

TERMS OF REFERENCE

FINAL EVALUATION OF PROJECT

ChildFund Swipe Safe (VN03-033)

1. INTRODUCTION

ChildFund Vietnam is the representative office of ChildFund Australia – an independent and nonreligious international development organization that works to reduce poverty for children in developing communities.

ChildFund Australia is a member of the ChildFund Alliance – a global network of 11 organizations which assists more than 14 million children and their families in over 63 countries. ChildFund Australia is a registered charity, a member of the Australian Council for International Development, and fully accredited by the Department of Foreign Affairs and Trade which manages the Australian Government’s overseas aid program.

ChildFund began working in Vietnam in 1995 and operates community development programs in the areas of education, health and wellbeing, water and sanitation, sustainable livelihoods, child rights and child protection and food security. With a strong focus on building the resilience of young people, ChildFund also gives children and youth the opportunity to take part in sports for development, vocational education and life skills training, and supports their participation in local decision-making processes.

Projects are implemented across the northern provinces of Bac Kan, Cao Bang and Hoa Binh, where the majority of people are from ethnic minority groups, often the most vulnerable or marginalized sections of the population.

BACKGROUND

This evaluation will focus on end of the project evaluation of **ChildFund Swipe Safe “Help young people make the most of the online world”**. This project began on 1 July 2017 and will end on 30 December 2020. The project is funded by the Fund to End Violence against Children¹ (End Violence Fund).

The project is implemented in 37 schools in 6 districts of 3 provinces: 14 schools in Hoa Binh city and Tan Lac district (Hoa Binh province), 12 schools in Bac Kan city and Ngan Son district (Bac Kan province), 11 schools in Cao Bang city and Quang Uyen district (Cao Bang province), with the goal of reaching nearly 12,000 young people (aged 11-18) and 2,700 parents and 700 teachers.

¹ <https://sustainabledevelopment.un.org/partnership/?p=9061>



The ChildFund Swipe Safe project aims to empower young people to make the most of the online world, through educating them on internet risks and protective strategies, and by equipping their parents and teachers to be online-safety partners.

The underlying theory of change in this project is that through the education, training and empowerment of young people, parents and teachers, alongside existing child protection structures, young people will be protected from online risks. ChildFund Swipe Safe **theory of change** encompasses holistic strategies resulting in protective environment outcomes at both the macro and micro level. These include;

- a) Equipping young people and parents with skills to enact self-protective behaviours
- b) Supporting school-based policy development to promote online safety and equipping teachers with online safety skills to support their students
- c) Assisting internet vendors to provide safe online experiences for young people
- d) Advocacy to national government with lessons learned to inform national policy and response linking with existing structures.

The project has the following intermediate outcomes:

- Young people’s knowledge and skills on online safety are improved
- Parents and teachers’ awareness on online safety and protective measures is increased
- Online safety topic is discussed and integrated in schools’ activities through development or enhancement of school policy and communication events
- Internet vendors’ owners and managers’ awareness on child online protection and cyber threats are improved
- Youth-led initiatives in educating and promoting online safety for children are developed and launched by local Youth Union members

We are particularly interested in the first three abovementioned outcomes. Any interesting finding or recommendation while reviewing those outcomes would be helpful for us to prepare for the Swipe Safe phase two.

In November 2019, a **quick mid-term review** was conducted in order to inform and prepare for the project end-line evaluation. By using different methodologies including focus groups, semi-structured interview and short survey, some key findings were reported as follows:

- Primary concerns reported include: online grooming which led to both online and offline sexual abuse; online conflict leading to cyberbullying and/or offline violence and the impact of cyber-bullying and harassment on mental health; fraudulent activities, misuse



of personal information, impersonation, hacking, phishing and scamming; excessive time spent using the internet and missing school to spend time at internet cafés.

- Thematic analysis has demonstrated evidences for some positive influences of the ChildFund Swipe Safe Program, which were best demonstrated by student’s enhanced ability to identify specific online threats and prevention/mitigation strategy. These positive outcome were also reflected through their own examples comparing their online behavior or experiences before their participation in training to after.
- Students reported they enjoyed and benefited from the ChildFund Swipe Safe training; it was frequently described as “useful, interesting and fun”. However, some students, particularly older students, reported they did not learn that much from the Swipe Safe training and felt the training was too “general” as they already know most of the content. On the other hand, some students felt the duration and intensity of the training was “too much”; over the two days it was conducted.

Meanwhile, teachers and parents reported their satisfaction with Swipe Safe training where they found it helpful for them and their kids. At the same time, there were suggestions that the training should be updated with more in-depth and advanced content and as well as more creative delivery method. **Thus, it is important that the endline evaluation should look into the curriculum thoroughly and consider children, parents and teachers’ views and suggestions in the mid-term report in order to evaluate and provide recommendations to improve the training program.**

- There were popular suggestions from local government, schools and parents for the inclusion of online safety training program like Swipe Safe into school agenda and for the expansion of the training program to wider communities outside school settings. However, there was little knowledge on how Swipe Safe’s training model and approach can fit into current provincial education agenda. **Thus, the endline evaluation will identify the pathways and specific steps to put those ideas into reality.**
- It was reported that when students encountered an online issue, most of them had not sought support nor guidance from a supportive adult and mostly chose to solve the problem by themselves or consulted with friends first. Students described an uncertainty of their teachers’ and parents’ understanding of their internet concerns, when asked why students were disinclined to seek their support. Very little to none were aware of or mentioned about seeking for help from available child support services (i.e. polices, national child helpline, local child protection system etc.). **Thus, it is important that the endline evaluation identifies other stakeholders that contribute to children’s online**

safety and recommends some suitable approaches for ChildFund to support and to build capacity for those stakeholders.

The mid-term report had been able to collect some clear evidences of intermediate outcomes and assess the effectiveness of ChildFund Swipe Safe program, citing many constructive feedbacks and case studies. Building upon this initial assessment, the end-line evaluation will look to answer strategic questions regarding the relevance, coherence, sustainability and impact of Swipe Safe project to inform necessary information for ChildFund’s decision making on the next steps to help protect children online.

2. PURPOSE OF THE EVALUATION

The Consultant will undertake an end-line evaluation of project in November 2020.

Objective: Evaluate ChildFund Swipe Safe project results and provide recommended interventions for Swipe Safe phase two proposal

To further inform phase two’s proposal design, the end-line evaluation needs to take a deep dive into the following topics (address these following questions)

- Were Swipe Safe’s online safety training model and approach able to fit into and be integrated into provincial education agenda and what is the recommended pathway to make it happen? Were the current curriculum able to provide most critical messages on online safety to beneficiaries?
- Besides traditional stakeholders we worked with in phase one, in Swipe Safe phase two, we are going to focus on those important actors: law enforcement and child protection system – who play important parts to ensure children’s safety and wellbeing online. How does Swipe Safe program contribute to the capacity building of those actors/stakeholders?
- What are suggested interventions that Swipe Safe phase two should adopt to complement government’s national plan on child online protection, considering ChildFund’s strategy, resource, expertise and link with our two new initiatives – “Enhancing national child helpline” and “Technology for child protection service” particularly

In order to provide good answers to those questions, the Consultant should assess the following:

- **Relevance** – Is the intervention doing the right things?
The extent to which the current project design and objectives respond to beneficiaries’ needs, policies and priorities. These beneficiaries include government (national and local), community (girls and boys, children with or without disability, caregivers) and private entities (internet/online game vendors). Relevance assessment requires analysing possible changes in the context, during disaster or decrease, to assess the extent to which intervention can be adapted to remain relevant, especially for the most vulnerable children (ethnic minorities, CWD, girls).
- **Coherence** – How well does the intervention fit?



The compatibility of the intervention with other existing or in-planning interventions in Vietnam. Coherence assessment evaluates the extent to which other interventions (particularly policies) support or undermine our intervention and vice versa. This assessment should look into (but not limited to) the submitted National Plan on Child Online Protection (August 2020), World Vision’s TOCSE project in Danang (2018-2021).

- **Sustainability** – Will the benefit last?

The extent to which positive outcomes of the Swipe Safe phase one can be continued in longer term and support the work in phase two, based on the built capacity of target groups, government partners at various levels, and ChildFund Vietnam. This should take into consideration the financial (if available), individual and organizational capacities of these specific partners (but not limited to): (1) Provincial Department of Education (2) Provincial Youth Union. This involves focus analysis of current training model using young people in community; the support level of local government and their priorities in current and future period.

- **Impact** – What difference does the intervention make?

Impact assessment will look for evidences of Swipe Safe’s impact on government attitude and reception of online safety education. This involves analysis of changes in local government’s perception of the online safety, changes in policy or strategy or decision making process that resulted in broader reception of online safety training generally and Swipe Safe program particularly. This assessment should provide recommendations on the potential impacts we should consider to make in the next phase and suggest sets of information we should collect in order to measure those impact.

The evaluation consultant is expected to utilize a participatory approach and should work closely with key staff during the course of work. The Consultant should gather both quantitative and qualitative data (case studies, quotation, and photos) using various methodologies and tools for data gathering, analysis and reflections.

3. SCOPE OF WORK

The consultancy work will be carried out in different communes in three districts (one urban district and two rural districts) of three provinces – Hoa Binh, Bac Kan and Cao Bang, Viet Nam. Some in-depth interviews with provincial DOET leader and Youth Union leaders, who participated directly in project implementation are recommended. Some optional interviews with focal person from Department of Children Affairs and Authorities of Information Securities are recommended if time allows.

This end-line evaluation should cover the whole project and implementation period from July 2017 to December 2020. The evaluation must be conducted in accordance with ChildFund Vietnam’s guidelines and policies on Child Protection and ethical standards.

In order to assist ChildFund Vietnam in conducting the project evaluation, the consultant is required to undertake the followings:



- Design an evaluation plan and prepare a schedule for the evaluation by consulting with relevant managers and staff in Vietnam
- The methodology should include but not limited to:
 - a. Provide opportunities for participation of stakeholders and capture the views and opinions of representing sub-national government, local authorities and target groups in the target communities: project implementation unit, provincial DoET, Youth Union representatives etc.
 - b. Review relevant primary and secondary sources of information associated with the project proposal documents, project variations, quarterly reports, and other relevant project-related materials (listed below).
 - c. Lead the conduct and analysis of the pre and post-test data.
 - d. Design, lead and document Focus Group Discussions (FGDs), Key Informant Interviews (KIIs), and change stories with the different stakeholder groups focusing on children, parents, teachers and key local government partners.
 - e. All quantitative and qualitative data collected through the assessment must be classified by location (commune), age and sex. There should be individual consideration for girls and boys, youth, men and women.
 - f. Analyse available information and document along with findings and recommendations.
- Present findings to ChildFund Vietnam team for discussion and feedback. The evaluation should provide evidence including case stories, quotes, and high quality photos about the effectiveness which contributed or provided by the project.
- A final report will be produced in English and one summary including key findings and recommendations in both Vietnamese and English (no more than 8 pages) which can be used as an endorsement of the work done by ChildFund Vietnam. High resolution of jpg photos and successful case stories of the project will be included and shared with ChildFund by the consultant as part of the final report.

The relevant staff of ChildFund Vietnam will:

- Provide relevant documents to the consultant
 - Country Strategic Plan 2016-2020
 - Project design documentation
 - Project Reports (mid-term report, quarterly, bi-annually and annually reports, output reports, training reports, etc.), and
 - “Enhancing national child helpline” and “Technology for child protection service” concept note
 - MEL Framework and other documents
- Organize logistics
- Organize field/site visits
- Participate in technical review

4. TIMEFRAME AND DELIVERABLE

Location:

The consultant work will be carried out in Tan Lac district – Hoa Binh, Ngan Son district – Bac Kan and Cao Bang city – Cao Bang.

Timeframe (Plan for activities):

It is expected that the field work will be carried out in November 2020. All work including writing reports and sharing results with the local stakeholders must be completed no later than December 7th 2020.

Time	Outputs and activities
Week 1 November 2020	<ul style="list-style-type: none"> • Submission of Expression of Interest • Screening, interviews, reference check
Week 2 November 2020	<ul style="list-style-type: none"> • Contract • Discussion of work plan with the Consultant • Gathering of relevant Project documents • Setting up initial meetings with relevant staff in Sydney and Country Offices
Week 2 November 2020	<ul style="list-style-type: none"> • Reviewing documents and gather information mentioned above • Development of inception report includes survey tools (questionnaires, interview guides, data analysis methods, etc.)
Week 3 November 2020	<ul style="list-style-type: none"> • Field trip in Hoa Binh, Cao Bang and Bac Kan • Interview at least two relevant leaders of DOLISA in Hoa Binh and DOCA in Hanoi.
Week 4 November 2020	<ul style="list-style-type: none"> • Entering and analyzing data and information; • Preparing report draft and report summary discuss with ChildFund staff • Meeting of ChildFund staff in Hanoi
Week 1 December 2020	<ul style="list-style-type: none"> • Workshop in Hanoi • Preparing the final report (in English and Vietnamese). • Submitting completed report (file word, soft version).

Outputs/Deliverables

The following deliverables are expected from the consultant:

- Inception report includes survey tools (questionnaires, interview guides, data analysis methodology, work plan etc.)
 - The tools are set up to fully reflect the objectives of the project, the toolkit must be available at least 5 working days before the field trip starts.
 - The field trip schedule is clearly established and responsive.
- A validation and sharing workshop: The findings should be validated through workshop among key staff, partners and relevant target groups in the communities.
- A draft and final report in English (no more than 30 pages) includes:
 - Table of content
 - Terminology/Abbreviation
 - Executive summary
 - Introduction
 - Subjects for Evaluation
 - Contents of Evaluation
 - Limitations of Evaluation
 - Results of Evaluation
 - Conclusions and recommendations
 - Appendices

The report should have the following qualities and characteristics:

- Report should be based on facts, verified information and valid proofs.
- Details of the evaluation findings are clearly and logically described and analysed based on agreed evaluation criteria
- Report should include both negative and positive findings and emphasize on lessons that could be learned from both
- Recommendations should be clear and specific in order to facilitate the decision makers in making the right decision
- Reports should take on ethical approach to reporting

Supervision / Management of the assignment

The consulting work is done under the general management of Head of Program in Hanoi. The consultant will work closely with the Monitoring, Evaluation and Learning Officer, Monitoring, Evaluation and Learning Manager and Online Safety Regional Specialist.

Confidentiality:

All discussions and documents relating to this TOR will be treated as confidential by the parties.

Child safeguarding:

The successful applicant will be required to comply with ChildFund Australia's Child Safeguarding Policy and Procedures and to sign the Code of Conduct. If the consultant will be



having direct, contact with children or having access to children’s personal information, a Criminal Background Check must also be carried out.

Counter-Terrorism:

ChildFund Australia acknowledges its obligation under the Australian laws relating to counter-terrorism. In order to meet its obligation, the consultant’s name will be reviewed against Department of Foreign Affairs and Trade (DFAT) and National Security Australia lists at the onset of financial relationship.

5. SELECTION CRITERIA

To carry out the assignment, the consultant should meet the criteria as follows:

- Post-graduate degree in Social Science
- Documented experience in conducting participatory assessments and/or action research related to Child Protection initiatives at a community level.
- Knowledge and experience of Vietnam’s current socio-political situation.
- Proven experience in working with communities, and knowledge of relevant national policies and government positions.
- Excellent spoken and written communication skills in Vietnamese/ English
- Excellent analytical and report-writing skills.
- Child-friendly communication and research experience is preferred.
- Expertise and experience in project design, monitoring and evaluation.

6. HOW TO APPLY, SUGGESTED TIME AND BUDGET

Send a short Expression of Interest (3-8 pages) including:

- Technical review methodology;
- Chart allocation of days (note details above under ‘Timeframe’);
- Proposed total budget including daily rate (in Vietnamese and includes PIT) for consultant and costs for fieldwork research;

And attached the following documents:

- CV of consultant (or consultant team);
- Contact details of at least two referees;
- Two samples of previous reports that are relevant to this consultancy.

Interested applicants should submit their Expression of Interest and send the application package to recruitment@childfund.org.vn no later than 5.00 pm on 5 November 2020. The email subject is: VN03-033 Final Evaluation Consultant. Only short-listed applicants will be contacted.