

Terms of Reference

Terms of Reference for Digitizing the Training on Responding to Violence and Harassment in the World of Work for Supervisors in Jordan's Garment Sector

Background

The garment industry in Jordan is primarily driven by large exporting factories who export to the US under the USJFTA. The garment industry has seen significant growth in the last ten years. Exports dropped by 15 per cent in 2020 but rebounded in 2021 with 8 per cent growth, followed by 22 per cent growth in 2022. In total, USD 2.2 billion worth of garments were exported in 2022, the highest export value for the sector to-date. Around 77,800 workers were employed in the exporting garment sector in 2022. Migrant workers make up three-quarters of the workforce. These workers, primarily from South Asia, typically work in Jordan for a contract of two to three years, which can be extended. Bangladeshis are the largest group of workers (over 50 per cent of migrant workers), and there are also workers from India, Sri Lanka, Nepal, and Myanmar. The majority of workers are women – nearly 75 per cent of the production work force – whereas the majority of management positions are held by men.

The Better Work Programme is a partnership between the International Labour Organization and the International Finance Corporation, a member of the World Bank Group. Better Work brings diverse groups together – governments, global brands, factory owners, and unions and workers – to improve working conditions in the garment industry and make the sector more competitive. The Better Work Jordan programme (BWJ) was established at the request of the Jordanian Ministry of Labour in 2007 and began operations in mid-2008. Over the past 10 years, BWJ has been working with the national tripartite constituents to improve working conditions and promote decent work in the garment sector in Jordan. The mandatory status of the programme for those exporting to the US market allowed the programme to create sector-wide impact. Since then, factories have made significant improvements in terms of working conditions and compliance with labour standards – while challenges remain to sustain the programme impact. Under the current strategic phase, BWJ is directing its effort towards sustaining this 10-year impact through enhancing the capacity of national stakeholders (Ministry of Labour, Trade Union, and Employers Organizations) and empowering them to take more responsibility for ensuring a decent working environment and sustainable growth.

However, despite significant improvements in working conditions, challenges persist, particularly in the area of sexual harassment. BWJ's latest Annual Workers' Survey reveals that 18% of workers reported concerns of sexual harassment. To address this issue, BWJ is collaborating with national partners to enhance awareness of sexual harassment prevention and available grievance redress mechanisms. A digital training program has been developed to educate workers from diverse nationalities on these critical topics.

Building on these efforts, BWJ seeks to digitize training materials aligned with the principles of ILO Convention 190 on eliminating violence and harassment in the world of work. The modules will address various forms of harassment and abuse, tailored to the unique profiles and responsibilities of **supervisors**. This digitization initiative aims to deliver consistent and scalable training, fostering improved management practices and reinforcing the sector's commitment to creating safe and respectful workplaces.

Objective

The primary objective of this Terms of Reference is to engage a specialized service provider to digitize BWJ's existing supervisors training module on Responding to Violence and Harassment in the

World of Work into a flexible, self-paced learning format. The training will be delivered via digital platforms, incorporating videos, infographics, and interactive elements to enhance engagement and learning retention.

The sessions will aim to equip supervisors in Jordan's garment sector with the knowledge and tools necessary to foster a respectful and inclusive workplace environment. By transitioning the training to a digital format, the program seeks to ensure accessibility and convenience, enabling supervisors to integrate this critical learning into their schedules seamlessly.

Expected Tasks and Deliverables

Deliverable 1: Content Review and Adaptation Report

Tasks:

- Finalize English training content for digital adaptation, reviewed and approved by BWJ/ILO.
- Adapt training material for digital use, ensuring compatibility with selected digital platforms.
- Develop visual and multimedia assets (e.g., videos, infographics, and images) aligned with training objectives.
- Design training for offline delivery, allowing full functionality without reliance on internet connectivity or the purchase of additional software.

Deliverable 2: Translated and Proofread Training Materials

Tasks:

- Translate training materials into Arabic, Bangla, Hindi, Sinhala, based on approved English version.
- Proofread translated materials to ensure accuracy and cultural relevance.

Deliverable 3: Voice-Over Recordings

Tasks:

- Record voice-over content in English, Arabic, Bangla, Hindi and Sinhala synchronized with the training modules.
- Ensure that voice-over recordings align with multimedia elements in the training materials.

Deliverable 4: Integrated Digital Training Modules

Tasks:

- Fully integrate multilingual training content into the selected digital platform.
- Create self-paced, interactive modules with videos, quizzes, and infographics.
- Generate Learning Certificate of Completion towards the end of course.

Deliverable 5: Pilot Testing Feedback Report

Tasks:

- Conduct a pilot of the multilingual training modules with a representative sample of supervisors.
- Administer pre- and post-tests to evaluate learning improvement and identify knowledge gaps.
- Gather user feedback on accessibility, usability, and content comprehension.
- Provide a report summarizing pilot findings, test results, and recommendations for adjustments.

Deliverable 6: Training Rollout Report

Tasks:

- Roll out the digital training modules to **1,000** supervisor users across the garment sector.
- Monitor user engagement and participation rates throughout the training period.
- Collect data on completion rates and overall user feedback for subsequent analysis.

Deliverable 7: Training and User Manual

Tasks:

- Deliver training sessions to BWJ/ILO staff on managing and analyzing the digital training modules.
- Develop a comprehensive user manual for content management, updates, and reporting.

Deliverable 8: Technical Support Plan

Tasks:

- Establish a technical support framework during the contracting period for addressing issues related to content access, multilingual functionality, and platform performance.

Qualifications and Relevant Experience

- **Proven Expertise in Digital Learning:** Experience in designing and adapting digital training content, especially in workplace training and capacity building.
- **Multilingual Content Development:** Ability to translate and adapt training materials into multiple languages, particularly Arabic and languages spoken by garment sector employees in Jordan (e.g., Bangla, Hindi, Sinhala).
- **Technical Expertise in Learning Platforms:** Proficient in learning management systems and integrating training content across various digital platforms and devices.
- **Experience with International Organizations:** Proven ability to work with organizations like the UN, NGOs, or development agencies, adhering to their reporting and operational standards.
- **Post-Delivery Support:** Demonstrated capacity to provide ongoing technical support and maintenance for digital learning content.
- **Relevant Sector Experience:** Experience working in sectors such as garment manufacturing, labor rights, or industrial relations.
- **References and Past Performance:** Ability to provide references and evidence of successful digital training projects, demonstrating quality and timely delivery.

Supervision

The consultant/firm will report to the BWJ Workers' Voice Programming Officer, under the BWJ Program Manager's overall guidance and will work closely with the BWJ team.

Payment Schedule

According to the market rate, the External Collaborating firm will be paid according to its expertise and is asked to submit a technical and financial offer. The external collaborator will only be paid upon satisfactory completion and approval of deliverables and upon receipt of signed invoices. The external collaborator will be paid based on the following table:

Payments	Deliverables	Estimated dated of payment
First payment 20%	Deliverables 1-3	January 30 th 2025
Second payment 40%	Deliverables 4-6	February 28 th 2025
Third payment 40%	Deliverables 7-8	March 15 th 2025

Submission

All applicants must send their technical and financial proposals to jordan@betterwork.org. The deadline to submit your application is 19th December, 2024, at midday (Jordan time). Only selected applicants will be contacted.