



## **TERMS OF REFERENCE FOR THE SUBJECT MATTER EXPERTS TO REVIEW AND HARMONIZE TRAINING CONTENT FOR THE ENHANCED FEAFFA ELEARNING PORTAL.**

### **1.0 INTRODUCTION**

Federation of East African Freight Forwarders Associations (FEAFFA) the regional private sector apex body of the Customs agents and Freight Forwarding (CFA) industry in East Africa representing over 2500 CFA firms. FEAFFA strives to address the challenges experienced by industry players through provision of training and other aspects of capacity building. To achieve this, FEAFFA, jointly with the East African Revenue Authorities, National associations of the Freight Forwarding industry, the EAC Directorate of Customs have been running the East African Customs and Freight Forwarding Practicing Certificate (EACFFPC), a regional training program. It aims at equipping practicing or prospective custom agents and freight forwarders with requisite skills and competencies in customs and freight forwarding. Since its inception in 2006, over 6000 agents have so far graduated. Training is mainly accessed through physical classes across the entire EAC region. An online platform was developed with support from USAID East Africa Trade and Investment Hub to facilitate training on Rules of Origin and later FHI to facilitate training on Health and HIV/AIDS.

The recent outbreak of the Corona virus has greatly affected physical learning of the EACFFPC students. This is due to the measures put up by various government institutions to curb further spread of COVID19 and protect the masses. In this regard, training in Uganda and Rwanda came to a complete stop. Training institutions are yet to open in all most of the EAC countries. As a result, focus has now shifted to online engagement for continued learning. There is therefore an urgent need to leverage on the already existing an online learning platform to ensure learning is not interrupted because of the prevailing pandemic.

While the platform was a welcome development in promoting access to training by freight forwarders when it was developed three years ago, there are major gaps limiting its utilization in delivery of training. Key among them is inadequate learning and assessment resources and materials. These need to be fixed to make the platform more acceptable for learning.

To address these challenges, FEAFFA is enhancing the capacity of the online learning portal to support learning for EACFFPC students across the EAC region. The enhancements are meant to among other things increase the number of course subjects and assessment materials on the platform as we await finalization of the new curriculum and training materials.

Despite running on the same curriculum and training materials, trainers often tweak their national content to national circumstances and dynamics. The delivery channels and distribution mechanisms also vary in each of the countries. The teaching materials are in the

form of MS word, Powerpoint presentations and PDF formats etc.. The regional experts therefore recommended adoption of a harmonized format acceptable to all countries as they all use one online platform. This calls for some modification on the materials used in each of the countries. There is a need for subject matter experts to harmonize these materials and ensure their applicability in the entire EAC region and also prepare extra assessment materials in the form of quizzes and exercises with their corresponding answers to enhance the assessment capabilities for all the EACFFPC six (6) subjects including Customs laws and Customs Procedures, Valuation and Rules of Origin, Tariff Classification, Freight Forwarding, Port Operations, Basic Management and Ethics and Integrity.

FEAFFA is therefore seeking to engage services of six subject matter experts (one for each subject) to review, modify, harmonize and develop extra training content for the enhanced FEAFFA e-learning portal. The subject matter experts will work closely with the consultants enhancing the e-Learning e-portal.

## **2.0 OBJECTIVE**

To hire subject matter experts to modify and develop additional content for FEAFFA Online Resource Centre (FORCE).

## **3.0 SCOPE OF WORK FOR THE SOP CONSULTANCY**

### **Activities**

- i. Gather all learning and teaching materials in the subject of interest from all the EAC countries. This will include teaching notes used by each of the training centers. The materials will be in form of PowerPoint slides.
- ii. Review and harmonize the learning and teaching materials.
- iii. Prepare the harmonized materials for uploading on the enhanced system.
- iv. Review the content, quizzes, and grading of students on the system and ensure correctness and effectiveness.
- v. Develop an additional pool of questions and answers for the subject for uploading on the platform.
- vi. Work with the eLearning experts to ensure the materials produced are compatible with enhanced e learning platform.

## **4.0 APPROACH**

The subject matter experts are expected to gather PowerPoint slides being used in each of the countries, review them and identify the key differences and similarities. The experts will then develop harmonized content in the form of PowerPoint slides and generate questions and answers for each of the subject areas uploading on the enhanced e learning system.

The training materials will be done in English language.

## **5.0 EXPECTED DELIVERABLES**

The expected deliverables from this assignment will include:

- a. Harmonized and modified content for the subject of choice.
- b. Additional exercises and quizzes with their corresponding answers for each of the topics in your subject of choice for uploading on the enhanced platform.

## 6.0 CO-ORDINATION AND REPORTING

The direct recipients of this consultancy deliverables will be the EACFFPC Curriculum Implementation Committee (CIC) coordinated by the Federation of East African Freight Forwarders Associations (FEAFFA).

## 7.0 DURATION OF THE ASSIGNMENT

The expected duration of the assignment is at least four (4) person days per subject. Experts are encouraged to recommend the number of days estimated for their subject of interest.

## 8.0 SELECTION CRITERIA

### a. Subject areas of expertise

Interested subject matter experts should have expertise in any one of the following subjects:

Competency Area	Subjects
Customs	Customs Laws and Customs Procedures
	Valuation and Rules of Origin
	Tariff Classification
Freight Forwarding	Freight Forwarding Operations
	Port Operations
Management	Basic Management and Ethics and Integrity

### b. Technical Areas of expertise

Selection Criteria	Expectation
Sector / Industry Experience (Customs, Freight Forwarding and Management)	A minimum of 3 years' experience in the customs or freight logistics industry in the EAC.
Qualifications	Must have a minimum of a bachelor's degree in a relevant area. Additional training in the competency area, experience in delivering training in the subject of choice.
Base	Must be an active trainer from any of the EAC member countries preferably Customs Training Schools and the EACFFPC.
Assignment requirements	Must be able and willing to engage virtually including making presentations
	Ability to provide a quick turnaround of reports (a TAT of 5 days).
	Experience in the development of learning and assessment materials.
Availability	Must be available between November and December.
Other requirements	Basic knowledge and experience with online training is highly desirable.

## **9.0 HOW TO APPLY**

Send your CV specifying the subject of interest and daily rate in United States Dollars (USD) to [procurement@feaffa.com](mailto:procurement@feaffa.com) not later than Tuesday 24<sup>th</sup> November, 2020 1200 hours Kenyan time.