



TERMS OF REFERENCE

Instructional Design Expert to support the development of online training modules for Emergency Medical Services (EMS) in Albania

PROJECT:	SOLIDAR – TOGETHER IN HEALTH EMERGENCIES
Category:	Short-term assignment
Corresponding to Outcome:	Outcome 2: Strengthen Emergency Medical System
Support for Activity:	Activity 2.1.8 Create an e-learning platform for the provision of online trainings for doctors, nurses and other health professionals involved in health/medical emergency.
Period of assignment:	Up to 30 working days within the period from 16.07.2025 – 30.07.2026

1. BACKGROUND

Albania, located in the Western Balkans, is a country in transition, working to develop an open-market economy and democratic governance. Despite progress in health sector reforms aimed at improving service delivery and quality, critical gaps remain in emergency preparedness and response.

The 2019 earthquake and the COVID-19 pandemic exposed weaknesses in Albania's emergency response system, particularly at the primary healthcare (PHC) level. The 2019 earthquake directly affected 11 municipalities, causing significant damage and highlighting the lack of coordination and infrastructure needed to handle large-scale emergencies. The COVID-19 pandemic further strained the healthcare system, disrupting services and increasing mortality rates.

Contributing factors include poverty, inadequate infrastructure, and rapid urbanization, which increase community vulnerability during emergencies. Limited training and insufficient coordination among healthcare institutions further weaken the country's ability to respond effectively.

To address these challenges, the Swiss Government, through the Swiss Agency for Development and Cooperation (SDC) launched the SOLIDAR Project. This four-year initiative aims to strengthen Albania's health emergency preparedness and response system.

The SOLIDAR Project is structured around three key outcomes:

- 1) Strengthening the Health Emergency System by enabling public health actors to engage in effective preparedness and response;
- 2) Strengthening Emergency Medical Services, by providing high-quality care at all levels, with a specific emphasis on Primary Health Care; and
- 3) Strengthening Community Engagement, by fostering a constructive dialogue between citizens, Civil Society Organizations (CSOs), and the Government, thereby building resilience to public health emergencies.

Under Outcome 2, a key priority is the development of a Learning Management System (LMS) and related accredited online training content to support continuous professional development for healthcare professionals in 24/7 Health Centres (HCs) and Municipality Hospitals (MHs). Three distinct but interlinked consultancies will support this effort: an IT service provider to build the LMS platform, a Subject Matter Expert (SME) to develop medical training content, and an Instructional Designer to ensure effective digital learning design and integration.



2. RATIONALE

Instructional Design is a critical component that bridges the gap between technical platform development and subject matter expertise. Without a solid instructional design, training modules risk being ineffective, unengaging, or technically incompatible with the LMS.

The Instructional Designer will collaborate closely and in parallel with:

- The IT company developing the LMS
- The Subject Matter Expert developing the healthcare training content

Together, these actors will ensure that a fully functional, accredited, user-friendly, and sustainable online training system is established for EMS professionals in Albania.

3. ASSIGNMENT OBJECTIVE

The primary objective of this assignment is to provide instructional design expertise for the structuring, formatting, and digital packaging of healthcare training content into LMS-compatible, interactive, and pedagogically effective online learning modules.

4. SPECIFIC OBJECTIVES

The Instructional Design Expert is expected to:

- Translate healthcare training content developed by a subject matter expert into structured, pedagogically sound, and SCORM-compatible e-learning modules, ready for integration into the LMS.
- Design interactive, engaging, and learner-centered online training experiences, based on adult learning principles and aligned with international e-learning standards.
- Ensure that the online modules meet the technical requirements and are fully compatible with the LMS being developed by the IT company.
- Support the pilot testing of the modules and incorporate user feedback to refine the instructional design and learner experience.
- Contribute to the development of a sustainable and replicable instructional design framework for future training content under the SOLIDAR Project.

5. SCOPE OF WORK

The Instructional Design expert will be responsible for the following tasks:

5.1 Instructional design planning

- Review the LMS technical framework and the draft training content developed by the SME.
- Define instructional strategies and course structures based on adult learning principles.
- Document the instructional approach and collaboration workflow in an inception report.

5.2 Learning module development support

- Structure the training content into logical, progressive, and modular online learning journeys.
- Design interactive components, including knowledge checks, quizzes, case scenarios, videos, animations, and multimedia features.
- Define and apply SCORM standards or LMS compatibility requirements.
- Prepare instructional design templates and storyboard formats to guide module development.

5.3 Content integration support

- Work closely with the LMS developer to ensure smooth integration of designed modules into the LMS platform.
- Test module functionality and optimize user experience based on feedback.
- Ensure all finalized training modules meet SCORM-compatible format requirements.

5.4 Collaboration and coordination

- Conduct regular working sessions with the SME and IT company.
- Ensure that content remains technically feasible and pedagogically sound throughout the development.
- Support the development of the first three training modules in collaboration with the SME.

5.5 Quality assurance and finalization

- Pilot selected modules with target users (healthcare professionals) to gather feedback.
- Incorporate revisions based on technical performance and user engagement feedback.
- Produce a pilot integration and revision summary report detailing the feedback received and changes made.
- Produce a final report summarizing the instructional methodology, challenges, lessons learned, and recommendations.

6. DELIVERABLES

In the context of the consultancy service, the following deliverables are expected from the service provider, subject to approval by the SOLIDAR Project:

- Inception report including proposed instructional strategy, digital formats, and collaboration workflow
- Instructional design template and storyboards for module content development, including sample layouts for interactive activities and assessments for online training modules
- First complete drafts of 3 online training modules (in collaboration subject matter expert)
- All finalized training modules (SCORM-compatible format).
- Pilot training integration and module revision report summarizing the feedback received and the revisions made (in collaboration with the subject matter expert and IT Service Company)
- Final report summarizing the methodology, challenges, lessons learned, and recommendations

7. APPROACH

The development of the e-learning solution for emergency medical services under the SOLIDAR Project will follow a parallel and collaborative working approach, bringing together the LMS developer, the Subject Matter Expert (SME), and the Instructional Designer. Each actor will contribute their technical expertise toward the creation of an integrated, accredited, and user-centered online training system. The approach will be guided by the following principles:

- Joint planning and coordination: From inception, the three parties will hold joint sessions—convened by the SOLIDAR Project—to define expectations, timelines, and interdependencies. Coordination with the National Medical Emergency Center (QKUM) and the Agency for Quality Assurance in Health Care (ASCK) will ensure contextual and accreditation alignment.



- Learner-centered and modular design: All modules will follow a modular structure with clearly defined learning outcomes, interactive instructional components, and integrated assessments. Content will reflect the everyday realities of healthcare professionals in 24/7 HCs and MHs.
- SCORM-compliance and LMS compatibility: Training content will be developed and structured in SCORM-compatible format and other LMS-ready formats as needed. The IT company will guide and support SME and Instructional Designer to ensure technical integration is smooth.
- Pilot testing and iterative refinement: A pilot phase will be conducted in selected regions (minimum 3 Health Centres and 2 Municipality Hospitals). Feedback from healthcare professionals will be collected and jointly analyzed by the SME, Instructional Designer, and IT company to refine both platform functionality and training content.
- Accreditation alignment: The SME, supported by the Instructional Designer, will ensure that all training modules meet ASCK standards and contribute to professional relicensing (CME credits).
- Sustainability and usability: The LMS will be equipped with user guidance, admin training, monitoring and evaluation tools, and user support mechanisms to ensure long-term usability by QKUM and other national stakeholders.

8. QUALITY ASSURANCE

The expert must:

- Collaborate with the LMS developer and the subject matter expert throughout the process.
- Ensure compliance with adult learning and instructional design principles.
- Guarantee content accuracy, cultural relevance, and alignment with national/international best practices.
- Ensure adherence to SCORM standards or equivalent LMS-compatibility.
- Conduct rigorous internal review and adapt content based on user and peer feedback.

9. SERVICE PERIOD

The assignment will run in parallel with LMS development and training content creation between 16.07.2025 – 30.07.2026, totalling up to 30 expert days distributed flexibly according to project needs.

The suggested timelines for all deliverables are shown below:

Deliverables	Deadline
Inception report including proposed instructional strategy, digital formats, and collaboration workflow (in collaboration with subject matter expert)	25.08.2025
Instructional design template and storyboards for module content development, including sample layouts for interactive activities and assessments for online training modules	15.09.2025
First complete drafts of 3 online training modules (in collaboration subject matter expert)	19.10.2025
All finalized training modules (SCORM-compatible format).	31.11.2025
Pilot training integration and module revision report summarizing the feedback received and the revisions made (in collaboration with the subject matter expert and IT Service Company)	30.02.2026
Final report summarizing the methodology, challenges, lessons learned, and recommendations	30.06.2026



10. QUALIFICATION AND SELECTION CRITERIA FOR THE EXPERT

The Instructional Designer should meet the following criteria:

- Advanced degree in Instructional Design, Educational Technology, Pedagogy, or related field.
- At least 5 years of experience in instructional design for e-learning, preferably in the healthcare or emergency medical services field.
- Proven experience in developing SCORM-compatible e-learning modules.
- Previous work experience in donor-funded or international development projects is an asset.
- Deep understanding of adult learning methodologies and e-learning principles.
- Expertise with e-learning authoring tools (Articulate, Adobe Captivate, iSpring, etc.).
- Strong coordination and collaboration skills to work across multidisciplinary teams.
- Excellent written and verbal communication skills in English. Knowledge of Albanian is an advantage.

11. LOGISTICS

The expert is expected to use his/her private laptop and software tools.

The expert is expected to work from Tirana or remotely, with regular virtual coordination meetings with the SOLIDAR Project team, the IT company, and the SME. Occasional in-person meetings may be organized in Tirana depending on project needs.

Travel within Albania (if needed) will be arranged and reimbursed according to SOLIDAR project regulations.

12. RESPONSIBILITY OF THE PROJECT

The SOLIDAR Project team will:

- Facilitate access to LMS specifications and SME-developed content drafts.
- Arrange coordination meetings with all parties involved (SME, IT company, project team).
- Monitor progress and ensure alignment across the three actors.

All activities should be conducted in accordance with the requirements and timeline included in these Terms of Reference.