Terms of Reference (ToR) for Partner Hubs on the GATEWAY Program

1. Background

The Nigeria GATEWAY Program is an initiative designed to equip 400,000 young Nigerians, especially women, persons with disabilities (PWDs), and displaced youth with the skills and tools necessary to access dignified gig work opportunities. A critical component of the program is its Mentorship and Community Learning phase, which connects participants to in-person peer learning groups, mentorship sessions, and access to learning tools through local innovation hubs and CBT centres in 10 selected states (Abuja (FCT), Enugu, Delta, Edo, Kaduna, Kano, Lagos, Ogun, Oyo, and Rivers).

To implement this, the program will partner with 20 qualified hubs (2 per state) to serve as Community Learning and Access Points. This ToR outlines the roles, expectations, eligibility criteria, and support framework for participating hubs.

2. Objectives of the Partnership

- To provide participants with physical access to safe, inclusive, and well-equipped learning environments.

- To enable peer-to-peer learning, coaching, and mentorship through structured community sessions.

- To facilitate access to learning tools (computers, software, internet) through a voucher-based system.

- To support the ongoing monitoring of learner progress and safeguarding compliance.

- To host monthly community learning activities

3. Scope of Work

Partner hubs will be required to:

1. Host in-person peer learning groups, segmented by study area and learning pathway (skilled/unskilled).

2. Engage Learning Community Coordinators (LCCs), who will be vetted and approved by the program team, to support the delivery of community learning activities.

3. Support Learning Community Coordinators to:

    o Facilitate community learning activities.

    o Track participant attendance and engagement.

    o Coordinate monthly in-person events.

4. Provide access to learning tools (computers, essential software, and reliable internet) to voucher-bearing participants.

5. Accept and verify vouchers, grant access to resources, and track usage for reimbursement.

6. Conduct and implement findings from a Disability Access Audit, with support from the program, to ensure full accessibility for participants with physical, hearing, and visual impairments.

7. Ensure a harassment-free, safe, and inclusive environment that particularly supports the participation of women, PWDs, and displaced youth.

8. Implement safeguarding protocols, including:

   o Site access controls.

   o Protection of user privacy.

   o Monitoring of internet access to prevent inappropriate content.

9. Maintain participant usage and learning data for program monitoring and decision-making.

10. Facilitate or host webinars featuring successful gig workers and experts, where possible.

4. Selection Criteria

Partner hubs will be selected based on their ability to meet the following criteria:

A. Facility Quality

- Availability of well-ventilated and secure physical spaces conducive to learning.

- Reliable electricity supply or backup power systems (uninterrupted power between 8:00 am and 5:00 pm, Mondays to Saturdays).

- A minimum of 100 computers with up-to-date operating systems and essential software.

- Fast and stable internet connectivity (at least 100mbps).

B. Accessibility & Inclusion

- Location easily accessible to youth, women, displaced populations, and persons with disabilities.

- Willingness to undergo and implement recommendations from a disability access audit (e.g., ramps, signage, assistive technology).

- Experience or infrastructure to support users with visual or hearing impairments (screen readers, sign language interpreters, etc.).

C. Safeguarding and Safety

- Willingness to adopt the program's safeguarding policies and training.
- Ability to ensure a secure and harassment-free environment.

D. Community Engagement Capacity

- Proven track record of facilitating youth-focused learning or development programs.

- Ability to coordinate peer-learning sessions and community events.

- Strong local presence and connections to attract and support participants.

5. Implementation Timeline

- Participant access to vouchers begins in January 2026

- Monthly community learning events commence from February 2026.

- Partnership duration is expected to cover the full program cycle (up to 6 months of voucher usage per participant on average).

6. Support Provided by the GATEWAY Program

- Monthly learning tool vouchers redeemable at hubs for access to devices, internet, and software.

- Support for conducting disability access audits and implementing improvements.

- Payment for Learning Community Coordinators and facilitation tools.

- Templates for safeguarding policies and compliance monitoring.

- Technical support for tracking voucher redemption and usage.

7. Remuneration

- Hubs will be reimbursed based on the number of validated vouchers redeemed.

- Payment will be made for adjustments for people with disabilities.

- Payment will also be made for 1 learning community coordinator per hub and community events.

- Payment will be made monthly, following reconciliation of usage data and participant progress reports.

8. Reporting and Accountability

Partner hubs will be required to:

- Submit monthly reports on voucher usage, participant attendance, and safeguarding compliance.

- Cooperate with spot checks, audits, and participant feedback mechanisms.

- Participate in periodic coordination meetings with the Program Implementation Team.

9. Expression of Interest

Interested hubs are invited to complete the expression of interest form.