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TERMS OF REFERENCE

AI Capacity Development Consultant - Office-wide Upskilling and Education Section Workflow Support

CONTRACT MODALITY	Individual Consultancy
DUTY STATION	**Kathmandu, Nepal – hybrid with travel**
DURATION OF CONTRACT	**5 months**

Purpose of Assignment

UNICEF Nepal Country Office (NCO) is committed to strengthening the digital capabilities of its workforce by promoting the responsible and effective use of Artificial Intelligence (AI) tools to enhance productivity, collaboration, knowledge management and innovation.

The purpose of this consultancy is to provide AI capacity development to UNICEF Nepal staff through tailored coaching sessions and practical demonstrations that enable staff to confidently integrate AI into their daily work.

The assignment comprises two integrated components as described below:

Part A: provides office-wide AI upskilling and practical coaching.

Part B: provides defined, Education Section-specific support. to assess priority workflows; develop and institutionalize practical AI-enabled workflows, tools, templates and prompt libraries; and strengthen staff capacity for safe and effective AI use, in accordance with the scope of work and deliverables set out in Part B.

Scope of Work

Part A: Under the overall supervision of the Deputy Representative/HR Specialist, the consultant will deliver practical AI coaching, workflow support and related resources for UNICEF Nepal personnel in Kathmandu and Field Offices. The office-wide component will be coordinated by the Learning and Development focal point.

Part B: Under the technical supervision of the Chief of Education, working with designated Education Section staff, while People & Culture will retain overall contract administration. All support must reflect the responsibility and accountability associated with UNICEF-approved AI tools, including human review, accuracy, confidentiality and accountability.

The consultant's assignment will be coordinated by the office Learning and Development focal point, with the Education Section focal point coordinating the detailed work under Part B.

The consultant will be responsible for:

- Conduct a quick survey with all personnel to identify the most critical and prioritized AI and digital learning needs aligned with office priorities and operational needs, referring to the topics under Part A below.
- Provide practical coaching sessions for personnel in different functions and field office locations, based on the survey findings.
- Submit a final report covering lessons learned, participant feedback and recommendations for continuous development and responsible use of AI applications in staff members' work.

- Deliver the Education Section-specific assessment, workflow development, capacity building, tools and deliverables described in Part B and submit a final report.

Key duties and responsibilities

Part A. Office-wide AI upskilling and practical coaching

1. Conduct a quick survey with all personnel to identify priority AI learning needs

2. Deliver Group/Individual AI Coaching training (maximum 1.5 hour for individuals) covering practical applications of AI helping staff improve efficiency in areas listed below:

Topics for Individual Session:
- Writing and editing documents (Drafting reports, concept notes and donor communications)
- Developing presentations (using UNICEF approved software)
- Research, Data analysis and analytics for decision making
- Data visualization
- knowledge management
- AI-assisted content creation
- Translation and editing

Sessions should be practical and based on individual participants' functional/work needs.

Topics for Group Session:
- Meeting summaries, note-taking, automating routine tasks to improve efficiency, and coordinate timely feedback
- Effective AI prompting techniques
- Ethical and secure use of AI within UNICEF policies
- Microsoft Copilot, ChatGPT and other approved generative AI tools
- How to use it for regular work on Microsoft Office programs (Word, Excel, PowerPoint), example automating routine tasks to improve efficiency and optimize coordination processes.
- How to ensure critical review and human oversight of AI-generated outputs.
- Provide participants user-friendly learning tools, resources, materials including prompt guides, links to sites, tutorial videos on use of the AI solutions for continued self-learning
- Compile Frequently Asked Questions (FAQs) for continued reference by participants

Proposed methodology for the group sessions to be discussed at the consultant's inception meeting.
Option1 – Hybrid (Combining Kathmandu and Field office staff members maximum 30 participants in each group)
Option 2 – In-person in Kathmandu (30 participants maximum per session) and in-person in field office locations.

Part B. Education Section-specific AI workflow and capacity support

Part B forms an integral component of this assignment and will be delivered alongside Part A. It is not contingent on a subsequent contract amendment. The Education Section will identify a focal person to coordinate the work, review technical outputs and support performance assessment for this component.

Background and justification

UNICEF Nepal's Education Section supports the Government of Nepal and education sector stakeholders in implementing the School Education Sector Plan (SESP) 2022-2032 through technical assistance, policy dialogue, evidence generation, programme implementation, coordination and monitoring.

The Section manages a diverse portfolio covering sector planning and financing, system strengthening, Early Childhood Education and Development and school readiness, climate-resilient education, foundational learning,

inclusive education, skills development and alternative learning pathways, among other areas.

The consultant will help the Section use AI, where appropriate, to improve efficiency, quality and consistency across the following functions:

- Preparation of technical reports, briefing notes, concept notes and donor reports.
- Analysis and synthesis of policy, programme, monitoring and other relevant data and evidence.
- Development of presentations, visual products and communication materials.
- Knowledge management, document organization and retrieval.
- Meeting preparation, documentation and action tracking.
- Programme planning, monitoring and reporting processes.
- Evidence-informed decision-making.
- Collaboration within the Education Section, with other UNICEF sections and UN agencies, and with external partners.

Specific objective

Strengthen the Education Section's responsible and effective use of AI to improve programme management, technical assistance, coordination, reporting, knowledge management and evidence generation. The consultant will prioritize use cases, establish practical workflows and develop reusable guidance, tools and staff capacity.

B1. Assessment and opportunity mapping

- Consult Education Section staff to understand current workflows, challenges and opportunities, including the needs of field office-based education staff.
- Review processes for programme planning, reporting, monitoring, donor reporting, knowledge management, communications and coordination.
- Identify and prioritize areas where AI tools can improve efficiency, quality and consistency.
- Assess current staff competencies and capacity gaps related to AI.

B2. Development of AI-enabled workflows and tools

- Develop practical AI-supported workflows tailored to key Education Section functions.
- Create standardized prompt libraries, templates and guidance for recurring tasks, including donor reporting, briefing notes, concept notes, presentations, meeting summaries and action tracking, policy and document analysis, data synthesis and interpretation, communication and advocacy products, and knowledge management and document retrieval.
- Develop practical guidance on combining AI tools with Microsoft 365 applications and other UNICEF-approved digital platforms.
- Recommend productivity and quality-assurance measures that ensure compliance with UNICEF standards.

B3. Capacity building and coaching

- Design and facilitate practical training sessions for Education Section staff, including field office-based education personnel.
- Provide hands-on and one-to-one coaching on the use of AI tools for programme management and technical work.
- Demonstrate real-life use cases using Education Section products and workflows.
- Develop guidance on responsible and ethical AI use in line with UNICEF policies and standards.
- Recommend a sustainable approach for integrating AI into routine Education Section operations.

Methodology and working arrangements

The consultant will work closely with the Chief of Education and designated Education Section staff and will provide regular progress updates. The work will combine remote and in-person support. All Part B deliverables will be submitted in English and in editable formats.

Part B is allocated 30 working days within the overall contract period. Its deliverables will be technically reviewed and approved by the Chief of Education or a designated Education Section focal point. The planned funding source for Part B is the GPE System Capacity Grant, with a ceiling of USD 9,800.

3. Ethical considerations

The consultant shall ensure that all AI demonstrations, tools, and recommendations:
• Ensure that each AI solution and tools comply with UNICEF's information security and data protection standards, digital transformation principles and knowledge management guidelines.
• Promote responsible, transparent, and ethical use of AI.
• Avoid the use of confidential or personally identifiable information in public AI platforms.
• Use UNICEF-approved digital platforms for virtual coaching sessions where applicable.

4. Expected results

At the completion of the assignment:

a) UNICEF Nepal staff demonstrate increased confidence in using AI tools for their daily work.

b) Staff apply AI responsibly to improve efficiency, coordination and quality of work outputs including reporting, data analytics, visualization, presentations etc in line with the areas of learning identified.

c) Participants understand good prompting techniques and ethical AI practices.

d) Practical AI learning resources/tools are available for future reference.

e) Recommendations are provided for sustaining AI capacity development across UNICEF Nepal.

f) Summarized participant's evaluation feedback and next asks.

g) Senior management receives an evidence-informed assessment and recommendation of where AI may add value to office-wide processes, where additional safeguards are required and where AI should not be used.

h) Education Section staff use agreed AI-enabled workflows and tools responsibly in recurrent programme and technical tasks.

i) An Education Section AI workflow package - including prioritized use cases, prompt libraries, templates and guidance notes - is available in editable formats for continued use.

j) Recommendations and a practical sustainability roadmap are available to guide responsible, quality-assured AI adoption within the Education Section.

Work Assignments Overview	**Deliverables/Outputs**	**Delivery deadline to complete the deliverable**
Inception and planning Conduct quick survey to identify priority topics for the AI training. Prepare and submit AI training plan based on the survey result including learning modules and schedules	**Deliverable 1** – Submission of plan including agreed learning modules and schedules for group sessions	05/10/2026

for group sessions		
Office-wide Group AI Training Conduct three practical group training sessions for Kathmandu Office.	**Deliverable 2** – All three Group AI training sessions completed	30/11/2026
Conduct four practical group training sessions for each four field Offices.	**Deliverable 3** – Group AI training sessions completed for all field offices	30/11/2026
Deliver individual AI Coaching for interested personnel (One and half hour each participant)	**Deliverable 4 –** Individual AI coaching completed for interested personnel	15/12/2026
Final reporting	**Deliverable 5 –** Final consultancy report submitted, covering staff coached, topics, participant feedback, lessons learned and recommendations for sustaining office-wide AI capacity.	15/01/2027
Part B - Inception and Education Section planning	**Deliverable 6 –** Approved inception note with workplan, methodology, Education Section assessment framework and training/capacity-development strategy.	30/10/2026
Part B - Assessment and opportunity mapping	**Deliverable 7 –** Education Section workflow assessment and prioritized AI opportunity/use-case map, covering current processes, capacity gaps, risks and recommended priorities.	05/11/2026
Part B - Practical training and coaching	**Deliverable 8 –** Practical training sessions and hands-on/one-to-one coaching completed for Education Section staff, including field office-based education personnel, using relevant Education Section workflows and products.	31/12/2026

Part B - AI workflow package	**Deliverable 9 –** Editable AI workflow package submitted, including prioritized use cases, standardized prompt library, templates, guidance notes, quality-assurance measures and recommended applications for Education Section functions.	20/01/2027
Part B - Final report and sustainability roadmap	**Deliverable 10 –** Final report submitted with recommendations, training materials, feedback and a sustainability roadmap for responsible AI adoption in the Education Section.	28/02/2027

Payment Schedule:

Payment will be made on submission and acceptance of deliverables. UNICEF reserves the right to withhold payment in case the deliverables submitted are not up to the required standard or in case of delays in submitting the deliverables on the part of the consultant.

Important Notes

- Individuals engaged under a consultancy or individual contract will not be considered "staff members" under the Staff Regulations and Rules of the United Nations and UNICEF's policies and procedures and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.
- The selected candidate is solely responsible for ensuring that the health insurance (and visa if applicable) required to perform the duties of the contract are valid for the entire period of the contract. Selected candidates are subject to confirmation of fully-vaccinated status against SARS-CoV-2 (Covid-19) with a World Health Organization (WHO)-endorsed vaccine, which must be met prior to taking up the assignment. It does not apply to consultants who will work remotely and are not expected to work on or visit UNICEF premises, programme delivery locations or directly interact with communities UNICEF works with, nor to travel to perform functions for UNICEF for the duration of their consultancy contracts.
- UNICEF offers reasonable accommodation for consultants with disabilities. This may include, for example, accessible software, travel assistance for missions or personal attendants. We encourage you to disclose your disability during your application in case you need reasonable accommodation during the selection process and afterwards in your assignment.

QUALIFICATIONS / SPECIALIZED KNOWLEDGE / EXPERIENCE/ COMPETENCIES (CORE/TECHNICAL/FUNCTIONAL) / LANGUAGE SKILLS REQUIRED FOR THE ASSIGNMENT

- **Education:** Masters in –
    - Artificial Intelligence
    - Computer Science
    - Information Technology
    - Digital Transformation
    - Learning and Development
    - Educational Technology
    - Knowledge Management or a related discipline
    - Software engineering
- **Work Experience:**
    - Minimum five (5) years of relevant professional experience in AI, digital transformation, organizational learning or technology adoption.
    - Demonstrated experience delivering AI training and coaching to professionals.
    - Experience designing tailored learning interventions.
    - Experience supporting UN agencies or international organizations is desirable.
    - Experience supporting education, public policy, research or development programming is desirable.
    - Strong practical knowledge of Microsoft Copilot, ChatGPT and other generative AI platforms.
    - Familiarity with responsible AI principles and data privacy considerations.
    - Demonstrated experience in AI-enabled workflow design, knowledge management or productivity improvement for knowledge-intensive functions.
- **Language Requirements:** Fluency in English is required. Working knowledge of Nepali is desirable.
- **Knowledge/Expertise/Skills:**
    - Strong facilitation and coaching skills
    - Excellent communication and interpersonal skills
    - Ability to simplify complex AI concepts
    - Adult learning and instructional design expertise
    - Strong client orientation
    - Results-focused approach
    - Innovation and continuous learning mindset