



## **TERMS OF REFERENCE**

### **Financial Literacy Toolkit and Training of Trainers (ToT)**

<b>Assignment Title:</b>	Financial Literacy Resource Development Consultant (National)
<b>Agency/Project Name:</b>	UNCDF/Women's Economic and Financial Inclusion Project
<b>Location:</b>	Myanmar with travel to Yangon, Kayin, Mon, Kayah, Northern Shan and Kachin
<b>Starting Date:</b>	October 2019
<b>Duration:</b>	October 2019 – July 2020 with possibility of extension (190 days)

#### **1) GENERAL BACKGROUND**

##### **About UNCDF**

UNCDF makes public and private finance work for the poor in the world's 47 least developed countries. With its capital mandate and instruments, UNCDF offers "last mile" finance models that unlock public and private resources, especially at the domestic level, to reduce poverty and support local economic development. UNCDF's financing models work through two channels: financial inclusion that expands the opportunities for individuals, households, and small businesses to participate in the local economy, providing them with the tools they need to climb out of poverty and manage their financial lives; and by showing how localized investments — through fiscal decentralization, innovative municipal finance, and structured project finance — can drive public and private funding that underpins local economic expansion and sustainable development. By strengthening how finance works for poor people at the household, small enterprise, and local infrastructure levels, UNCDF contributes to SDG 1 on eradicating poverty and SDG 17 on the means of implementation. By identifying those market segments where innovative financing models can have transformational impact in helping to reach the last mile and address exclusion and inequalities of access, UNCDF contributes to a number of different SDGs.

In the fulfillment of its mandate, UNCDF Myanmar is implementing the Women's Economic and Financial Inclusion Project (WEFIP); One of the aims of the project is to increase financial inclusion through the implementation of financial literacy trainings. UNCDF Myanmar is seeking an experienced local contractor to produce and deliver a financial literacy toolkit in the states of Kachin, Kayin, Kayah, Mon, and Shan.

#### **2) OBJECTIVES OF THE ASSIGNMENT**

##### **Project Rationale and Objective**

The Women's Economic and Financial Inclusion Project (WEFIP) is a three-year project and aims to increase 200,000 women and girls' awareness of, access to, and use of agency over appropriate financial

products and services responsibly provided by diverse and sustainable service providers in a well-regulated environment with a focus on conflict-affected areas of Myanmar.

The project will act to strengthen the supply side, demand side, and enabling environment and the socio-cultural context to improve financial access, usage and agency for women and girls, and will work closely with a broad range of financial service providers to design gender smart products for financial inclusion and increase access to finance for women MSMEs. This will contribute to more inclusive financial markets that drive women's and girls' economic empowerment and participation in the whole of Myanmar with a focus on conflict-affected and/or post-conflicts areas of the country (i.e., Kachin, Kayin, Kayah, Mon, Northern Shan).

In achieving the outcome of greater financial inclusion of women, the project recognizes that financial inclusion begins with improving financial literacy and awareness, which is particularly challenging in conflict and post conflict areas. Consequently, the project will improve financial literacy through the development of relevant, appropriate training materials in Myanmar language and through using these materials to conduct a training of trainers programme to encourage uptake of the materials and to increase financial literacy at the community level.

### **3) SCOPE OF WORK**

UNCDF is looking for applications from an individual or team of consultants, or a company to work with UNCDF technical staff to research and develop a financial literacy toolkit, in the Myanmar language. The toolkit developer should also have a good command of the English language and be able to provide the outline of the materials in English. The toolkit is expected to include up to nine modules on financial literacy and all relevant teaching aids and curriculum so that the materials can be used by others for teaching purposes. UNCDF expects the contractor to also incorporate participatory learning methods and examples within the toolkit and to also include digital tools for financial literacy, working closely with UNCDF partners who are creating digital financial literacy tools. The financial literacy trainings should be delivered in project locations in Kachin, Kayin, Kayah, Mon and Northern Shan over a minimum of a 5-month period, with up to 20 training sessions delivered. The consultancy should include the following:

**Phase 1:** Development of a financial literacy toolkit that combines what already exists locally in Myanmar with best practices in financial literacy training practices from other regions and includes both traditional and digital financial literacy delivery components. The consultant will receive a current mapping of such resources that has already been completed by UNCDF, and is expected to review and add to this resource of resources available in local languages. The toolkit will be piloted and adjusted based on user feedback before finalization.

**Phase 2:** Implementation of the financial literacy toolkit through ToT trainings targeting women's saving groups, cooperatives and informal education associations, and organizations working with vulnerable women in conflict and post-conflict areas with the aim of improving financial literacy. It is expected that a minimum of 20 ToT sessions will be conducted over a 6-month period.

**Phase 3:** Evaluation report which describes the applicability of the toolkit to users at the village level, user case examples and recommendations for effective partnerships for continued use of the materials. All activities should be designed to foster collaboration and build an entrepreneurial ecosystem with NGOs, government and the private sector.

The training curricula, agendas, training materials, timing and other detailed technical requirements should consider specific gender needs (i.e. flexible time of day), with training activities taking place as close as possible to the project sites.

### **Deliverables (report and materials)**

In cooperation with the UNCDF team, the consultant/company shall perform the following tasks and responsibilities:

#### Main tasks:

- **Conduct a desk review of existing financial literacy materials available in Myanmar language**, as well as an overview of existing materials available in English language that has been previously compiled by UNCDF. This should include both written resources, pictorial, apps and other tools including digital resources that are available for financial literacy. Where necessary, the desk review may be supplemented by interviews with key stakeholders providing financial literacy training.
- Develop a **financial literacy toolkit**, which includes resource materials, teaching aids, curriculum, interactive learning materials, digital resources and other relevant materials covering up to 9 different modules of financial inclusion topics prioritized to increase financial literacy among rural women
- Develop a specific **methodology** for the training, considering UNCDF's approach and recommendations;
- **Develop and design the training agenda and its modules and content from the financial literacy toolkit for a 35-hour course**, suggesting tools and methods that are suitable to the participants to use onwards in their organizations to reach rural women. The training materials and teaching should be delivered in Myanmar language. The training themes will be finalized together with the UNCDF team and may include, but are not limited to:
  - Personal financial management
  - Saving money effectively
  - Managing risk
  - Wasting money
  - Borrowing money
  - Financial services and products (including insurance)
  - Digital and mobile money services
  - Client protection and fraud prevention
- **Conduct training of trainer's workshops** in collaboration with UNCDF's program partners on how to use the toolkit for improving women's financial literacy, for a minimum of 20 ToT sessions in project areas, including Kachin, Kayin, Mon, Kayah, Northern Shan and Yangon. Adapt the training content to the feedback from the participants and design a training-model that can be used by others for a Training of Trainers (ToT) approach. These sessions may vary in length and may need to be tailored to difference audiences. Key target audience includes:
  - a. Teaching staff working at skills training and informal education institutes (5 sessions)
  - b. Organizations working with IDPs and involved in livelihood and skilled training programs (5 sessions)
  - c. Organizations working with women informal savings groups (5 sessions)
  - d. Cooperative staff (5 sessions)

- Provide continuous support and information regarding the documentation and preparation of the training; review and adjust the curriculum according to the needs and expectations of the participants as well as lessons learned;
- May be required to provide logistic support for the organization of the event;
- Develop a training Manual based on the presentations and modules used during the workshops and other relevant material in order to replicate the training in other locations in the country;
- List of trainees for each session in the required format;
- Training report and evaluation result (for each session with recommendation for next sessions including trainees' list with detailed remarks for key improvements);
- Upon completion of trainings, evaluate the effectiveness of the trainings and make recommendations for improvement and follow-up actions.

Other tasks:

1. Develop a consolidated final report on the toolkit and trainings, including eventual recommendations for the future;
2. Suggest suitable local venues, potential partners, and participants for the training, and suggest other user cases for the training materials
3. Provide any further required support in relationship to the effective promotion of the toolkit and training materials.

#### 4) INSTITUTIONAL ARRANGEMENTS

##### 4.1 Reporting Line:

The contractor will work under direct supervision of the Project Lead and/or his designate, and in close collaboration with in-country teams.

##### 4.2 Logistical arrangements

For local travel, the candidate is expected to arrange all domestic travel with prior approval of the project lead. Transportation costs and allowances will follow UNDP procurement guidelines.

The contractor(s) are expected to use their own computers.

#### 5) PAYMENTS

Payment to Contractor team or company will be made based on deliverables.

Deliverables	Deadline/Due Date	Payments
1. Briefing meeting with UNCDF; review and addition to existing financial literacy materials in Myanmar and ASEAN as complied by	By Nov 15, 2019	15%

UNCDF; desk review of other financial literacy resources in use in Myanmar; Financial literacy toolkit contents list submitted with 4 modules complete (of 3 hours duration each in terms of teaching time), including recommended audio-visual and teaching supports'		
2. Financial literacy toolkit complete with content prepared for an additional 5 training modules (of 3-hour duration each), for a total of 9 modules, including recommended audio-visual and teaching supports	By Dec 15, 2019	10%
3. Pilot training on the financial literacy toolkit completed (1-week session), training agendas and draft evaluation questionnaires developed; summary report with recommendations for any revisions completed	By Jan 15, 2020	5%
4. Conduct 4 ToT sessions in project area*	By Feb 15, 2020	13%
5. Conduct 4 ToT sessions in project area*	By Mar 15, 2020	13%
6. Conduct 4 ToT sessions in project area*	By Apr 30, 2020	13%
7. Conduct 4 ToT sessions in project area*	By June 30, 2020	13%
8. Conduct 4 ToT sessions in project area*	By July 30, 2020	13%
9. Summary report on ToT sessions; feedback and recommended revisions to the training materials; recommendations in terms of ongoing partnerships and delivery of the toolkit; presentation to UNCDF of final report and recommendations	By Aug 30, 2020	5%

The following supporting documents will serve as conditions for disbursement: (i) submission of an invoice and Certificate of Payment (COP); (ii) review, approval and written acceptance of each deliverable by the Project Lead and/or his/her designate; (iii) submission of a time-sheet and expenses with relevant supporting documentation; and (iv) an authorization of payment disbursement from a direct supervisor.

## 6) DEGREE OF EXPERTISE AND QUALIFICATIONS

### Education

Master's degree in business management, finance, education, economics or related field or a combination of bachelor's degree and minimum of 5 years of relevant experience.

### Experience

Experience and track record in curriculum development and training (experience of providing similar training(s) for CSOs in Kachin and Kayin/Mon is an asset)

Prior work experience in Myanmar or in the region is required  
 Prior work experience in financial sector or digital finance related work is a strong asset  
 Knowledge of the national/regional situation and context

### Language

Excellent writing and editing skills in English and Myanmar language.  
 Ability to communicate in any ethnic languages in Shan, Kachin, Kayah, Mon and Kayin is an asset.

### Desired attributes:

#### Corporate Competencies:

- Demonstrates integrity by modeling the UN values and ethical standards
- Advocates and promotes the vision, mission and strategic goals of the UN Capital Development Fund.
- Displays cultural, gender, region, race, nationality and age sensitivity and adaptability.
- Treats all people fairly without favoritism.
- Demonstrates a results-oriented and “can-do” attitude.

#### Functional Competencies:

- **Result Orientation:** results driven, problem-solver with structuring and analytical capabilities, anticipates constraints in the delivery of services & identifies solutions & alternatives; demonstrates openness to change & ability to manage complexities and resolve problems; focus on impact and results; approaches work with energy and positive attitude, responds positively to constructive feedback.
- **Communication:** Strong verbal and oral communicator serving multiple functions and audiences as needed, strong analytical and writing skills and ability to communicate effectively to different audiences. Ability to network with partners on various levels.
- **Interpersonal skills:** strong ability to work in a multi-cultural environment and with diverse stakeholders (CSOs, INGOs, Fintech organizations, financial services providers) with sensitivity to diversity of opinions. Ability to develop creative solutions through participatory methods with various stakeholders.
- **Curriculum development and training experience** for diverse audiences, and capable to deliver trainings at village level and in IDP camps, if required. Experienced in producing concise reports and presentations, training modules and materials.

## 7) TIMELINES

ACTIVITY	ESTIMATED # OF DAYS	DATE	PLACE
<b>Phase One: Desk review and inception report</b>			
Briefing meeting with UNCDF; review of existing financial literacy materials in Myanmar and ASEAN; desk review of other resources in terms of financial literacy in use in Myanmar	10 days	Oct 20, 2019	Yangon

Financial literacy toolkit contents list submitted with 4 modules complete (of 3 hours duration each in terms of teaching time), including recommended audio-visual and teaching supports	18 days	Nov 15, 2019	Yangon
Financial literacy toolkit complete with content prepared for an additional 5 training modules (of 3-hour duration each), for a total of 9 modules, including recommended audio-visual and teaching supports	20 days	Dec 15, 2019	
Pilot training on the financial literacy toolkit completed (1-week session), training agendas and draft evaluation questionnaires developed; summary report with recommendations for any revisions completed	10 days	Jan 15, 2020	
Phase Two: Conduct ToT training			
Conduct 4 ToT sessions in project area*	25 days	Jan 2020 – June 2020  Training is conducted by a minimum team of 2 and maximum of 4 consultants (may be simultaneously conducted)	Kachin
Conduct 4 ToT sessions in project area*	25 days		Kayah
Conduct 4 ToT sessions in project area*	25 days		Mon
Conduct 4 ToT sessions in project area*	25 days		Kayin
Conduct 4 ToT sessions in project area*	25 days		N. Shan
Phase Three: Evaluation and report writing			
Summary report on ToT sessions; feedback and recommended revisions to the training materials; recommendations in terms of ongoing partnerships and delivery of the toolkit; presentation to UNCDF of final report and recommendations	7 days	July 2020	Remotely
Estimated total days for the contract	190		

The contract may be extended until all training of trainer's modules are conducted.

## 8) BUDGET

Contractor should provide a reasonable budget for each phase, which includes all anticipated expenses, including staffing, overhead, travel, and training costs, together with an all-inclusive daily rate for all consultants involved in the project. The publication costs of the toolkit will be covered by UNCDF, and all materials created under this ToR will remain the property of UNCDF.

## 9) DEADLINE FOR SUBMISSION

Contractor (individual or team) or company should submit the technical proposal and budget by September 13, 2019, outlining how they meet the required qualifications and why they are the best candidate for this assignment. CVs of consultant(s) who would be involved in the delivery of the program is required, together with 2 references from previous clients (organization or individual).

## 10) APPLICATION SUBMISSION PROCESS AND CRITERIA FOR SELECTION

The application submission process *-both financial and technical* is included in the ToR.

### Criteria for selecting the best offer

Upon the advertisement of the Procurement Notice, qualified individuals/companies are expected to submit both the Technical and Financial Proposals. Accordingly, the individuals will be evaluated based on Cumulative Analysis as per the following conditions:

- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation. In this regard, the respective weight of the proposals is:
  - a. Technical Criteria weight is 70%
  - b. Financial Criteria weight is 30%

### Confidentiality and proprietary interests

The consultants shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the consultancy or the Government without prior written consent. Proprietary interests on all materials and documents prepared by the consultants under the assignment shall become and remain properties of the UNCDF. This assignment will be administrated by UNCDF hence UNCDF rules, policies and procedures will apply.

### Proposed standard technical proposal evaluation criteria

Technical Proposal Evaluation: Education and qualifications	
Master's degree in business management, finance, education, economics or related field or a combination of bachelor's degree and minimum of 5 years of relevant experience.	10
At least 5 years of demonstrated technical experience in designing training curriculum and delivering training. Priority will be given to those with experience in training at the community level for rural women	20
Relevant technical experience in financial literacy, digital finance	15



Knowledge of the national/regional situation and context for financial inclusion	15
Excellent command, spoken and written, of English and Myanmar languages.	10
<b>Total</b>	<b>70</b>

Only candidates obtaining a minimum 70% mark in the technical evaluation will be considered eligible for financial evaluation.