

TERMS OF REFERENCE

Consulting services to provide support to the NAQAER in the development of questionnaires for online surveys in order to facilitate the process of self-evaluation / evaluation of the educational services by various stakeholders in compliance with existing education standards.

1. BACKGROUND

Moldova Education Reform Project (MERP) is a World Bank-financed Project to be implemented, between April 2013 and April 2022.

The total cost of original credit is SDR 26.1 million (US\$ 40 million equivalent). The Additional Financing (AF) in the amount of SDR 7.1 million (US\$ 10 million equivalent) is provided to the Republic of Moldova in support of Moldova Education Reform Project.

The MERP supports the Government of Moldova (GoM) reform program by financing activities that will strengthen the quality of education and lead to a more efficient education sector. Through this Project, the World Bank supports the GoM in implementing the needed reforms, which include initiatives for:

- Improving learning conditions in targeted schools;
- Strengthening the education monitoring systems;
- Promoting efficiency reforms in the education sector.

MERP's focus is to support interventions that would lead to improvements in the quality and efficiency of primary and general secondary education. Specifically, the AF would allow the Ministry of Education, Culture and Research (MoECR) to expand the coverage and depth of selected activities already initiated under MERP, such as teacher and school managers' training, participation in Programme for International Student Assessment (PISA), and development of an additional module to Education Management Information System (Technical and Vocational Education Training module) and roll-out of the preschool module.

The objective of the Project is to improve learning conditions in targeted schools and strengthen the Recipient's education monitoring systems, while promoting efficiency reforms in the education sector.

The MERP has three components:

- A. "Strengthening the Quality of Education",
- B. "Improving the Efficiency of the Education Sector"
- C. "Improving the Ministry of Education, Culture and Research's Capacity to Monitor the Reform".

Under the Component A, the MERP-AF supports efforts to develop the capacity of the National Agency for Quality Assurance in Education and Research (NAQAER), the institution under the MoECR responsible for assessing general education, accrediting institutions and assuring quality in general education by monitoring policy implementation and supporting teachers and directors. The NAQAER is responsible for assuring quality in all education institutions in Moldova.

One of the objectives of the NAQAER is to create optimal conditions for the involvement of providers and beneficiaries of educational services in the process of self-evaluation and evaluation.

The NAQAER intends to create an online platform that will contain several sets of questionnaires (for students, parents, teachers) that can be applied in order to evaluate different aspects of educational services in accordance with existing standards. People who would like to use questionnaires will notify NAQAER and after receiving the access they will have the possibility to select questionnaires, depending on the subject being evaluated. After collecting the data, the platform will generate the statistical report and offer suggestions for data interpretation.

In this context, MoECR intends to hire an individual consultant to support the NAQAER in developing questionnaires for online surveys to facilitate the process of self-evaluation / evaluation of the

educational services by various stakeholders (school managers, teachers, students, parents, etc.) in compliance with existing education standards.

2. OBJECTIVE

The general objective of the assignment is to provide support to the NAQAER in the development of questionnaires for collecting the opinions of different educational actors (teachers, students, parents, school managers, etc.) on the compliance of education institutions, school managers and teachers with the standards approved by the MoECR.

3. SCOPE OF WORK

In order to achieve the objective, the consultant shall perform the following tasks:

Task 1. Determine, based on the analysis of education standards approved by the MoECR and methodologies and evaluation tools applied by NAQAER, the areas and aspects of standards, which will be evaluated through the questionnaires to be applied online.

Task 2. Elaborate recommendations for drawing up, verifying and validating the questionnaires for collecting opinion from educational actors (students, parents, teachers, management staff, etc.) in order to evaluate different aspects of the quality in education[A1][A2][A3][A4].

Task 3. Deliver one-day workshop to NAQAER staff (10 persons) in order to improve their capacity to develop efficient tools for collecting opinions of different educational actors on multiple aspects of educational services.

Task 4. Analyze questionnaires developed by NAQAER staff and provide feedback, in order to improve the developed tools and specific skills of the NAQAER staff.

Task 5. Develop a Guide for the online platform[A5][A6] users. The Guide will contain practical recommendations for: a) selection and application of questionnaires (relevant for specific stakeholder and standard/aspect of educational services) and b) interpretation of collected data.

4. DELIVERABLES

The Consultant shall submit to the National Agency for Quality Assurance in Education and Research and to the Ministry of Education, Culture and Research (MoECR) the following deliverables:

1. Progress report, including:

- List of areas and aspects of standards for which it will be possible to collect data through online questionnaires,
- Set of recommendations for NAQAER staff regarding the elaboration, verification and validation of the questionnaires for educational actors (students, parents, teachers, management staff, etc.) and suggestions for checking their effectiveness,
- The agenda of one-day workshop for NAQAER staff (10 persons)
- Report on the delivered workshop for NAQAER staff with suggestions of procedures that shall be applied to ensure the efficiency of the opinion collection tools process.

2. Final report, including:

- Report on the analysis of the opinion collection tools developed by the NAQAER staff, including suggestions for improving these tools.
- Guide for on-line platform users, which will contain practical recommendations regarding: a) selection and application of questionnaires and b) interpretation of collected data.
- Report on suitability from the sociological point of view on the use of[A7][A8] software applied for collecting and processing data on the quality of educational services[A9][A10].

All deliverables shall be developed in Romanian languages and shall be submitted electronically and in hard-copy.

5. QUALIFICATION REQUIREMENTS

The Consultant should meet the following minimum requirements:

- A university degree in sociology, education studies, psychology or related fields. A Master's degree would be an asset;
- At least 5 years of experience in development of the methodology for surveys in sociology, including experience in development and validation of data collecting tools;
- Experience in development of data collection tools for online platforms would be an asset;
- Experience in conducting studies in the education sector would be an asset;
- Proven experience in developing training materials and delivering training programs in the area of development and validation of data collecting tools;
- Work experience with international projects would be an asset;
- Excellent technical writing skills in Romanian;
- Experience with Microsoft Office package (Word, Excel, Power Point, etc.)

6. DURATION OF THE ASSIGNMENT

This consultancy is expected to begin in **February 2020** and will last until the **end of May 2020**.

7. REPORTING REQUIREMENTS

The Consultant will submit to the NAQAER and MERP Project Management Team the reports developed in Romanian as following:

Reports	Deliverables	Submission Deadline	Approval by
Progress Report #1	(1) List of areas and aspects for which it will be possible to collect data through online tools; (2) Set of recommendations for NAQAER staff regarding the development, verification and validation of the opinion collection tools (questionnaires) from educational actors (students, parents, teachers, management staff, etc.) and suggestions for checking their effectiveness; (3) The agenda of the workshop for NAQAER staff (for 10 persons). (4) Delivered workshop for NAQAER staff with suggestions of procedures that shall be applied to ensure the efficiency of the opinion collection tools process.	6 weeks from the contract signing date	MoECR and NAQAER

Final Report	<p>(5) Analysis of the opinion collection tools, developed by the NAQAER staff, including suggestions for improving these tools;</p> <p>(6) Guide for the platform users, which will contain practical recommendations regarding: a) selection and application of data collection tools and b) interpretation of collected data;</p> <p>(7) Sociological correctness of the software applied for collecting and processing data on the quality of educational services.</p>	16 weeks from the contract signing date	MoECR and NAQAER
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7. INSTITUTIONAL ARRANGEMENTS

The consultant will work under the direct supervision of the National Agency for Quality Assurance in Education and Research and all the activities will be coordinated with this Agency. The consultant will collaborate with IT consultant hired under MERP in the process of developing, piloting and adjusting the online platform.

The MoECR and NAQAER will provide the Consultant with all Project documents deemed necessary for assignment accomplishment.

The MERP coordinator will oversee the tasks performed by consultant.