

## SAMPLE training agenda for the quality of care (QoC) measures

	Day 1	Day 2
8h30–09h00	<b>Session 1: Introductions</b> Allow participants to introduce themselves and review the training objectives. Discuss training rules and expectations.	<b>Session 7: Practice in pairs</b> Practice obtaining informed consent and using the questionnaire in pairs. During this role play, one person is the interviewer and the other is the respondent. Let participants practice in different pairs. Leave time at the end to debrief.
09h00–9h30	<b>Session 2: Background on QoC</b> <a href="#">Using the QoC introduction slides</a> , review the context for measuring QoC in FP and results from the validation study in India.	
9h30–10h15	<b>Session 3: Protocol review</b> If conducting a research study, review the details of the protocol. All members of the research team should understand the protocol.  If conducting routine monitoring, review the monitoring and evaluation plan or standards of practice.	
10h15–10h30	Break	Break
10h30–11h00	<b>Session 3: Protocol review (cont)</b>	<b>Session 8: Pre-test questionnaire</b> Pre-test the questionnaire. In a pre-determined location, have participants interview real (or mock) women to practice using the tools. Use this opportunity to also ensure that the questions are easily understood in the language you are using and in the local context.
11h00–13h00	<b>Session 4: Research ethics</b> For both research and monitoring activities, review the fundamentals of research ethics, including voluntary participation, confidentiality, and anonymity.	
13h00–14h00	Lunch	
14h00–15h00	<b>Session 5: Informed consent</b> For both research and monitoring activities, review your organization’s informed consent procedures.	<b>Session 8: Pre-test (cont)</b>
15h00–15h30	<b>Session 6: Questionnaire review</b> Review each question one by one using the data collectors manual. Ensure participants understand what each question is seeking to ascertain from a respondent.	
15h30–15h45	Break	Break
15h45–17h15	<b>Session 6: Questionnaire review (cont)</b>	<b>Session 9: Pretest debrief</b> Collect comments from the pre-test and debrief.

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