

# Terms of Reference

## Internal Monitoring, Evaluation and Learning Rapid Review

### May/June 2021

#### I. Organisational context

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

ChildFund Australia is a member of the ChildFund Alliance – a global network of 12 organisations which assists almost 23 million children and their families in 70 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 works in partnership to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

Projects are implemented in the northern provinces of Bac Kan, Cao Bang and Hoa Binh, where most people are from ethnic minority groups; often the most vulnerable or marginalised sections of the population. ChildFund Vietnam’s projects focus on child rights and child protection, education, health, and wellbeing for children. ChildFund Vietnam also prioritises building the resilience of young people, by giving them the opportunity to take part in sports, life skills learning, and supporting their participation in local decision-making processes.

#### II. Background

ChildFund Australia has employed a comprehensive organizational Monitoring, Evaluation and Learning Framework (MELF) to generate credible evidence about:

1. If and how ChildFund Australia’s projects contribute to change;
2. What ChildFund Australia can learn about the quality and effectiveness of its approaches;
3. The reach and scale of ChildFund Australia’s programs.

This MELF replaced ChildFund Australia’s Development Effectiveness Framework, which was implemented from 2010 to June 2018. The new framework supports the organisation to capture, analysis and reporting of the organisation’s contribution to change which is used to inform program design and strategy setting. The primary users of the Framework are country and Sydney-based program teams, ChildFund Australia’s Program Review Committee and the Board. The Framework and accompanying reporting processes seek to generate discussion, learning and decision making to improve the effectiveness of ChildFund Australia’s projects and development approaches and bring about better outcomes for people in poverty.

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Given the diversity of ChildFund Australia's projects in five key sectors and the challenges associated with measuring change and contribution of complex development projects, the MELF aims to support assessment and learning by examining specific projects, or a group of similar projects within a clearly articulated framework. In this context, MEL team of ChildFund Vietnam is responsible for ensuring that MELF is fully implemented in Vietnam and effectively used to promote learning for further improvement.

### III. Purpose

The purpose of the Vietnam Program's internal M&E Review is to

1. reflect on current work practices, processes and workload and how ChildFund Vietnam is meeting ChildFund Australia's organisational Minimum Standards for Project Cycle Management
2. adjust to find efficiencies and productivity where necessary
3. ensure M&E resources are adequate
4. re-affirm roles and responsibilities and teamwork principles for the new MEL team structure; and in relation to Sector Specialists, PO/PTL's and PMs and other departments in ChildFund Vietnam
5. identify M&E capacity and capacity gaps that need to be addressed in the short and long-term

### IV. Scope of Consultancy

The Consultant will address two main areas of interest

#### 1. Review M&E Work current business and practice logic flow related to the following priority areas

- a. Evaluation process
  - i. who is involved and who is responsible
  - ii. ToR development; analysis and strategy for the evaluation; roles & responsibilities in drafting
  - iii. recruitment for and management of consultants
  - iv. scheduling, planning and workload
  - v. communication and teamwork
  - vi. quality of evaluation reports and utility of findings
- b. Monitoring & following up process
  - i. day to day monitoring and routine data collection process, tools including the use of Kobo, quality, and accountabilities
  - ii. recording/documenting including use of Salesforce and MS Teams
  - iii. analysing and utilising the data collected from project activity monitoring
  - iv. use of KOBO
  - v. use of Salesforce
  - vi. follow up on monitoring recommendations and lessons learned
- c. Learning process and knowledge management
  - i. training POs and partners
  - ii. learning and sharing sessions in CFV
  - iii. knowledge management on MsTeams and Salesforce

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- iv. utilising M&E data and information to inform project design, approach and processes

## 2. Review human resources for Monitoring and Evaluation

- a. Review and recommend M&E resourcing, accountability and coordination for adequate program coverage, specifically
  - i. role of MEL Specialist Hanoi
  - ii. role of MEL Officer Hanoi
  - iii. role of MEL Officer in Area Development Offices
  - iv. roles of Technical Specialists and Head of Programs Hanoi
  - v. capacity of and role for Project Officers/Team Leaders/Technical Officers
- b. Consider how the Senior Management Team and other Departmental members can provide feedback on the program and what is the best mechanism.

## V. Methodology

The Consultant will undertake a range of different methods to assess the 2 main areas of interest, including, but not limited to the following:

1. Review M&E Work current business and practice logic flow related to the following priority areas

- Evaluation process

Review two or more evaluation examples (internal and external) from the evaluation schedule to thoroughly explore the process of ToR development, recruitment process, consultant management and quality assurance.

Review a selection of final evaluation reports to assess quality and utility of findings.

- Monitoring & following up process

Review monitoring process and examples of when and how changes have been made to projects based on Evaluations.

- Learning process and knowledge management

Review learning process and knowledge management process through current tools and systems

2. Review human resources for Monitoring and Evaluation

- Review and recommend M&E resources for adequate program coverage

Review the Roles and Responsibilities Check List regarding balance of work and clear accountabilities in relation to M&E processes including input from appropriate staff into documents and decision making

Interview a selection of staff to reflect on their experience and understanding of their role in M&E

- Make recommendations that reconfirm or adjust roles and responsibilities among all Program staff such as MEL Team and Project Officers/TO/Project Team Leaders and Specialists
- Review position descriptions for key roles and interview various stakeholders regarding understanding/awareness of the roles and assess compliance with position description requirements.

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**Deliverables and Indicative Timetable - subject to negotiation with the Consultant**

Indicative dates	Outputs and Activities	# days Consultant
<b>Contracting</b>	<ul style="list-style-type: none"> <li>Contract negotiated and signed between ChildFund Vietnam and Consultant</li> </ul>	0
<b>Preparation</b>	<ul style="list-style-type: none"> <li>Orientation meeting with ChildFund Vietnam and ChildFund Australia and discussion on ToR with consultant and provision of relevant ChildFund Vietnam documents</li> <li>Desk based review, confirm Health Review Report template; prepare tools for interviews/FGDs/workshop, and reconfirm timeline for the data collection and analysis.</li> <li>Provides ChildFund Vietnam with data collection tools for discussion, feedback and revises tools</li> </ul>	8
<b>Data Collection</b>	<ul style="list-style-type: none"> <li>Data collection</li> </ul>	15
<b>Analysis, draft report writing and consultation</b>	<ul style="list-style-type: none"> <li>Data analysis and report writing, including discussions with ChildFund Vietnam</li> <li>Draft Report including preliminary findings submitted to ChildFund Vietnam for discussion and review (2-day max turn-around from ChildFund Vietnam)</li> </ul>	10
<b>Finalise Report</b>	<ul style="list-style-type: none"> <li>Incorporate feedback and submit Final M&amp;E Review Report</li> </ul>	2
<b>Total Number of days</b>		35 days

## VI. Basis of Payment

The Consultant/s will be paid up to a total maximum of VND150,000,000 including PIT for a maximum of 35 days between May and June 2021. Payment will be made upon receipt of invoice at submission and acceptance of the final report. ChildFund Vietnam will pay for all field work.

## VII. Management and Reporting Arrangements

The Consultant will report to the Vietnam based, Head of Programs and work closely with the MEL Specialist, Technical Specialists and Provincial office teams. All reports must be written in English and provided in an electronic format (Microsoft Word).

## VIII. Confidentiality

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

## IX. Child Safeguarding

The Consultant will undertake the Services to a high standard; use its best endeavors to promote the best interests of ChildFund; protect the reputation of ChildFund and work in a manner consistent with the mission, vision and policies of ChildFund (see Child Safeguarding Policy/Child Safeguarding Code of Conduct PSEAH

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policy and Employee Code of Conduct). ChildFund Australia has a zero-tolerance policy to abuse, exploitation and harassment in all its forms.

#### **X. Counter-Terrorism and Anti-Money Laundering**

ChildFund Australia acknowledges its obligation under the Australian laws relating to counter-terrorism and anti-money laundering. In order to meet its obligation, the consultant is obligated to provide information required for ChildFund to undertake counter terrorism screening before engagement. The consultant's name, date & place of birth and ID number will be checked against Department of Foreign Affairs and Trade (DFAT) consolidated list, National Security Australia list, World Banks listing and the Asian Development bank listing to ensure not engage with entities or individuals appearing on the lists.

#### **XI. Conflict of Interest**

The Consultant must declare any financial, personal, family (or close intimate relationship) interest in matters of official business which may impact on the work of ChildFund.

#### **XII. Fraud and Corruption prevention and awareness**

ChildFund Australia has a zero approach to fraud and corruption act. The successful consultant will be required to comply with ChildFund Australia's fraud and corruption prevention and awareness Policy and act against any form of fraud or corruption and not offer, promise, give or accept any bribes.

#### **XIII. Insurance**

The successful applicant will be required to have in place insurance arrangements appropriate to provision of the requirement in this TOR including (without limitation) travel insurance.

#### **XIV. Acknowledgment and Disclaimer**

ChildFund, its Board and staff make no express or implied representation or warranty as to the currency, reliability or completeness of the information contained in this ToR. Nothing in this ToR should be construed to give rise to any contractual obligations or rights, expressed or implied, by the issue of this ToR or the submission of Expression of Interest in response to it. No contract would be created until a formal written contract is executed between ChildFund and a selected consultant.

#### **XV. Selection Criteria for Consultant**

ChildFund is seeking a consultant with knowledge and experience in monitoring and evaluation, knowledge management in an international development context, preferably with international NGO's. A practical capacity to assess both the technical and human resources requirements for a robust and effective M&E organisational capacity is critical.

At the minimum, the consultant must possess the following:

Required experience:

1. Post Graduate degree in international development, or relevant social sciences.
2. Demonstrable understanding of MEL systems and tools.
3. Minimum 5 years' experience in establishing, developing and implementing MEL system for INGO's, preferably including areas of child protection, education, health, disaster risk management and social and emotional learning.
4. Demonstrated experience using both quantitative and qualitative methods, including design and analysis.
5. Proven experience in training, facilitation, capacity building in MEL, and project management.

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6. Proven experience in data collection, analysis, presentation methods and report writing.
7. Knowledge of community mobilization and development principles.

Good spoken and written communication skills in Vietnamese and English essential.

*The Consultant must be available for distance (skype, zoom or MS Teams) and face-to-face meetings, as necessary, and in accordance with any Covid-19 restrictions.*

**XVI. How to apply, suggested time and budget**

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

1. Technical review & proposed methodology
2. Financial proposal based on provided allocated funding (including daily rates and PIT detail)
3. CV of consultant (or consultant team)

## **Annex**

### **List of suggested stakeholders**

#### **ChildFund Australia**

1. MEL Advisors (2 persons)
2. Selected Technical Advisers (2 persons)

#### **ChildFund Vietnam**

3. Country Director
4. Head of Program
5. Head of Finance
6. Head of HRSS
7. Head of Public Affairs
8. Specialist Team Leaders (2 persons)
9. Specialists (4 persons)
10. MEL officers (2 persons)
11. Provincial Managers (3 persons)
12. IT Coordinator
13. Sponsor Relations Coordinator
14. Project Team Leaders (3 persons)
15. Project Coordinators (2 persons)
16. Project Officers (3 persons)

#### **Local Partners of ChildFund Vietnam**

17. Project Management team members (3 persons)
18. Contracted Partners of ChildFund (2 persons)