

Terms of Reference

Database Management Consultant for the EYEL Project

Date: 3rd March 2022

Title	Database Management Support Consultant for the EYEL Project
Consultant	OIV to shoulder-tap consultant based on discussion with YCV
Responsible to	Kathy Solomon Programme Manager & Anita Samana – Partner Coordinator
Duration	20 working days
Budget	(35,000 - 40,000 VT) per day will be considered [ensure it is within EYEL Budget line: 2.6.4/2.6.1]
TOR Last Revised / Updated	3 rd March 2022

1. INTRODUCTION

This Terms of Reference sets out the parameters for an independent consultant to undertake this 'one-off' contract to be completed by end of June 2022. Given the short timeframe and limited budget, Oxfam in consultation with YCV will appoint an IT consultant to undertake this work to support the Youth Challenge Vanuatu (YCV) can improve access and maintenance of the existing student database (Knack) for the Enhancing Youth Employment and Leadership (EYEL) project.

The Youth Challenge Vanuatu (YCV) organization is funded by Oxfam in Vanuatu to deliver a five-year project called Enhancing Youth Employment and Leadership (EYEL) project. The overall goal of EYEL is to support young men and women, including marginalised youth into leading economic and social development in Vanuatu. As of December 2020, YCV has 20 computers available for youth to access, including a youth space, which is disability accessible.

2. BACKGROUND

Currently, the EYEL Project is in its Year 5 of delivery to achieve its outcomes and uses the Knack platform for their student database for their various programmes including: Ready for Work (RFW) training programme, Youth Impact Programme (YIP) a social enterprise-focused training package, the Ready for Business (RFB) programme and other short courses. In 2020, several new staff vacancies were created and filled for the first time.

YCV's has a Quality Management System (student/client online database) that was improved in December 2020, utilizing 'Knack' software. Optimi is a NZ-based company that provided these improvements and brought up to date clean student data in 2020. Due to travel restrictions, staff database training could not be delivered face-to-face. Instead, video tutorials have been prepared for YCV staff to increase their understanding of data entry and analysis. In September 2021, YCV reported that staff are not able to understand the videos. YCV also wanted to continue relationship with Optimi for database maintenance but to have a local Ni-Vanuatu-based consultant to help with staff training.

Based on the YCV request for support, the advice provided from OPTIMI in terms of database management and also the need to have student records ready and available by the end of December 2021 and for year 5, Oxfam will be working with YCV to secure a consultant to provide additional staff support for enhancing YCV's capability for student database.

3. Student Database - Knack Software

As a risk management and future-proofing gain, the student database was built using Knack.com partly to prevent it from becoming obsolete. It also makes it possible to source user support services or future database development work remotely from any range of online IT providers who are experienced Knack users.

The Knack student database (QMS) is now used in combination with a spreadsheet where student outcome data is compiled and summarized for annual reporting and MEAL purposes. The spreadsheet and Knack student details are now aligned. There are now accurate lists of all programme participants (cohort lists), along with individual employment, internship and business programme outcome details, all saved in one place as electronic records.

Optimi and Mandy McGirr (both based in Wellington) are providing ongoing technical support and are creating user training videos for YCV staff to help them learn to use more of the features in the improved version of their Knack database during Jan-Jun 2021.

So far, three admin staff received intro training for Knack via demo videos and online meetings with Mandy in early 2021. However, more training is needed to teach staff more than the basics of how to enter student enrolment and outcome data. The Knack database also had extra functionality built in to do the following from Jan 2021 onwards.

4. Deliverables

Based on the EYEL Project Outcomes, the Consultant will

- 1) Develop a **staff-training manual** that is inclusive of
 - a. Staff training material to support tutors to improve student database management from data sources, analysis and reporting.
 - b. Include tutor guidelines and curriculum already developed by Mandy Mc Girr.
 - c. Database collection tools – like student forms, templates and database guidelines.
 - d. Guidelines as to how tutors can use student database management to inform wider organizational decision-making (RMT: M3).

- 2) Deliver a **face-to-face staff training** to relevant YCV staff to
 - a. Improve their understanding of how Knack works with student information (RMT: S2)
 - b. Improve their understanding of the new Knack functionalities
 - c. Finish entering the relevant extra types of data into Knack to ensure:
 - **Management Reporting interface** contains multiple filtering and search options to extract summary data for reporting and MEAL purposes. All student details and outcome data can also be exported to CSV/spreadsheet format from Knack via this screen, so data can be further manipulated for analysis via Excel.
 - **Add Outcome Data** interface exists to enter data about Destination Outcomes (eg. employment & internship outcomes, further tertiary study, business plan completed, business started, grant received date).
 - **Cohort/class lists** and lists of everyone on a programme type (e.g all RFW) can be viewed. Lists can be exported to CSV/Excel.
 - Has a 'limited access' interface designed for surveyors to see lists of past graduates' details and **enter updates about graduates' latest outcome status** while surveying them on the phone (e.g. 6mth, 12mth outcome surveying).
 - All YCS and programme **application form data automatically feeds into Knack** - then an administrator can convert application data into a new student record in Knack, or merge it with an existing old student record, or decline the application via the Knack **enrolment processing** interface
 - Track student overdue and paid membership fees through the **register of all YCS memberships data** (as required by YCV Constitution).

3. Develop a **summary report** – outlining the functionality of the Knack software that has been updated, including performance optimization measures undertaken, and other documentation.
4. Provide on - going support to YCV staff at weekly basis for up to 2 months until staff are confident to work on the database and to extract information from database and do analysis for their monthly/progressive and annual reports as PWA.

5. Scope of Work

The activities of the consultant will consist of the following:

- Talk with the YVC staff to examine the current database structure and in line with that develop the staff training programme
- Examine the current student enrolment forms and how data is entered onto the student database in consultation with key YCV staff
- Review the authorization and access control system of the current database, and modify if necessary;
- Add all tutors as users into appropriate user groups and assign access to relevant modules.
- Test performance of the database queries and implement performance optimization to run large queries.
- Prepare staff training documentation and train the tutors on updating the data online or offline.
- Also include admin staff for training on database management, maintenance, backup and restore procedures.
- Provide advice to the YCV staff in building their confidence to upload all student assessment results
- Provide on going support to YCV staff at weekly basis for up to 2 months until staff are confident to work on the database and to extract information from database and do analysis for their monthly/progressive and annual reports as PWA.

The database consultant will work at YCV's office with the teaching staff where appropriate. The consultant needs to plan for the training and ongoing support in consultation with the YCV Management team – by the end of June 2022 (Deliverable 1-2 March 2022 & 2 months ongoing support on database May - June 2022).

Payment Method:

Tranche payments to be to the consultant on 2 (two tranche payments);

1. Tranche Payment 1 – 40% of the total costs upon signing date of the agreement by YCV and the Consultant
2. **Tranche Payment 2** – 50% upon satisfactory with the deliverable 1-3 outline in section 4 of this TOR.
3. **Tranche Payment 3** – 10% completion of deliverable 4 and the final report submission outline the work done to support YCV on its data base.

6. Qualifications of the Consultant

IT qualification in relevant field (computer science, information technology, business administration).

Vendor certifications and/or formal training on database administration preferred.

Experience 2 – 5 years of professional experience with proven skills and expertise in database development and management.

7. The consultant should have the following skills:

- Experience with student database – preferred Knack experience
- Good knowledge on content management systems (WordPress)

- Experience in SQL query design, execution and optimization.
- Knowledge on Reporting and charting
- Experienced in documenting and imparting training to general users.
- Excellent knowledge and command of office application, in particular Microsoft Excel

8. Following personal attributes are desirable:

- Excellent analytical skills and high level written and oral communications skills
- Ability to work with diverse group of people from different backgrounds

9. Duration

The consultancy will be for 20 days to complete deliverable 1-3 and 8 days (1 time a week) for the ongoing support for deliverable 4.

10. Reporting arrangements

The consultant will be report to Youth Challenge Vanuatu – Noel Stephen – Executive Director