.
8 Evaluation Process and Methodology	See attached technical evaluation sheet
9 Administration	<p>REPORTING REQUIREMENTS</p> <p>For the various tasks, specific reporting templates will be developed and agreed upon between UNICEF and the contractor at the time of contract signing. In addition to reporting to UNICEF, the contractor may be asked to provide post-assignment briefings to relevant UNICEF staff to further explain results and make recommendations for maintaining databases and improving data collection and analysis.</p> <p>UNICEF is the sole and exclusive owner of all rights in any work created under this agreement, including all data, documents, information, copyrights, patents, trademarks, trade secrets or other proprietary rights in the work. The company is not permitted to post or publish (electronically or in writing) any information relating to the project without the express permission of UNICEF.</p> <p>ESTIMATED OVERALL BUDGET</p> <p>The company should provide an estimated budget for each task. The budget estimate must be very detailed and include all costs including travel.</p> <p>The exact resources/timelines required for specific assurance engagements will be discussed and agreed upon between UNICEF and the successful contractor. As part of the bid package, however, contractors must provide budget estimates for the proposed staffing mix to accomplish each task, explanation of staff roles and unit costs associated with staff (e.g. Team Leader, etc.), as well as an indicative range of time, human and financial resources required to accomplish the tasks in each proposed location.</p> <p>All travels are covered by the contractor and the rates need to be included in the total fee. Provisions for incidental expenses:</p> <p style="padding-left: 40px;">A) All incidental expenditures incurred in the course of the contract as required by the Terms of Reference is to be invoiced on the basis of actual cost together with the supporting documents.</p> <p style="padding-left: 40px;">B) Any cost related to the payment of an incidental expenditure is included, such as bank charges.</p> <p style="padding-left: 40px;">C) All incidental expenditure details should be provided separately.</p>
10 Project Management	The institutional contract will be supervised by the Youth and Adolescent Development Specialist with support from the EiE specialist consultant
11 Payment schedule	See financial template