

Training of Trainers on Telephone Surveys

Video Learning (12 – 22 January 2021)

Remote Training (25 – 28 January 2021)

Concept Note

Due to social distancing practices in place from the spread of COVID-19, many national survey organizations are beginning to conduct telephone interviews rather than in person interviews. Telephone interviews can lead to high quality statistics if the interviewer surveys in a professional and skilled way. However, some of these organizations have limited experience using the telephone as a communication medium for data collection. Capacity building on using telephones for conduct of surveys for official statistics is an under urgent need.

Therefore, Statistical Institute for Asia and the Pacific, Economic and Social Commission for Asia and the Pacific, United Nations and Development Data Group, World Bank is co-organizing an online Training of Trainers course on the design and implementation of telephone surveys in January 2021. Participants are expected to contribute to capacity building on telephone surveys in their countries, and also preferably in their neighboring countries in their region. This training course would help countries conduct high-quality telephone surveys during the current pandemic as well as afterwards, as National Statistical Offices increasingly adopt to new modes of data collection.

Course design

This course comprises of two parts: (1) self-learning by video between 12 and 22 January 2021 and (2) remote training by webinar between 25 and 28 January 2021.

The self-learning by video will be divided into modules that cover topics which have different phases of the survey lifecycle, including sampling, questionnaire design, and data collection (including computer assisted data collection) as the attached. Each of the 7 modules will consist of a series of recorded lectures. Participants are encouraged to post questions during the learning period.

The remote training will be delivered by lecturers, covering answers to questions asked based on the material shared through the videos, practical training and sharing participant's experiences and future course of action. In addition, the training may feature case studies from

on-going telephone surveys.

Objectives

The video learning aims to:

- Facilitate understanding of the design and implementation of telephone surveys,
- Increase the capacity of regional statistical training centers to train staff from national survey organizations, and
- Develop learning more about key theoretical ideas as well as the practice of telephone surveys to inform decisions about data collection that fit their particular context.

The objectives of the remote training are to:

- Deepen understanding of the video learning,
- Study methodologies to apply telephone surveys in practice, and
- Sharing experiences and views on telephone surveys.

Expected outcomes

By the end of the course, participants will be expected to:

- Have improved practical knowledge to conduct high quality telephone surveys,
- Have capacity to train statisticians for conduct of high-quality telephone surveys, and
- Lead conduct of high-quality telephone surveys in their countries.

Participants

Target participants are trainers to staff from national survey organizations in member countries of the Network for the Coordination of Statistical Training in Asia and the Pacific; Australia, China, India, Indonesia, Islamic Republic of Iran, Japan, Malaysia, New Zealand, Pakistan, Philippines, Republic of Korea, Russian Federation and Thailand.

Notes

- a. Video for learning will be accessible through an online learning platform from 12 January 2021.
- b. Each module of the video is expected to take around two hours so that the video learning is to take around 14 hours altogether.
- c. Additionally, there will be a learning assessment quiz for each module. Each quiz is expected to take around 15-30 minutes.
- d. Participants will be encouraged to post questions to the video on a platform from 12 January 2021.

- e. Selected participants will receive access information to the remote training as well as access and login information in January 2021.
- f. Remote training will be held in time below.

Date	Tokyo Time
25 January 2021 (Monday)	15:00-18:00
26 January 2021 (Tuesday)	10:00-11:30
27 January 2021 (Wednesday)	10:00-13:00
28 January 2021 (Thursday)	10:00-13:00

- g. All training will be held in English.
- h. Participants will be requested to evaluate the course after the completion of the course.
- i. Course certificates will be issued to participants who have completed and evaluated the course.
- j. Training materials can be used for training in countries after the course.