

## **Terms of Reference**

### **Lead Coordination to Support the Implementation of the**

### **EAP GDLN Sector Program: ‘Social Protection Response to the Crisis in ASEAN Countries’**

#### **Background**

In recent years, the Bank’s role has evolved to focus more on knowledge sharing, providing policy advice, strengthening capacity building, facilitating greater participation of all stakeholders in the design and implementation of its reform programs and making the work it supports more accessible. Our knowledge products and services have become critical to our ability to articulate country demands, respond to emerging operational needs and strengthening our portfolio.

EAP’s Global Development Learning Network (GDLN) is recognized as a powerful mechanism that enables communities, organizations and countries to work to broaden participation and involvement, adding a critical and new dimension to any development project or business transaction; and deliver timely services to those seeking to access global best practice in a range of policy areas.

With the maturity of the GDLN, the Management of the EAP Region views the consolidation of the GDLN and its development, as an important strategic objective. As such, EAP management aims to increase usage of the GDLN in its Bank operations, primarily in the consultation and dissemination of AAA and flagship publications, operational support to task teams, technical advisory services and other outreach initiatives, training for operational staff and clients, and in the implementation of capacity building activities that are part of the Bank's projects.

In accordance with these priorities, in FY10, the EAP region has committed to deliver 10 regional GDLN distance learning seminars.

#### **Implementation arrangement**

The GDLN activities will be sponsored and hosted by various EAP sub-units (task team leaders). The GDLN team under the management of the GDLN EAP Coordinator will provide technical, pedagogical, and logistical services to support these programs.

Building on the experiences of the past year implementation, it has been agreed this year the team will consist of (i) an instructional design consultant (ii) a DLC lead coordinator to act as focal point for all DLCs in the EAP and (iii) the lead Distance Learning Center.

- The DLC lead coordinator will be responsible majority for the provision of an interface for all ongoing communication/coordination services between EAP-GDLN teams/DLCs, and the task team leaders/content teams in the operational units.

- The instructional designer will provide support with program design perspective and necessary training for the moderator and presenters prior to the implementation of each event.
- The Lead Distance Learning Center (DLC) will be responsible for the implementation of their awarded program through providing wide ranges of planning, coordination and logistical services and in some cases providing some inputs to the content development/delivery of the program subjected to approval from the designated Task Team Leader

This arrangement aims to assure that each GDLN program is fully planned, coordinated and implemented with quality services and delivery.

### **Scope of work**

- i. Liaising with the EAP Lead Coordinator and designated Instructional Designer to fully understand the Program's learning/communication/strategic objectives, topics for the interactive seminars/events, structure to be followed (methodology and process), target audience, sites and schedule for each of the learning seminars.
- ii. Working with the EAP Instructional Designer to undertake the planning, coordination and logistics for each session, including:
  - a) act as the lead event planner and liaison with all participating DLCs and affiliates on the program;
  - b) market the program to the region and to countries outside of the region if required;
  - c) enter each and every event/session into GEM with all information needed and responsible for all communications with participating DLCs and other affiliates on the GEM processes.
  - d) oversee all related financial transactions invoicing payment process to all participating DLCs. (See a separate annex for detailed financial arrangement)
  - e) distribute to participating DLCs all material related to the event (all presentations, background documents, resource materials and evaluations in an organized fashion) at least 4 days prior to the start of each GDLN activity
  - f) provide and collect registrations and evaluations forms to all DLCs
  - g) coordinate the provision of refreshments at each of the sites as appropriated
  - h) disseminate the Brochure for the program (at least 3 weeks prior to the launch of the first GDLN activity); Running Order (at least 4 days prior to the start of each GDLN activity); and quality oversight and formatting all Presentations so they meet GDLN requirements;
- iii. Handling all technical aspects in close consultation with NOC or TDLC, including:
  - a) performing technical tests prior to each event to ensure that optimum transmission quality is achieved; and
  - b) organizing all media (powerpoint presentations, curriculum and instructional materials) that will be utilized to support the delivery the seminars;
  - c) when webcast service is requested, work with NOC or TDLC on arrangement for webcast broadcasting and collection of webcast participation statistic
- iv. Administer the program's evaluations and compiling a report which will be submitted to the TTL after each seminar.

## **Reporting**

The Lead DLC will report to the Lead Coordinator. During the preparation and delivery of seminars, events or other related activities, the Lead DLC will closely coordinate with the instructional design to ensure that the program reflects the needs of the WB TTL on the design, quality and implementation aspects of the initiative.