

TOR for Information Technology Competence Training SSP

Security Strengthening Project (MNS:SSP)
Shops 31&32 Kingston Mall
Kingston, Jamaica



**Ministry of
National Security**

TOR for Information Technology Competence Training

Date	Services Performed For:
August 16, 2020	Security Strengthening Project (MNS:SSP) Shops 31&32 Kingston Mall Kingston, Jamaica

Background

The Government of Jamaica has established a Security Strengthening Project (SSP), funded by a Loan from the Inter American Bank (IADB), the main objective of which is to contribute to an increase in the conviction rate for murders in Jamaica. The strategy to achieve the main objective will be the “specific objectives”:

- (i) To assist in the reduction of the rate of murders in the country
- (ii) To increase the proportion of police investigations of murders that result in prosecution

And

- (iii) The training of police officers in the use of technology in crime fighting.

The Ministry of National Security (MNS) is charged as the Executing Agency and is currently engaging the services of a Consultant.

The Security Strengthening Project has three (3) components:

Component 1. Violent crime prevention and management

Component 2 - Improving investigative capabilities for homicides; and

Component 3 - Change Management & Communications.

The Project components comprise activities to benefit and involve the participation of the Ministry of National Security and the following entities within its portfolio:

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- The Jamaica Constabulary Force (JCF)
- The Department of Correctional Services (DCS)
- The Firearm Licensing Authority (FLA)
- Passport, Immigration, Citizenship Agency (PICA)
- The Institute of Forensic Science and Legal Medicine (IFSLM)
- The Private Security Regulatory Authority (PSRA)

Additional entities outside the portfolio of the Ministry of National Security includes

- The National Works Agency (NWA)
- eGov Jamaica Limited (eGov)

Objective

The Ministry of National Security's primary objective is to purchase a self-paced, off-the-shelf IT competence development program that the JCF will roll out to all members (over 11, 000 officers), that will support the JCF drive to improve the overall IT competence of its team. This will support the JCF strategy to have the team effectively embrace and use technology in the execution of their jobs.

The program selected will be uploaded on the open-source Learning Management System -Moodle at the National Police College of Jamaica (NPCJ) or officers may use the LMS of the vendor. The online learning modules must address the following (but not limited to) areas:

- Introduction to Computing
- Microsoft Office Suite (caters to various competency levels)
- Basic Hardware and software Troubleshooting
- Cyber Security and Threats
- Internet safety

So as to ensure capacity building and sustainability, the Ministry of National Security in partnership with the Security Strengthening Project will offer IT Competence development program that will benefit officers in transferring their skills in the execution of assigned duties across agencies under the Ministry of National Security. The training courses that will be rolled out will target officers at the National Police College of Jamaica (NPCJ) as well as various rank and file JCF members at all levels.

Having the knowledge of Information Technology is geared at equipping law enforcement officers with skills and capabilities to better carry out their jobs, organize and communicate information more effectively in the execution of their functions and responsibilities in a technologically advanced era. The training must be done through an online learning program. The intent is to have

the course utilizing an asynchronous approach. This approach is in line with the lifestyle of officers who are geographically dispersed across the island of Jamaica at various locations and carrying varying workloads. The learning package must include the creation of defined storylines, learning paths and scenarios that is interspersed information nuggets, quizzes, and case studies to enhance the learning experience and to promote interaction with the relevant content.

SCOPE OF WORK:

The Jamaica Constabulary Force (JCF) requires an IT Competence Development program that must address the following functionalities:

A) An IT competency framework

- Product must infuse interpersonal skills required in a professional environment
- Product must provide learning experience that builds participants eagerness to become a lifelong learner through application of knowledge and skills
- Product must strengthen the academic competencies in various work-related documents in relation to compilation, of information in an organised and coherent manner
- Product must address the fundamental IT User Skills inclusive of the usage of a computer, communication tools, and related applications to input, retrieve, and communicate information
- Product must equip members to build workplace competencies such as teamwork, planning and organizational skills, innovative and creative thinkers, critical and analytical thinkers, working with various technology tools to expedite with efficacy and agility the tasks required in an organization
- Product must strengthen industry-wide competencies in areas such as fundamental concepts and a working knowledge in information technologies, IT industries and application of IT in various industries and IT professionals

B) Competency Levels

- 0 – Not applicable to role
- 1 - Fundamental Awareness (basic knowledge) - You have a common knowledge or an understanding of basic techniques and concepts. The emphasis is on learning
- 2 - Novice (limited experience) - You have the level of experience gained in a classroom and/or experimental scenarios or as a trainee on-the-job. You are expected to need help when performing this skill. There is an emphasis on gaining insights through on-the-job training. You can discuss various terminologies, principles, and issues regarding the specific competency
- 3 - Intermediate (practical application) - You can effectively achieve tasks in this competency as requested. Assistance from an authority figure may be required occasionally, but you can usually apply the skill independently. There is focus on knowledge enhancement and minimal guidance in the successful execution of task assigned

- 4 - Advanced (applied theory) - You can perform the activities connected with this skill without support. You are certainly recognized within your immediate organization as "a person to ask" when difficult questions arise regarding this skill. Your focus is on addressing professional issues as well as the provision of support on processes for implementation.
- 5 - Expert (recognized authority) - You are known as a connoisseur in this area. You can provide leadership, troubleshoot, and answer questions related to this area of expertise and the field where the skill is used. Your focus is strategic, and you demonstrate consistence in excellence across various assigned projects within an organisation.

C) Competency Levels to be catered to include:

- i. Excels: Performance in this the competence would be considered a standard and considered an example to all employees in the organisation
- ii. Meets Requirements: Performance should surpass "Satisfactory" standards. This member of staff would be viewed as a strong contributor.
- iii. Some Attention Needed: Performance does not yet meet the standard. Discussions should surround approaches that may be utilised in developing this competency.
- iv. Not Applicable: This rating is to be used only when there is no relationship between the employee and the specified competency. Limit the usage of this rating.

D) A training program that includes courses/modules/section for the various levels of IT competence training

- i. That can be delivered online and is self-paced
- ii. That includes assessment of the participant to determine completion of the various program offerings
- iii. That includes refresher courses/modules where appropriate

E) A Learning Management System (LMS) component that will

- i. Identify the courses/modules required for each competence level
- ii. Determine what courses/modules should be in the training path for each participant, based on their competence assessment and the courses/modules already successfully completed
- iii. Allow participants to do the same course/module more than once
- iv. Maintains the history of each participants rating, assessment scores and course/modules in train
- v. Ability to schedule refreshers or recertification as per the individuals needs or by role
- vi. Access to training on the vendor's Learning Management System with the required functionalities or provide recipient with option to use an external LMS if desired.

- vii. Access to training on LMS must allow participants to select their courses, complete courses, repeat courses, as well as track testing and completion of modules.
 - viii. The access of additional resources, where appropriate should be included in the program
 - ix. Provide a consistent look and feel on the LMS
- F) An implementation approach that will
- Provide orientation to the course as well as to commit to providing the Ministry of National (MNS) with updates and training where applicable once there are amendments or revision to the course content.
 - Provide access to the execution of a pilot of the program for a small cohort initially to ensure that the configuration and presentation is compatible with the needs and requirements of the Jamaica Constabulary Force
 - Provide feedback on pilot implemented
 - Provide available production of manuals to be a deliverable of implementation strategy
- G) A program delivery that will
- Provide access to web-based solution using a self-paced approach
 - Access to built-in tracking and notifications to alert users on progress, relevant updates/reminders to learners
 - Access to automated/tracking of certificate generated upon completion and grading of final assessment
 - Access lessons and modules structured in short modules that address short learning timespans of participants
 - Provide a program for training that must contain culturally appropriate references, context, and images for learners
 - Provide a product that have required visuals- interactive activities, simulations, videos, sketches and so forth
 - Provide flexibility in reporting and analytics

Methodology

- Vendor must deliver Information Technology training to over 11, 000 officers in (but not limited to): Introduction to Computing, Microsoft Office Suite (various levels), Internet Safety, emails, and troubleshooting of Hardware and Software, Cyber Security and Threats
- Must conform to the latest international methodologies and standards
- Must be ISO certified
- Must be able to integrate emails with internal office systems
- Must include delivery that facilitates a pilot of the solution, and modifications if necessary

- The product must be developed in such a way that it can easily integrate the Learning Management System (SCORM compliant)- Moodle (if needed).

Deliverable and Milestones

Vendor shall provide the Services and Deliverable(s) as follows:

- Produce off-the- shelf, self-paced e-learning modules in Information Technology competence training based on consultation with relevant stakeholders and users
- Access to configuration of training to make it JCF relevant
- Provide pilot training of program
- Provide tabled best practices retrieved from pilot testing
- Hand over program to the centralized entity for the roll out and management going forward- NPCJ
- The program implementation, approach, and appropriate documentation to use and manage system
- The provision of a work schedule
- Provide guidelines/manual/videos on how to access and utilize the e-learning tools
- To integrate simulation opportunities and technology into the training for usage on LMS
- Provide support, planning and delivery tools for curriculum management
- Provide ongoing support for the automated program – via email, telephone, and onsite support
- Provide yearly subscription plan

A schedule suggestion:

	Deliverables	Milestone	Timeline
On Boarding and Documentation review	Meetings with SSP/NPCJ team to discuss the scope of the IT Competence Training program	Onboarding	3 weeks
Review the specific needs of the ministry	Create Work Schedule <ul style="list-style-type: none">• The provision of a work schedule• Access to configuration of	Configure training to meet the needs of JCF. Also involve training of technical team at NPCJ	4 weeks
		Roll out pilot Training to Select group at NPCJ	6-8 weeks

	Deliverables	Milestone	Timeline
	<p>training to make it JCF relevant</p> <ul style="list-style-type: none"> • Provide pilot training of program • Provide tabled best practices retrieved from pilot testing • Hand over program to the centralized entity for the roll out and management going forward- NPCJ • The program implementation, approach, and appropriate documentation to use and manage system 	<p>(40 participants)</p> <p>Assess the pilot and document training evaluation reports</p> <p>Handover requisite documents and program to SSP/ NPCJ</p> <p>Members of the SSP/NPCJ team to be able to roll out and implement software (vendor offering support during implementation) or use vendor's system</p>	<p>2 weeks</p> <p>2 weeks</p> <p>1 year</p>

Assessment

Provide assessment criteria where participants can be evaluated, give, and receive feedback to the program itself.

Duration

To be determined as per vendor implementation schedule (one year) initially

SPECIFIC KNOWLEDGE AND SKILLS

- Proven and demonstrated broad knowledge in learning technology platforms

- Proven experience in working with organization in leading teams and people through navigating online platforms
- Proven knowledge and experience in creating digital and remote training methodologies
- Expertise in using new and emerging instructional technology
- Experience in course development is considered an asset
- Proven list of reputable clienteles from local and/or international entities
- Demonstrated experience in the design and implementation of curriculum standards, training materials and training execution.

Qualifications

Academic Degree / Level & Years of Professional Work Experience:

- ISO Ratified
- Have over 10 years' experience in providing training in an online environment

Qualification of Project Manager and Team Lead

Team Leader

- Post Graduate Certification and/or master's degree in Information Technology, Instructional Design, Curriculum Design, Educational Technology, multimedia production or a relevant educational degree or qualification
- Demonstrate a tract record in creating high quality online learning experiences
- Extensive experience in producing robust learning programs that are consistently updated
- At least 10 years' experience in executing online learning
- At Least 10 years' experience in creating resources for online platforms

Project Manager

- Post Graduate Certification and/or master's degree in Information Technology, Instructional Design, Curriculum Design, Educational Technology, multimedia production or a relevant educational degree or qualification
- At least 5 years' experience in executing online learning
- At least 2 years' experience in creating resources for online platforms

Languages:

JCF and associates operate using English language

Areas of Expertise:

Reporting

The firm will report to the Project Director – Project Execution Unit (PEU) for the Security Strengthening Project (SSP) and work directly with the Curriculum Development Consultant and the Technical Working Group (TWG) for training.

The firm will liaise and consult with the Ministry of National Security and the Agencies involved in SSP on matters relating to the Project, as necessary.

Location

Vendor's premises, as necessary.

Type of Consultancy

Consulting Firm.

Payment Schedule

This engagement will be conducted on a Fixed Cost basis.

Document Control

For use by the SSP PEU, the relevant TWG and the consultant involved in the scope of work.

Version Control

Version #	Updated By	Revision Date	Approved By	Approval Date	Reason
1.0	Lisa Morgan		N/A	N/A	First Draft for review
2.0	Paula Atkinson	August 24, 2020	N/A	N/A	Secondary review
3.0	Moses Thompson	September 27, 2020			Secondary review
4.0	PEU Team	October 29, 2020			
5.0	PEU	January 22, 2021			
6.0	Leaon Graham	March 13, 2021			
7.0	Moses Thompson	March 19, 2021			