

## TERMS OF REFERENCE

### DEVELOP & REVIEW LEARNING/TRAINING MODULES FOR THE FAIR DIGITAL FINANCE ACCELERATOR

#### ABOUT CONSUMERS INTERNATIONAL

Consumers International is the membership organisation for consumer groups around the world. We believe in a world where everyone has access to safe and sustainable goods and services. We bring together over 200 member organisations in more than 100 countries to empower and champion the rights of consumers everywhere. We are their voice in international policy-making forums and the global marketplace to ensure they are treated safely, fairly and honestly. We are resolutely independent, unconstrained by businesses or political parties. We work in partnership and exercise our influence with integrity, tenacity and passion to deliver tangible results.

**Consumers International. Coming together for change.**

#### ABOUT THE PROJECT

The Fair Digital Finance Accelerator is a global platform that seeks to understand how consumer organisations can be empowered within the regulatory environment and ensure that the digital financial services marketplace will work for all consumers. The Fair Digital Finance Accelerator directs its activities at consumer organisations in low- and middle-income countries, supporting the consumer movement to build better links with, and effectively influence digital financial services regulators and providers, working with them to implement consumer-centred policy in low- and middle-income countries.

To achieve this, the Accelerator, among its many offerings, ensures all consumer organisations in low- and middle-income countries have access to a tailored digital financial service training course and consumer advocacy strategy case studies - access to nine self-paced modules and additional live online training on digital finance. The training programme contributes to the overall Accelerator's outcome of making fair digital finance a reality for all.

To date, three training modules have been developed, launched and currently being accessed by our member associations.

The Fair Digital Financial Accelerator team now seeks to identify and onboard a team of consultants to work as subject matter experts and reviewers to lead the process of developing training modules as well as reviewing the training module content based on their areas of expertise

#### **Module 4: Compliance & measuring impact of advocacy- A focus on how to monitor and evaluate the impact of consumer advocacy work**

**By the end of this training module, participants will be able to**

- a) Monitor, evaluate and effectively report on the impact of their advocacy work regarding digital financial services

- b) Monitor, evaluate and effectively report on the products and services being offered by different digital finance service providers
- c) Monitor and oversee implementation of in-country, regional and global regulations/policies that directly/indirectly affect consumers regarding to digital financial services

#### **Module 5: Digital financial Services advocacy and influencing**

**By the end of this training module, participants will be able to**

1. Design impactful influencing and advocacy strategies for digital financial services
2. Map and design stakeholder engagement plans
2. Understand and map the digital finance ecosystems nationally, regionally and internationally
3. Influence and bring about policy, regulation, and provider changes that are consumer centred within their respective jurisdictions.

#### **Module 6: Funding advocacy plans- Writing winning grant proposals and resource mobilisation for advocacy work**

**By the end of this training module, participants will be able to**

- a) Develop a fundraising strategy for their advocacy work
- b) Share impact stories and reports of the impact of their work
- c) Develop a resource mobilisation and sustainability strategy/plan
- d) Introduced to the different type of grants available (As a result each participant will be expected to develop a grant proposal a winning proposal will have access to grants)

The training content will be accessed through the FDFA online training platform.

### **SCOPE OF WORK**

Under the supervision of the Fair Digital Finance Accelerator team, the consultant(s) will provide technical support by undertaking the development of informative and engaging training content with a blended approach consisting of text, multimedia and an on-demand webinar session. **The training will be accessed by the trainees on an online e-learning platform.**

#### **ROLE1: The content developer/subject matter expert**

- **Content Preparation:** Prepare, receive feedback, and finalise the session content for the session/s as outlined above, using the guidance in the appendix. As the Accelerator seeks to be highly interactive and engage actively with the participants, it will employ best practices in designing and delivering trainings for adults. To this end, the Consultants will design the session/s to follow the Experiential Learning Cycle
- **Content Delivery:** The Consultants will contribute subject matter expertise to assist in developing an asynchronous training module. The session will be designed to be available to adult learners in a highly interactive and engaging manner. In addition, the Consultants' services may be retained for content delivery and/or discussion at live online (or in person) events.

**Specific tasks will include:**

- a) Building the Session content (including at least 2 reviews)
- b) Please use Power Point for all training session content
- c) Creation of the relevant quizzes and exercise questions (and answers) for the material
- d) Training session delivery to the Fair Digital Finance Accelerator as and when required.

#### **Expected deliverables**

- a) A PowerPoint not exceeding 50 slides
- b) Editable versions of the graphics used in the PowerPoint
- c) Links to any video/audio files that could have been adopted for the training

#### **Key considerations**

- a) 90-120 minutes in total
- b) 45 to 50 PowerPoint slides), for self-paced learning at participant's leisure
- d) Session should be as interactive as possible with less text

#### **Role2: The content reviewer**

We also seek to onboard a consultant to review the content of a given Module of the Fair Digital Finance Accelerator training programme and provide feedback:

The Consultant, will engage in the following work, per agreement with the Task Manager (as defined below):

#### **Content Review:**

Provide regular feedback to the Lead Trainers, when necessary, to ensure the content of the training considers the consumer protection and empowerment perspective. Review and provide feedback/comments on a given training module of the Fair Digital Finance Accelerator training programme Digital Finance Services as provided by the Lead Trainer.

#### **NECESSARY SKILLS AND EXPERIENCE**

- Experience in compliance & impact measurement, digital finance advocacy and influencing as well as funding your advocacy plans
- Experience in program development - either program, (user) experience or education design- or research & development for program development
- Knowledge and experience in designing and implementing behavioral change
- Understanding and application of human-centered or iterative design approaches
- Engaging and interactive communicator with a passion for coaching team members
- A strategic thinker, Collaborative, data-oriented approach to problem-solving

#### **EXPRESSION OF INTEREST**

Please reach out to the Fair Digital Finance Accelerator team via [fdfa@consint.org](mailto:fdfa@consint.org) to access a detailed term of reference for a specific module you would like to develop content for by **31<sup>st</sup> January 2023 5pm UTC**



and, share your daily rate card/fees for the exercise that is expected to last a month from the commencement date.

Please send an email with the subject line 'Fair Digital Finance Accelerator: Your Name'. We will be reviewing applications as they come in.

**We look forward to hearing from you and thank you in advance for your time and interest.**