

TERMS OF REFERENCE

Activity Title:	PACER Plus e-Learning Consultant
Estimated Duration:	June-December 2025
Activity No	Act.179_CrossCut - PACER Plus Learning Management System
TOTAL BUDGET	AUD 50,000
Location:	Remotely /Apia, Samoa (estimated commitment of 3 days a week) from June-December 2025
Estimated Start Date:	Early June 2025
Reporting to:	Operations & Secretariat Manager

I. BACKGROUND

The Pacific Agreement on Closer Economic Relations (PACER) Plus is a comprehensive trade agreement encompassing goods, services, and investment, with objectives to reduce trade barriers, provide increased certainty for businesses, elevate living standards, generate employment, and boost exports across the Pacific. PACER Plus came into force on December 13, 2020, with now 10 Parties having ratified the Agreement, including Australia, Cook Islands, Kiribati, New Zealand, Niue, Samoa, Solomon Islands, Tonga, Tuvalu and Vanuatu. A side agreement, the Arrangement on Labour Mobility, has also been signed Parties with objectives of improving cooperation on Labour Mobility in the region.

The PACER Plus Implementation Unit (PPIU) was formally established on 21 July 2021, with the aim of supporting Parties to implement the commitments and obligations of the Agreement, delivered through a Development and Economic Cooperation Work Programme. The Work Programme provides assistance to Pacific PACER Plus Parties to strengthen their capacity to benefit from regional and international trade and contribute to achieving economic growth and sustainable development.

Since establishment the PPIU has delivered capacity building to Pacific Island Countries (PICs) on technical trade-related areas and strengthened knowledge and understanding across the different Chapters of the Agreement. Ongoing capacity building and training are consistently requested by PICs, however costs to deliver these trainings face-to-face are continually increasing. Furthermore, in many cases, participants have limited capacity to take these learnings and share at the country level, which is further complicated by a high level of staff turnover in key positions.

To ensure effective knowledge management, improve access to learning materials and sustainability of capacity building, the PPIU is focusing efforts on establishing an online learning management system (LMS) and associated resources. The LMS has been conceptualised and a basic structure has been established utilising “Moodle” an online learning platform for delivery of PACER Plus capacity building.

Building on an existing suite of learning materials delivered through various workshops and capacity building events over the past years, the PPIU is seeking a consultant to build an initial PACER Plus course, including a suite of specific thematic learning modules to be delivered through the Moodle platform that focuses on key components of the Agreement. This initial suite of trainings will be used as a prototype for future learning courses and modules which will extend to a broader audience on a range of relevant topics.

The initial course and learning modules will target public officials, with an aim to increase knowledge and understanding of the Agreement. The consultant(s) is expected to design and deliver a comprehensive course, to test the suitability of materials for online learning, to assess the detailed learning appetite of Parties, and the LMS' applicability in the PACER Plus context. The consultant(s) will work closely with PPIU staff and advisers to design the e-learning courses/modules and ensure training content (including relevant pdf/ppt formats) is refined into a comprehensive suite of e-templates/e-training resources and self-paced courses/modules on the Moodle platform.

II. OBJECTIVE & SCOPE

The Consultant will oversee the initial planning, development, and implementation of online content across the Learning Management System. This role involves coordinating with multidisciplinary teams including technical advisers, content developers, and ICT support assistance to ensure seamless integration and delivery of high-quality educational content is made possible.

Key responsibility include:

1. Content Strategy Development:

- Refine and implement a comprehensive content strategy that aligns with best practice and achieves the LMS's educational goals and learning outcomes.
- Collaborate with subject matter experts to ensure content relevance, accuracy, and suitable engagement with target audiences.

2. Team Coordination:

- Coordinate the efforts of technical advisers, language coordinators, graphic designers, text developers, video and audio content developers, code developers, and content enhancement support to ensure cohesive content production.
- Schedule and lead regular team meetings to track progress, address challenges, and ensure adherence to timelines.

3. Content Integration:

- Oversee the integration of various content types (text, video, audio, interactive elements) into the LMS platform, ensuring a seamless user experience.
- Ensure all courses/modules include accessibility features.
- Work closely with the LMS developer and ICT support assistance to ensure technical compatibility and optimal platform performance.

- Ensure content design features align to the PACER Plus Brand Guidelines
- 4. Quality Assurance:**
 - Implement quality control measures to ensure all content meets the established educational standards and is free from errors.
 - Conduct regular reviews and revisions of content based on feedback from learners, educators, and technical teams.
- 5. Innovation and Enhancement:**
 - Explore and incorporate innovative content delivery methods, including gamification (badges, leaderboards) and AI tools (e.g., chatbots for learner support) to enhance learner engagement and knowledge retention.
 - Stay abreast of the latest trends in e-learning and digital content production to continually improve the LMS's content offerings.
- 6. Stakeholder Communication:**
 - Serve as the primary point of contact for all matters related to online learning content development within the LMS project.
 - Communicate effectively with stakeholders, including project management, instructional designers, technical teams, and external partners, to ensure alignment

III. EXPECTED DELIVERABLES

The Consultant will deliver the following outputs, to be approved by the Activity Supervisor according to the timelines detailed below:

1. Design and deliver an initial e-learning course and associated modules on the PACER Plus LMS.
 - Undertake coursework development, instructional design, editing and online training for a PACER Plus course.
 - Develop illustrations, graphics, templates etc. as needed for the virtual course
 - It is expected the initial PACER Plus course will comprise approximately 7-8 learning modules.
 - Oversee course management, access and configuration which includes creating the course template and course assessment.
 - There is a 2-month turnaround time for this initial course, with design, delivery and testing/assessment expected to be completed by August 2025.
2. Create e-learning courses (and modules) from existing training presentation made available in ppt. format, existing content in word document.
 - Collaborate with subject matter experts on course design, development, and delivery.
 - Create at least one course from existing training materials per each of the 6 PACER Plus Components and Labour Mobility

- The following type of available materials can be converted to e-learning content:
 - Materials from the existing face-to-face training (e.g. participant manual, activities, assignments, case studies)
 - Existing training on similar topics (for example, for other target groups)
 - Material from different formats: Documents (Microsoft Word, PDF, eBooks), PowerPoint Slide Presentations; videos, webinars (live streaming or recorded), other multimedia content.
 - Develop and maintain eLearning content and modules; including design and development of course storyboards and templates.
3. Ensure all learning content adheres to best practice learning and education principles, and integrates elements and features that promote gender equality, disability and social inclusion.

IV. MILESTONES

The Activity shall be completed over a period of 6 months (June-December 2025) according to the indicated time frames below. Exact dates of beginning and completion stages as well as scope of work may be amended in discussion with the PPIU.

The milestones, as laid out on the Table below, are to be achieved according the estimated timelines below:

Milestone	Deadline (Tentative) — from signing of contract
1. Inception meeting to clarify objectives, identify course content and resource requirements, provide high-level work plan.	1 week
2. Submission of framework instructional design document (IDD) including course concept, learning plan template.	2 weeks
3. Workshop with PPIU Team to discuss IDD, confirm specific learning objectives and consolidate existing learning materials.	3 weeks
4. Develop and present detailed learning storyboard based on IDD.	5 weeks
5. Present dashboard template and prototype of one training module.	6 weeks
6. Host the first course (/module) on the PACER Plus LMS after incorporation of suggestions and feedback	8 weeks

Milestone	Deadline (Tentative) — from signing of contract
7. Pilot test with selected number of learners and submit evaluation report.	9-10 weeks
8. Design and develop other courses with simultaneous incorporation and feedback	Phased launch of courses starting 12weeks onwards
9. Ongoing maintenance and refinement of course materials	12+ weeks
10. Submission of all courses	20 weeks

V. TIME AND PAYMENT SCHEDULES

The consultant(s) will be paid a fixed monthly fee negotiated prior to commencement, for a period of six (6) months. This monthly lump sum fee paid where deliverables are approved following satisfactory completion of the Milestones detailed in Section IV. The consultant is required to submit an invoice on a monthly basis.

VI. QUALIFICATIONS, SKILLS AND EXPERIENCE REQUIRED OF CONSULTANT

The Consultant for this engagement is required to have the following:

- i. **Qualifications**
 - Qualifications in education, digital learning, information systems development, instructional design or other relevant area.
- ii. **Skills and Experience**
 - A minimum of 5 years of experience in Instructional Design/Adult Learning/Education Technology.
 - Experience with learning design architecture and knowledge of design and authoring tools, programs and software (e.g. Articulate Storyline, Rise, Adobe Suite, PowerPoint).
 - A track record of designing, delivering/managing online learning management systems/platforms for organisations, programs and/or projects
 - Experience developing online learning resources and content, preferably targeting public officials in thematic areas of trade, social, economic or governance reform.
 - Familiarity with online learning platforms including Moodle.

VII. SUBMISSION OF PROPOSAL AND ELIGIBILITY DOCUMENTS

- A proposal based on the Terms of Reference outlined above must be submitted. It must include the following:
 - i. A cover letter outlining qualifications, references related to the execution of similar contracts, experience in similar areas, or evidence of knowledge and a proposed timeline. The proposal must also include the CVs of the proposed team (if applicable).
 - ii. Proposed methodology to achieve the terms of reference, including details of any required travel and consultations (no more than 2 pages).
 - High-level description of the development process for the course, including the methodology, all necessary and important steps and tasks, timeframe, internal procedures, quality control, expert search, development of instructional material etc.
 - iii. Portfolio of previous work.
 - List of courses/content developed during the last three years
 - Sample of a module developed using innovative and interactive learning activities.
 - iv. A financial proposal - the proposed lump sum fee for the consultancy should indicate the breakdown of all costs. This fee should be inclusive of ALL considerations (no more than 1 page).
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