Behaviour Change Capacity Strengthening Consultancy

# Background

The Norwegian Refugee Council (NRC) is a non-governmental, humanitarian organization with 60 years of experience in helping to create a safer and more dignified life for refugees and internally displaced people. NRC advocates for the rights of displaced populations and provides assistance within the shelter, education, emergency food security, information counselling and legal assistance, and water, sanitation and hygiene sectors. We work in crises across 31 countries, where we help save lives and rebuild futures. In 2019 we assisted more than 9 million people.

Behaviour change approaches can help to achieve better and more sustainable outcomes across many sectors. We know that improved knowledge and awareness alone does not result in improved practice. Behaviour change programming will help to ensure that campaigns are based on formative research and analysis, targeting barriers to positive behaviour, so that activities are clearly focused on identified needs.

Linked to our Global WASH Strategy, NRC is looking to contract a consultant to develop a mixed mode remote training course on behaviour change for staff globally. Whilst this will focus on hygiene practices and outcomes, examples and exercises from other NRC sectors should also be included, so that the training, skills and knowledge gained can be applied to all areas of NRC’s programmes.

# Objectives of the work

Develop, deliver and review a mixed mode remote training on behaviour change for NRC humanitarian staff and local partners globally. Objectives of the training should include but not be limited to helping participants to understand:

* why behaviour change is a critical component of programming,
* what influences people to change behaviour,
* what are behavioural determinants,
* how to collect data,
* how to develop appraisal and critical thinking skills to assess, analyse and implement context specific solutions
* how to monitor, evaluate and learn from this process.

There are many different approaches and publications on behaviour change. This course should refer to existing methods and resources, helping staff source, select and apply locally appropriate approaches. These existing resources will need to be supplemented with gaps identified in the training needs analysis. These may need adapting for a humanitarian context.

Ideally, the training should:

* concentrate on WASH examples, but relate to all of NRC’s Core Competencies,
* be suitable for offline use,
* be managed by a local facilitator with basic training skills,
* be suitable for a study group of 6 to 12 participants,
* use standard office locations, equipment and stationery,
* use mixed modes of training including:
  + recorded presentations,
  + readings,
  + group discussions,
  + case studies,
  + interactive activities,
  + practical exercises based on the local context.
* include engaging content based on practical actions,

The target audience will be confirmed by the training needs analysis but is likely to include staff with English as a second language. The course may be translated in the future, so the course design should consider this option. The trainees’ role will be to design and manage a behaviour change programme, rather than carry out data collection and campaigns directly. Trainees will be expected to be able to instruct staff carrying out data collection and campaign activities.

The length of the training will be determined by the needs assessment, but it is expect to be in the region of eight, two-hour long sessions at intervals .However, this does not include time spent doing practical exercises, data collection and self-study time

## Activities

The project will compromise:

* an assessment to understand the global training needs of NRC staff relating to behaviour change
* an inception report including recommendations for learning outcomes and delivery modes,
* responding to feedback on the inception report
* Producing a trailer or ‘teaser’ of the training in order to create interest among NRC country offices
* identifying, selecting and developing training materials,
* responding to feedback from NRC on an initial draft set of materials prior to piloting
* two cohorts of participants completing the course in two different locations (tbc); these will be observed by an NRC staff member who will provide feedback to the consultant,
* responding to two rounds of feedback and modifications post piloting of training to incorporate learner, facilitator and NRC feedback
* a final set of materials and facilitator notes.

## Duties of the consultant

The consultant will liaise with and report to the Global WASH Manager at regular and agreed times during the development of the training to help ensure success of the project. The consultant is required to retain flexibility and respond to the provided feedback. NRC will have the final decision on course content.

## Deliverables

* A training needs assessment with recommendations for learning outcomes.
* All training material content including presentations, facilitator manual, videos, technical guidance and certificate of completion template.
* Supporting documents to assist in field collection and analysis.

*Reports should be submitted in Microsoft Word format, in UK English* [amend as appropriate*. Graphs or other graphical devices should be editable (i.e. not pictures). All references must be cited according to convention, and detailed in a bibliography, using the Harvard system as set out in the* [*UNESCO Style Manual*](http://unesdoc.unesco.org/images/0014/001418/141812e.pdf)*. All verbatim quotations must appear in quotation marks and must not be of excessive length. All data collected under the consultancy must be submitted with the deliverables, in a widely recognised format such as Microsoft Excel. Publications and PowerPoint should be based on the NRC template.*

*. All materials should be freely available for use by NRC and partners. Any plagiarism in any form, or any other breach of intellectual property rights, will automatically disqualify the consultant from receiving any further payments under the contract by NRC, and NRC will seek to recover any payments already made.*

*The consultant will follow* [*Ethical Research Involving Children*](https://childethics.com/ethical-guidance/) *guidance on the ethical participation of children. In addition, all participants in any study or other interaction will be fully informed about the nature and purpose of the interaction and their requested involvement*. *Informed consent must be obtained for any photographs, audio or video recordings, etc., in accordance with NRC’s policy on consent.*

*NRC will own the intellectual property rights to all materials submitted by the consultants under the contract. The consultants must therefore ensure that they have possession of any materials provided to NRC as a part of the deliverable. The rights to reproduce the reports/training will fall to NRC and its contracted agents. NRC will be free to reproduce the materials at will and to grant reproduction and onward training rights.*

## Duties of NRC

NRC will

* Provide a suitable understanding of NRC’s work,
* provide links to country offices in order to support in the needs assessment stage
* provide timely feedback to the consultant

# Implementation schedule and estimated inputs

Consultancy is expected to start in February or March 2021 with a targeted deliverable date for piloting of training materials in May 2021. Two post pilot rounds of feedback and changes to content may take place up until the end of 2021 at the latest but is expected to be completed well in advance of this.

## Qualifications of the consultant

* Relevant qualifications in both training and WASH
* Demonstrable experience in developing and delivering remote training for humanitarian programme staff using mixed modes
* A broad knowledge and experience of designing behaviour change programmes within a WASH context.

The consultant should be aware of and working towards HPass learning provider standards.

BIOFORCE INSTITUTE, HUMANITARIAN LEADERSHIP ACADEMY, PEARSON, and REDR UK, 2019. *Humanitarian Learning Standards. Handbook for the provision of quality learning for humanitarian action* [online]. Available from: www.hpass.org.

## Submission of interest

Interested applicants should submit the following:

* A up to date curriculum vitae
* covering letter including a description of the proposed process and a breakdown of total cost of the deliverable consisting of 4 pages maximum
* examples of relevant work

Please send submissions to the Global WASH Manager: ammar.fawzi@nrc.no