



Annex A **Scope of Work**

1. Background

The National Department of Health (NDoH) is strengthening dissemination of the 2026 HIV Consolidated Guideline updates by expanding its training modalities to reach frontline clinicians more effectively. WhatsApp-based microlearning is an additional modality to reinforce key messages and increase participation among frontline clinicians. This approach complements existing in-person Training of Trainers (ToT) and webinar modules hosted on the Knowledge Hub, creating a multi-channel system for rapid, accessible guideline uptake.

To scale this modality nationally, the NDoH will adopt a decentralised training approach in which Department trainers from Regional Training Centres (RTCs), provinces, districts, and sub-districts will facilitate WhatsApp learning groups. This enables rapid reach across facilities while maintaining Department leadership and technical consistency.

Project Goals and Targets

- Strengthen dissemination of the 2026 HIV Consolidated Guideline updates to frontline clinicians through a 12-session WhatsApp-based microlearning module.
- Reinforce key clinical messages using short, practical learning sessions that complement existing ToT and webinar training.
- Expand reach across provinces, districts, and facilities through decentralised facilitation by RTC and Department trainers.
- Ensure clinicians can access guideline updates without disrupting service delivery, travel requirements, or reliance on computer-based platforms.
- Deliver two WhatsApp microlearning groups, including one ToT group, between November 2026 and March 2027, with bi-weekly sessions over six weeks.

Approach

The project will use a structured, Department-led decentralised training model. Using pre-developed and NDoH-approved materials, Department trainers will:

- Establish WhatsApp learning groups for clinicians at provincial, district, or facility levels.
- Deliver the 12-session guideline update module using case-based lessons, polls, images, and voice notes.
- Facilitate short discussions to clarify implementation questions while maintaining focused, time-efficient sessions.

This approach leverages existing WhatsApp groups from previous microlearning modules - 6MMD (2,285 participants), TPT (2,964 participants), and Re-engagement (1,997 participants) - to support rapid recruitment and scale-up. CHAI and NDoH will lead recruitment and group creation, ensuring alignment with national training systems.

Role of the Independent Contractor

The Independent Contractor will lead the design, development, and initial delivery of the



WhatsApp-based microlearning module, ensuring technical accuracy, usability, and alignment with national priorities. Responsibilities include:

- Developing the overall plan for module creation and delivery in collaboration with NDoH, CHAI, and provincial training teams.
- Determining key learning points and sequencing sessions with technical and clinical specialists.
- Designing the full 12-session module, including two rounds of revisions and structured reviews.
- Creating an organised online folder containing the module, JPEGs, voice notes, and FAQs for national use.
- Delivering the module to RTC trainers, key NDoH staff, and implementing partner trainers through one WhatsApp group.
- Training Department trainers on DIY delivery of the module and forming a ToT WhatsApp microlearning group.
- Running practice sessions with nine facilitator groups and providing ongoing mentoring, troubleshooting, and content support.
- Assisting Department trainers with sign-up surveys and WhatsApp group link setup.
- This role ensures high-quality content development, smooth initial delivery, and strong capacity building for Department-led scale-up.

Expected Outcomes

- A fully developed, NDoH-aligned 12-session WhatsApp microlearning module on guideline updates.
- Strengthened national capacity to deliver microlearning through trained RTC and Department trainers.
- Increased clinician participation and improved access to guideline updates across rural and urban facilities.
- A standardised set of training materials (including FAQs, images, and voice notes) available for ongoing use.
- Two WhatsApp microlearning groups successfully delivered (including ToT), with bi-weekly sessions over six weeks.
- Improved consistency and speed of guideline dissemination through mobile-based learning.

2. Timeline and Contractor Deliverables:

Deliverable(s):	Party Completing Deliverable(s)	Estimated date of Completion:
Finalised lesson plan for the 12-session microlearning module.	Contractor	30 October 2026
Finalised 12-session guideline update module.	Contractor	30 October 2026
Shared online folder containing the module, JPEGs, voice notes, and FAQs for national	Contractor	30 October 2026



use.		
Delivery of the national 12-session module.	Contractor	1 November 2026 - 15 February 2027
Training session for Department of Health trainers on DIY delivery of the module.	Contractor	15 February 2027 - 28 February 2027
Practice sessions with provincial facilitator groups.	Contractor	15 February 2027 - 15 March 2027
Ongoing mentoring and troubleshooting support for facilitators and trainers, including assistance with sign-up surveys and WhatsApp group links	Contractor	15 March 2027 - 31 May 2027

3. Reporting Requirements. Contractor shall furnish to CHAI Project Manager, Kabelo Segwele, in line with the following schedule:

Report Type	Reporting period	Submission Deadline
Finalised Microlearning Guideline update modules	20 October 2026 - 30 October 2026	30 October 2026
Finalised folder with module, jpegs, voice notes for use	20 October 2026 - 30 October 2026	30 October 2026
Attendance Register for delivery of national 12 session module to RTC trainers/key NDoH and Implementing Partners trainers (one WA group delivery)	1 November 2026 - 15 February 2027	15 February 2027
Attendance registers for the DIY delivery of module to RTC trainers/key NDoH and Implementing Partners trainers (one WA group delivery)	15 February 2027 - 28 February 2027	28 February 2027
Attendance register of practice session with provincial groups of facilitators	15 February 2027 - 15 March 2027	15 March 2027
Report on support for DoH trainers to set up sign-up surveys/WA group links mentoring support using WA facilitator group including trouble-shooting and answering content questions	15 March 2027 - 31 May 2027	31 May 2027

Contractor shall also include in any report to CHAI such other information that CHAI may request during a Reporting Period.