DATA COLLECTION

QUALITY ASSURANCE SURVEILLANCE PLAN

Submission:

Contract Number:

Activity Start Date and End Date:

COR Name:

HOW A GREAT QUALITY PLAN CAN TRANSFORM YOUR INCLUSIVE EVALUATION PRACTICES

Quality Assurance Surveillance Plan

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ACRONYMS

1   OVERVIEW

Background

Explain who you are and who is involved in the evaluation, who commissioned the evaluation, and the use of it

Purpose

The Project Manager, Senior Education Researcher and Evaluation Coordinator will develop and follow a Quality Assurance Surveillance Plan (QASP), which was developed in collaboration with [fill in evaluation commissioner and stakeholders].

Quality Assurance (QA)

The maintenance of a desired level of quality in a service or product, especially by attending to every stage of the process of delivery or production. The oversight process, which includes adherence to standards and guidelines, or the arrangements / activities meant to safeguard, maintain, and promote quality of services or a product.

The QASP will guide quality assurance across all elements of the research process. The detail of implementing the fieldwork and administrating the instruments is detailed in the Fieldwork Manual.

2   QASP ROLES

The roles regarding the development and implementation of the QASP:

USAID

Contracting Officer Representative (COR)

Khulisa

Project Director

Project Manager

Data Manager

Evaluation Specialist

Statisticians

Experts

Fieldwork Manager

Fieldworkers

3   STRUCTURE OF THE QASP

[Fill in the sections of the QASP here]

The quality standards presented in Annex 1 are organized across the project phases and activities of the evaluation process. The QASP will guide quality assurance across all elements of the evaluation process.

4   IDENTIFICATION OF RISKS AND COURSE CORRECTION

The project activities, outputs or deliverables identified as not compliant with the quality standards set forth in this QASP will be investigated by the Project Director and Project Manager. All identified issues will be investigated and corrective action taken.

Each cause and risk will be addressed through the set of actions described below:

1. ***Technical implementation risks [add in your risk and response]***

2. ***Low qualifications or performance of Key Personnel**. [add in your risk and response]*

3. ***Low qualifications or performance of other local full-time staff. [add in your risk and response]***

4. ***Low qualifications or performance of the Khulisa home office staff**. [add in your risk and response]*

5. ***Low qualifications or performance of the partners**. [add in your risk and response]*

6. ***Budget overrun or shortage of resources**: [add in your risk and response]*

The table below highlights additional threats to data collection and possible mitigating actions that will be taken.

Table 1. Mitigating Actions to Data Collection Threats

Threats during Fieldwork	Potential Mitigating Actions
Fieldworkers falsifying data	• Measure survey completion times using timestamps • Use in-built data validation checks in the software • Use Geo-location function on tablets
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Additional risks not envisioned above, but identified during project implementation, will be addressed by the Evaluator using an adaptive management approach to identify workable solutions.

5 ETHICS, CONFIDENTIALITY AND DATA PROTECTION

The QASP includes details on how ethics will be upheld, confidentiality maintained and data protected.

[see link to Khulisa Data Protection blog xxxxxx]

6 STAKEHOLDER INPUT AROUND QUALITY

Khulisa will closely work with experts or specialists among USAID, DBE and partners during the delivery of the services to ensure quality processes are designed and implemented, and outputs are of high quality and relevant to the users.

Khulisa will seek stakeholder feedback on their satisfaction with all surveys/research and learning/dissemination products and services. This feedback will serve as a basis for establishing the overall performance of the partners.

ANNEX 1: QUALITY STANDARDS

1.	**PROJECT MANAGEMENT – GENERAL QUALITY STANDARDS**	
1.1	**Documentation**	Relevant templates are used for all project documentation.
1.2	**Meetings** (face-to-face, telephonic and/or virtual)	Agendas are prepared for all meetings and sent ahead of time to all meeting participants.
1.3	**Workplan and Budget**	Workplans include: key steps and deliverables, project timelines and designated responsibilities.
2	**RESEARCH PREPARATION – GENERAL QUALITY STANDARDS**	
2.1	**Methodology and Approach**	The survey/research protocol/methodology will be designed collaboratively with relevant stakeholders.
2.2	**Tool/Instrument Development**	The design of tools/instruments will incorporate global standards for education-related indicators and questions.
2.3	**Tool Translation**	Translation of tools/instruments administered by the evaluation team/fieldworkers will be undertaken by the language experts.
2.4	**Ethics (Institutional Review Board) Clearance**	The DBE is mandated by laws to have oversight on program implementation in schools.
2.5	**Upholding ethical practices across the assignment**	All research will be conducted within the internationally acceptable moral imperatives, ethical principles and national legal framework, including honesty in all aspects, accountability in the conduct of research, professional courtesy and fairness in working with others, and good stewardship of research on behalf of others (refer to the Singapore Statement) and respect for persons, beneficence (treat people in ethical manner and secure their wellbeing), and justice (fairness).
3	**STAFFING AND TRAINING – GENERAL QUALITY STANDARDS**	
3.1	**Staffing**	Fieldworker (data collector) recruitment is undertaken in a competitive and transparent manner, to ensure the most appropriate candidates are selected.
3.2	**Training**	All training activities have clearly articulated training objectives, training materials and agendas.
4	**DATA COLLECTION PROTOCOLS – GENERAL QUALITY STANDARDS**	

4.1	Fieldwork Logistics	A tool/instrument implementation strategy will be developed to guide all stages of the data collection process.
4.2	Fieldwork Ethics	Consent (and the written recording of the consent) must be obtained without participant coercion prior to the administration of tools.
4.3	Maintaining COVID-19 protocols during Fieldwork	Before leaving the overnight or home accommodation, before entering the school premises, while on school premises, and when leaving the school premises.
4.4	Fieldwork monitoring and compliance	Fieldwork Supervisors must observe fieldworkers as they conduct interviews and other measures, noting errors and misconceptions, and taking remedial action where necessary.
4.5	Management of electronic devices	Electronic devices will be clearly numbered and labelled prior to being allocated to Supervisors and Fieldworkers.
4.6	Data Quality and Security	Fieldworkers will be trained to ensure tools/instruments are completed accurately while at the school as per the Fieldwork Manual.
5	**DATA CLEANING AND ANALYSIS – GENERAL QUALITY STANDARDS**	
5.1	Data Consolidation and Cleaning of primary data	The original data set(s) is downloaded to the secure a server and saved.
5.2	Consolidation of secondary data	Sources of secondary data will be documented and basic data quality investigations will be conducted prior to using the data in any analysis.
5.3	Data Analysis Plans	A methodology plan and study protocol will be developed by the sub-consultants and senior researchers to guide the evaluation and research.
5.4	Data Analysis	Only copies of the cleaned data set(s) will be used for analysis.
6	**REPORT/ LEARNING BRIEF PRODUCTION – GENERAL QUALITY STANDARDS**	
6.1	General	Feedback from stakeholders and reviewers will be documented, using a tracking or comments matrix.
6.2	Preliminary Findings	Prior to drafting a report/learning brief, preliminary findings will be shared with DBE and USAID (and other relevant stakeholders).
6.3	Draft Report Learning Brief	The draft report/learning brief will be based on feedback from the presentation of preliminary findings and these feedback items are documented in a comment or tracking matrix.

6.4	Final Report / Learning Brief	The final report/learning brief is based on stakeholder feedback and Khulisa's actions documented in a comment or tracking matrix.
7	**DISSEMINATION – GENERAL QUALITY STANDARDS**	
7.1	Disseminated Products	Disseminated information meets the standards of quality and provide information that is accurate, reliable, clear, complete, unbiased, and useful to targeted audiences
8	**LEARNING EVENTS (meetings, workshops, and conferences) – GENERAL QUALITY STANDARDS**	
8.1	Learning Events	Invitations to events are issued with enough lead time to allow for maximum attendance/ participation.