Standard for Quality Consultancy
Problem statement KNCV

- Technical Assistance is our core business
- A fast growing organization with new people coming in
- Lack of a common approach and common standards
  - needs for more uniform quality TA
- Standard for Quality TA is necessary to achieve our ambitions and maintain our international position
  - Maintaining quality
Problem statement international

- Increased TA demand with limited capacity to provide quality.
- Increasing number of independent consultants without backup of organizations
  - Common philosophy
  - Quality controlled
- Increasing number of specialized areas linked to TB requiring specific capacity
- Increasing complexity of coordination
Issues to consider

- Who is the client and who is the beneficiary
- NTP is beneficiary and sometimes client
- Donor as client
  - Expectations donor versus NTP needs
- Technical partner as client
  - Expectations partner versus organization philosophy
- What is the relation consultant-client-beneficiary
KNCV Organizational Philosophy On Technical Assistance

- National Strategic Plan as starting point
- Long term strategic support. Short term with specific output (quick result)
- TA involves continuous capacity building
- M&E of technical assistance output and impact
- Developing into a learning organization
- Build TA capacity
What steps to follow
The preparation

- Develop TOR
  - Coming from NTP, client, beneficiary or consultant?
  - Agreement by all stakeholders

- Approved purpose, objectives and deliverables
  - Method of the consultancy
  - Who is the counterpart during the visit
  - Time line of deliverables
  - Roles of consultants if there are more
  - List of documents to be read

- Read the relevant documents/web sides
- Distribute TOR to relevant people + travel notification
- Bring questionnaire, guideline, PR materials etc
Country visit

- Briefing with the client beneficiary
  - Introduction
  - Re-confirm TOR, methodology, deliverables
  - Finalize itinerary
  - Discuss major issues

- Data collection
  - Interviews based on questionnaire
  - Data collection along TOR, side visits
  - Dummy lay-out of final report
Country visit

- **Knowledge transfer**
  - Build in capacity building
  - Introduction of relevant tools

- **Debriefing**
  - Small trip report or PPP for client summarizing main observations, findings, conclusions
  - Agree on ownership of the report and timeline draft and final report
  - Discuss Recommendations
  - Small trip report or PPP (can be the same as above) for beneficiaries
Reporting

- **Short Trip report with executive summary and main recommendations**
  - Ready in one day after return

- **Final report**
  - Agree on lay-out (standardize)
  - Distribute draft report for comments within agreed timeline
  - Send draft report to peer-reader
  - Prepare final report incorporating the comments from all including peer-reader
  - Distribute final report after approval of the client to agreed distribution list
M&E of technical assistance

- Build it in an institutional M&E system to measure and reflect our processes and results
  - **How effective and relevant is our Technical Assistance**
    - Incorporated specific indicators into (summary) report
    - Individual annual report on output and possible impact (Country Tuning Meetings)
  - **Client and partner satisfaction**
    - Interviews (UNION conference)
    - Questionnaires
Guarantee good quality standard of technical assistance provided through TBTEAM

- Provide International standard for TA
- Have standard quality checks
- Routine assessment of clients and beneficiary satisfaction
- Introduce certification system for organizations and individual consultants?