Terms of Reference

Project title: SME Trade Academy

Assignment title: International Consultant – Quality Assurance / Platform Manager

Duty station: ITC – HQ Based (Geneva)

Travel: No

Contract type: Payment per 20 work days/month

Start and end date: ASAP – for 3 months (with possibility of extension)

1. Background

The International Trade Centre (ITC) is a joint agency of the United Nations and the World Trade Organization for trade-related technical cooperation in developing countries.

In line with ITC’s Strategic Plan 2018 - 2021, the overall purpose of this online learning initiative is to implement a common and unified approach of e-learning in ITC, based on established pedagogical guidelines, course models, delivery templates and coordinated curriculum. The programme will support the creation of new online learning courses and national learning platforms and solutions based on this coordinated approach.

The SME Trade Academy platform is a training portal for trade support institutions (TSIs) and SMEs, offering practical, free of charge, vocational training online, with courses ranging from export marketing to supply chain management, e-commerce and access to finance for SMEs. The number of courses and services continuously evolve in order to offer a comprehensive curriculum addressing the particular needs of ITC clients and partners. With 80,000 enrolments in 2019 alone, the SME Trade Academy allows ITC to reach a higher number of trade advisers, TSIs and SMEs than it has been possible through traditional courses.

Besides our core e-learning platform, we have been building online communities for continuous learning by customising interactive platforms for other ITC programmes and other external projects and partners such as SheTrades, Libus, Accelerate 2030, SLCP, RESI and Integra.

The educational resources and technologies developed for the projects include interactive courses, exercises, case studies, videos, external resources, and communities of practices, delivered on online platforms. The platform also often serve as a virtual learning spaces facilitating interactions among enrollees based on their profiles, projects, communities and activities.

2. Duties and responsibilities

Under the guidance of the Course Development Team and the overall supervision of the Chief of the Section, the consultant will work within a diverse team of experts and colleagues, coming from various countries around the world and with different academic backgrounds and professional experiences. The Consultant will have the following duties and responsibilities:
a. Quality assurance for course development

- Test, identify and fix functional and display issues in e-learning module drafts developed in various authoring tools (Rise, Articulate Storyline, Bootstrap, or other);
- Contribute to improving the general user experience for e-learning modules;
- Research and document best practices for e-learning course user experience;
- Provide support related to testing, identifying and documenting technical issues on SME Trade Academy’s websites and other related interactive learning platforms for ITC programmes and projects.

b. Platform and student management

- Manage the day-to-day website activities, including course set up and closing, student enrolments, generating and filing reports;
- Liaise with tutors and other relevant parties in order to manage the course session calendar, tutor access, as well as solve problems reported by those users;
- Develop standardized student management and customer service messages, addressing issues reported to the Academy;
- Develop new and update existing guides for platform administrators to document the course set up and management process;
- Provide support on statistical analysis and data collection for e-learning;
- Provide guidance (face to face or via video) to platform users: admins, managers and editors.

3. Skills

a. Technical competencies:

- Ability to identify issues and implement changes to e-learning modules;
- Excellent IT skills;
- Good level of written communication in English;
- Ability to learn to use new tools and acquire new IT skills in an efficient manner;
- Experience in managing a website, portal or other form of online media is an asset;

b. Behavioural competencies:

- Ability to work in a team and independently;
- Attention to detail;
- Flexibility; ability to adapt and meet deadlines in a dynamic and fast-paced environment;
- Technological awareness.

4. Education

Bachelor’s degree in IT, business administration, marketing, management, international relations or related field. A Master’s degree is considered an asset.
5. **Experience**

At least one year of relevant professional experience (with MA) or at least 3 years’ experience (with BA).

6. **Languages**

Advanced knowledge of English. Working knowledge of French and / or Spanish constitutes an advantage.

7. **Remuneration**

Remuneration will be based on experience and qualifications and it will range between $5000 to $6000.

8. **Contact**

Prospective candidates are invited to apply by sending their CV to e-learning@intracen.org and include “Consultancy application” in the subject line. Selected candidates must submit their application to the Consultants Roster: [http://www.intracen.org/itc/itc-careers/career-options/consultants-roster/](http://www.intracen.org/itc/itc-careers/career-options/consultants-roster/)