



QUALITY PRESCHOOL FOR GHANA (QP4G) STUDY
Endline School Survey



Caregiver Phone Interviewers' Training

Jack and Jill School - Conference Room - May 15 - 17, 2017; 9 am - 5 pm Daily

Time	Session	Facilitator	Details
Monday May 15, 2017			
8:30 am	Arrival and Registration	Henry	Conference Room
9:00 - 9:20 am	Welcome and Ice Breaker	Henry	Introduction of Facilitators and Trainees
9:20 - 10:30 am	General Introduction	Henry	<ul style="list-style-type: none"> ▪ Overview of the QP4G Study ▪ Training Guidelines <ul style="list-style-type: none"> ○ <i>Walk-through of training agenda</i> ○ <i>Training objectives</i> ○ <i>Ground rules for training</i> ○ <i>Assessing learning and performance</i> ▪ Administrative Issues
10:30 - 11:00 am	General Interviewing Techniques (GITs) I	Edward Henry	<ul style="list-style-type: none"> ▪ Language of Interview ▪ Informed Consent and Incentive Payment ▪ Required GITs for the Phone Interview <ul style="list-style-type: none"> ○ <i>Rapport building</i>
11:00 - 11:15 am	Snack		
11:15 am - 12:30 pm	General Interviewing Techniques II	Edward Henry	<ul style="list-style-type: none"> ▪ Required GITs for the Phone Interview cont'd <ul style="list-style-type: none"> ○ <i>Obtain consent</i> ○ <i>Confidentiality</i> ○ <i>Standardised question-asking</i> ○ <i>Following questionnaire format and convention</i> ○ <i>Seeking clarification</i> ○ <i>Probing</i> ○ <i>Feedback</i> ○ <i>Recording answers</i> ▪ Dealing with Refusals - Refusal Conversions

Time	Session	Facilitator	Details
12:30 - 1:00 pm	Caregiver Survey Main Walk-Through I		<ul style="list-style-type: none"> ▪ Converting Refusals into Completions ▪ Questionnaire Review <ul style="list-style-type: none"> ○ Section A: Identification ○ Section C: Background Characteristics <ul style="list-style-type: none"> ✚ Exercise: Interview circle ○ Section E: Food Insufficiency <ul style="list-style-type: none"> ✚ Exercise: Interview circle
1:00 - 2:00 pm	Lunch		
2:00 - 4:30 pm	Caregiver Survey Main Walk-Through II	Edward Henry	<ul style="list-style-type: none"> ▪ Questionnaire Review - cont'd <ul style="list-style-type: none"> ○ Section F: Parent's Involvement with Child's Education <ul style="list-style-type: none"> ✚ Exercise: Interview circle ○ Section G: Perceptions of Early Childhood Development <ul style="list-style-type: none"> ✚ Exercise: Interview circle ○ Section I: Child Discipline <ul style="list-style-type: none"> ✚ Exercise: Interview circle ○ Section D: Poverty Status <ul style="list-style-type: none"> ✚ Exercise: Interview circle ○ Survey Outcomes ▪ Caregiver Survey Sub
4:30 - 5:00 pm	Mock Caregiver Phone Interview I	Trainees	<i>Exercise: Paired interviews with feedback</i>
5:00 Pm	Close of Day 1		
Tuesday May 16, 2017			
8:30 - 9:00 am	Arrival and Trainee Sign-In	Henry	Conference Room
9:00 - 9:30 am	Recap of day 1	Henry	Highlight Key Points from Previous Day
9:30 - 10:00 am	Quiz 1	Henry	
10:00 - 11:00 am	Contacting the Caregiver I	Edward Henry	<ul style="list-style-type: none"> ▪ Interviewer Assignments ▪ Contact Procedures

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			<ul style="list-style-type: none"> ○ <i>The Call Record</i> ○ <i>The Caregiver Screener</i>
11:00 - 11:15 am	Snack		
11:15 am - 12:30 pm	Contacting the Caregiver II	Edward Henry	<ul style="list-style-type: none"> ○ <i>The Call Result</i> ▪ Tracing Contacts <ul style="list-style-type: none"> ○ <i>Interviewer tracing</i> ○ <i>In-depth tracing</i> ▪ Proxy Interviews
12:30 pm - 1:00 pm	Local Language Translations	Edward Henry	<ul style="list-style-type: none"> ▪ Language Groups <ul style="list-style-type: none"> ○ Ewe ○ Twi ○ Ga ○ Hausa
1:00 - 2:00 pm	Lunch		
2:00 - 4:00 pm	Conducting the Phone Interview	Henry Edward	<ul style="list-style-type: none"> ▪ Team Size, Composition and Responsibilities ▪ Expectations from Survey Field Team Members ▪ Call Records Management ▪ Logistics for Phone Survey ▪ Data Security and Quality Issues <ul style="list-style-type: none"> ○ <i>Using the Data Quality Form</i>
4:00 - 5:00 pm	Using Samsung Tablets for the Phone Interview	Henry/Edward	<ul style="list-style-type: none"> ▪ Discussion - Practice with tablet
5:00 pm	Close of Day Two		
Wednesday May 17, 2017			
8:30 - 9:00 am	Arrival and Trainee Sign-In	Henry	Conference Room
9:00 - 9:30 am	Recap of day 2	Henry	Highlight Key Points from Previous Day
9:30 - 10:30 am	Mock Caregiver Phone Interview II	Henry	<i>Exercise: Paired interviews with feedback</i>
10:30 - 10:45 am	Snack		
10:45 - 1:00 am	Practice: Caregiver Phone Interview	Trainees	2 complete phone survey per trainee

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1:00 -2:00 pm	Lunch		
2:00 - 3:00 pm	Practice: Caregiver Phone Interview	Trainees	1 complete phone survey per trainee
3:00 - 5:00 pm	Preparing for the Phone Survey	Henry	<ul style="list-style-type: none"> ▪ Survey logistics ▪ Survey schedule and venue ▪ Selection of interviewers and auditors ▪ Payment of training allowances and T&T ▪ Other matters
5:00 Pm	Close		