

YWCA Toronto

Request for Proposals

Digital Skills for the Workplace (DSW): Curriculum Developer and Trainer

YWCA Toronto
REQUEST FOR PROPOSALS (RFP)

Curriculum Developer and Trainer
Digital Skills for the Workplace (DSW)

Submission deadline: Friday, February 3, 2023



NATIONAL ADVOCACY
COMMUNITY ACTION.



Canada

Funded by the Government of
Canada's Adult Learning, Literacy
and Essential Skills Program

Introduction

According to the Government of Canada's recent development of the Skills for Success model (see Appendix), digital skills are one of the key emerging skills that Canadians need to participate in the current labour market. The COVID-19 pandemic has only made the need for these skills more apparent, as many programs and services transitioned to online and hybrid models. YWCA Toronto, with funding from the Government of Canada's Adult Learning, Literacy and Essential Skills Program, has created the Digital Skills for the Workplace (DSW) training program. This initiative aims to provide capacity-building training for staff and develop workshops and resources for participants with the aim of reducing the digital divide amongst Canadians.

YWCA Toronto requires the services and contributions of a qualified consultant to support the development of training and resources for the DSW program. Under this Request for Proposals (RFP), YWCA Toronto invites subject matter experts in the area(s) of digital skills, in-demand software, training, and Adult Education to support the design of a train-the-trainer program to build capacity of Facilitators and Frontline Workers from YWCA Toronto and Collaborators. The aim of the training would be to train staff who will ultimately provide digital skills and literacy training to marginalized women and gender-diverse individuals, including racialized, immigrants and Indigenous persons, across Canada. YWCA Toronto's Selection Committee will evaluate proposed consultants and will conduct an interview process to award the RFP to the suitable candidate(s).

Project Background and Description

YWCA Toronto's Digital Skills for the Workplace (DSW) project aims to build a more skilled and inclusive workforce across Canada by increasing digital literacy skills of women and gender-diverse individuals from marginalized communities. The DSW team will work collaboratively to develop resources and build capacity of program staff and partners to facilitate digital skills training for program participants.

The focus of the current Phase of the project is to develop a holistic curriculum for a train-the-trainer program for facilitators and frontline workers. This will allow the Curriculum Developer and Trainer to share their expertise in digital skills while embedding foundational soft skills within the training program. A thorough Literature Review has been conducted by YWCA Toronto, which will be used to clearly identify specific skills and emerging technologies, informing the training modules and program plan. This Literature Review includes data from the following sources: academic, secondary, and market research; primary research collected from YWCA staff from the Employment & Training department representing over 15 programs; and finally, primary research gathered with the help of Frontline Workers working directly with participants seeking employment and training support.

During the development Phase, the Curriculum Developer and Trainer will work collaboratively with the DSW Team to design and develop resource materials to aid participant learning, as well as compile a facilitator's guide and toolkit. These will then be distributed to Collaborators and their staff. A minimum of six staff members from four YWCA Collaborators will engage with these resources and be trained, mentored and coached by the Curriculum Developer and Trainer so that they may deliver training to their participant groups.

Project Timeline

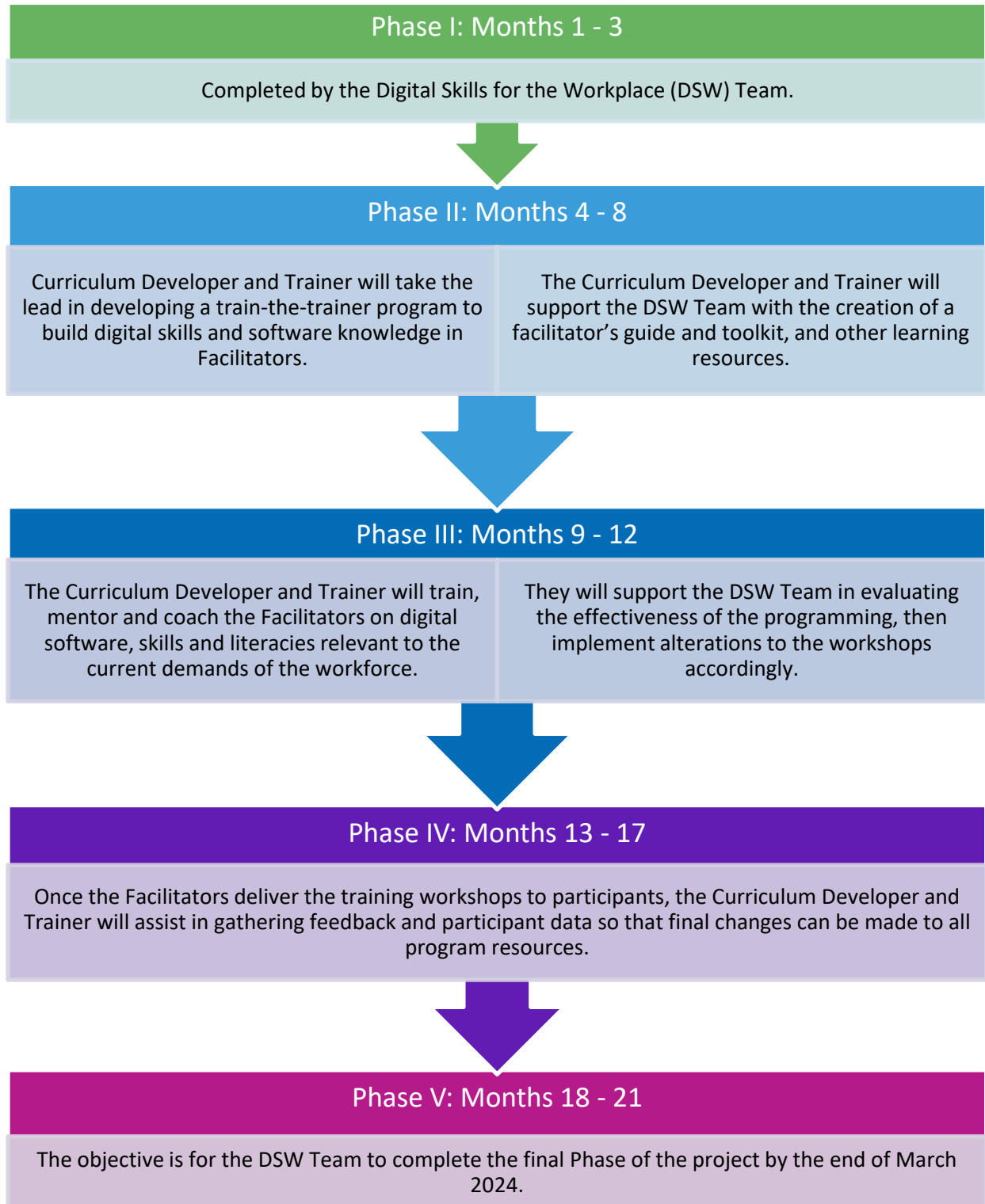
The following details a tentative timeline for the Digital Skills for the Workplace (DSW) project, with an emphasis on the responsibilities expected of the Curriculum Developer and Trainer. These parameters may be altered at the discretion of YWCA Toronto. Please note that the timeline could be subject to change.



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The Role of the Curriculum Developer and Trainer

The Curriculum Developer and Trainer will work collaboratively with the Digital Skills for the Workplace (DSW) Team to design and implement a train-the-trainer framework to deliver digital skills training to marginalized women and gender-diverse individuals looking to upskill their ability to use various software platforms needed in today's workforce. The incumbent will review participant data from piloted programming, analyze this information, and advise on the gaps in program delivery.

In collaboration with the DSW Team, the Curriculum Developer and Trainer will contribute to the DSW project in the following ways:

- develop curriculum, lesson plans and resources for the train-the-trainer initiative;
- provide subject-matter expertise for and develop the facilitator's guide and toolkit;
- train, mentor and coach instructors in curriculum;
- assist in the creation of an evidence-based Workshop Series for participants based on the DSW Literature Review findings;
- collaborate to create intake and measurement tools, as well as evaluation surveys as they pertain to the digital skills workshops; and finally,
- collaborate to finalize a final report.

The project is expected to conclude by March 2024.

Eligibility Criteria and Evaluation of Applications

The Curriculum Developer and Trainer must meet the following criteria:

Required:

- Bachelor's Degree; a degree in Computer Science is an asset
- 2-3 years as a software trainer/consultant
- Experience with Adult Education, developing and/or delivering training programs, coaching, or similar alternative
- Experience designing and implementing training/e-learning; a demonstrated understanding of UDL principles is an asset
- Experience working in a team environment using collaborative platforms
- Must have advanced skills in working with digital technologies
- Must have the ability to train staff and/or participants in specific digital skills
- Ideal candidate would possess advanced knowledge of software used for workplace collaboration, marketing, graphic design and project management
- Strong written and oral communication
- Worked with diverse groups and individuals belonging to marginalized groups

- Experience collaborating in national projects, staff training programs, or similar capacity-building initiatives; work in the nonprofit sector will be considered an asset

Selection will be based on the applicant's expertise in the field, the innovative approaches taken in their submissions, and the relevance of the content in responding to the needs of *women and gender-diverse individuals* who identify as being a part of the following groups: *racialized, immigrant and Indigenous*. Notification of results will be communicated to the successful proponent(s).

Application Process

To apply, please provide us with the following:

1. A detailed Curriculum Vitae (CV)
2. A completed RFP Application Form. This application will provide us with an overview of your experience and potential contributions. If invited to contribute, YWCA Toronto might request more details and the content proposed in this application.
3. Two references for work similar to the proposed project.

Remuneration of Contributions

The Curriculum Developer and Trainer will be remunerated for their contributions based on the number of hours and deliverables. Provide a tentative hourly rate and/or budget with the proposed learning for further discussion. Please note, all published works and resources that are submitted by stakeholders or practitioners will be cited appropriately.

The deadline for applications is Friday, February 3, 2023.

Submit your complete application to Pallak Arora and Jasmine Rosario.

For further questions, contact:

Pallak Arora

Manager | Essential Skills for Employment (ESE)
and Digital Skills for the Workplace (DSW)
YWCA Toronto

Email: dswjobs@ywcatoronto.org

Jasmine Rosario

Manager | Skills Development Centre (SDC),
Moving on to Success (MOTS), Education and
Training Institute (ETI), and Digital Skills for the
Workplace (DSW)

RFP Application Form

Application Form			
<i>Deadline for submission:</i>			
Contact Information			
<i>Name:</i> <i>Email:</i> <i>Telephone:</i> <i>Address:</i>			
Describe how this project relates to the vision/values of yourself and your work.			
Describe your qualifications and previous experience with basic to advanced software required in today's workforce, and in training, coaching and/or Adult Education. How do you plan to use your expertise to support this project?			
Please use the following chart to detail workshops/trainings you have developed.			
Title and Brief Description	Intended Audience (demographic group(s), audience size, etc.)	Impact (people served, outcomes, knowledge, skills, etc.)	Provide Links to Relevant Trainings/ Webpages/Documents

In what capacity have you worked with marginalized groups and/or women or gender-diverse populations? Please detail the principles that helped you work with the identified groups.

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Provide a detailed description/outline of a curriculum you have designed, including the following details:

- Learning objectives (*specific competencies and knowledge*)
- Curriculum outline (*how you intended students/participants to meet these learning objectives*)
- A demonstrated commitment to student-centered learning (*examples of learner engagement strategies, evidence of UDL principles, etc.*)
- Notes on the assessment and evaluation strategy you used/planned to use, including a short rationale

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APPENDIX A: Additional Information

Skills for Success Overview

In 2021, the Government of Canada revamped the Essential Skills to Skills for Success. These skills are foundational for building other skills and knowledge, and important for effective social interaction. These skills overlap and interact with each other, and with other technical and life skills. They are inclusive and can be adapted to different contexts.

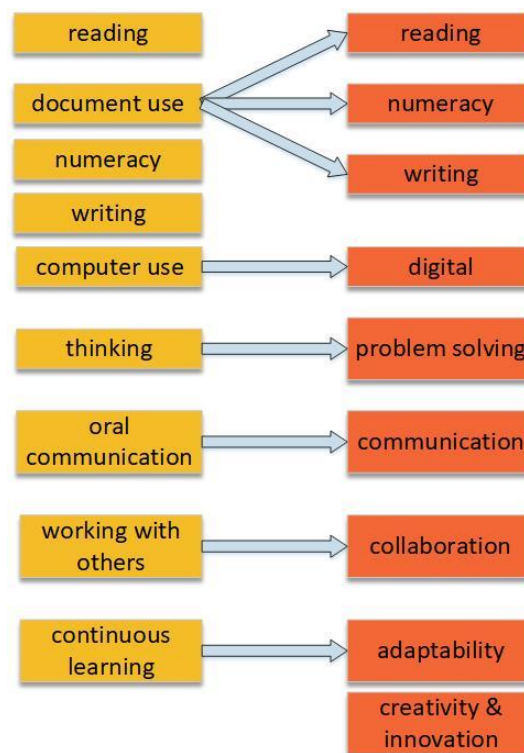


Figure 1 Government of Canada, Skills for Success Model

More information can be found here:

<https://www.canada.ca/en/services/jobs/training/initiatives/skills-success/understanding-individuals.html>

Emerging Skills Overview

In order to keep training current with labour market trends, we have compiled a summary of the research from the Literature Review referenced previously in this document in the chart below.

Emerging Skill	Description of Skill
Self-Learning/Problem-Solving	<ul style="list-style-type: none"> • Self-learners display a willingness to learn and grow, taking initiative to seek out opportunities to build skills and gain competencies • Provides a drive needed to engage or adapt in an environment in a problem-solving way
Collaboration	<ul style="list-style-type: none"> • Using digital tools to work collaboratively is an essential skill in the workplace • A team-player mentality, the ability to provide feedback effectively, and to accept and implement constructive feedback is key
Communication	<ul style="list-style-type: none"> • Written, oral, and digital communication involves how you understand and articulate information • This impacts our ability to deliver meaningful presentations, establish relationships, and articulate your needs and ideas
Adaptability	<ul style="list-style-type: none"> • Given the constant changes to digital skills needed for today’s job market and rapidly changing technologies, adaptability to change and a positive attitude to learning are essential • Adaptability is also essential for effectively collaborating as part of a team or organization
Emotional Intelligence	<ul style="list-style-type: none"> • Emotional intelligence involves the ability to recognize, manage and understand our own emotions as well as the emotions of others • It includes an awareness of our behaviour and its impact on others especially when under pressure