**Knowledge hub
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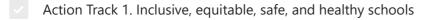Collection of best practices**


**Summary of the best practice**


1. Title of the best practice (e.g. name of policy, programme, project, etc.) *

Assessments on quality delivery of online education and Teachers' needs during COVID-19 Pandemic


2. Country or countries where the practice is implemented *

Bosnia and Herzegovina


3. Please select the **most relevant** Action Track(s) the best practice applies to *

☑ Action Track 1. Inclusive, equitable, safe, and healthy schools

☐ Action Track 2. Learning and skills for life, work, and sustainable development

☐ Action Track 3. Teachers, teaching and the teaching profession

☐ Action Track 4. Digital learning and transformation

☐ Action Track 5. Financing of education

4. Implementation lead/partner organization(s) *

   UNICEF, UNESCO

5. Key words (5-15 words): Please add key descriptive words around aims, modalities, target groups etc. *

   Assessments; evidence-base; teachers' needs; perceptions

6. What makes it a best practice? *

   The Assessments were made on national (random sample) basis and included elementary, secondary and higher education. These valuable findings allowed for tailor-made activities to address disruption in education caused by COVID-19 pandemic.

# Description of the best practice

7. Introduction (350-400 words)
   This section should ideally provide the context of, and justification for, the practice and address the following issues:
   i) Which population was affected?
   ii) What was the problem that needed to be addressed?
   iii) Which approach was taken and what objectives were achieved? *

   Students and teachers were affected by disruption in delivery of education. The problem in Bosnia and Herzegovina was the lack of data on scale of the problem, opinion of students and teachers and generally information about what disruptions in education really did to these two target groups. The approach taken was one of the science-based research on a random sample of targeted population.

8. Implementation (350-450 words)
Please describe the implementation modalities or processes, where possible in relation to:
i) What are the main activities carried out?
ii) When and where the activities were carried out (including the start date and whether it is ongoing)?
iii) Who were the key implementation actors and collaborators? (civil society organizations, private sector, foundations, coalitions, networks etc.)?
iv) What were the resources needed (budget and sources) for the implementation?
   *

   The modality of implementation was hiring a set of experts, each in it's own field to carry out the assessments for elementary, secondary and tertiary education. The activities were carried out in 2021 (March-October). The assessments provided necessary evidence for the scale of disruption in education system and the need to act on it's findings.
   The assessments were carried by local experts in amount of 40,000 USD all of which was funded by the UN COVID-19 Recovery Fund through MPTF Modality and via joint implementation of UNICEF and UNESCO.

9. Results – outputs and outcomes (250-350 words)
To the extent possible, please reply to the questions below:
i) How was the practice identified as transformative? (e.g., impact on policies, impact on management processes, impact on delivery arrangements or education monitoring, impact on teachers, learners and beneficiary communities etc.);
ii) What were the concrete results achieved with regard to outputs and outcomes?
iii) Has an assessment of the practice been carried out? If yes, what were the results? *

   While research is a common practice in all programmes, this particular research was a best practice in that it was taken at the earliest possible date, once all actors knew how the pandemic affected them (early 2021) as opposed to rapid needs assessments at the very beginning of the pandemic. This type of research aimed at long-term policy change in the delivery of education, having the elaborate sets of questions posed to teachers, students and education authorities. The concrete results were a set of new policies emerging, changes in legislation and ICT standards adopted for the country.

10. Lessons learnt (300 words)
    To the extent possible, please reply to the following questions:
    i) What were the key triggers for transformation?
    ii) What worked really well – what facilitated this?
    iii) What did not work – why did it not work? *

    The key trigger was lack of knowledge and data on the status of delivery of education during online teaching and more importantly on the opinions and perceptions of the target groups. What worked well was the collaboration between experts, from methodologists to psychologists - from academia.

11. Conclusions (250 words)
    Please describe why may this intervention be considered a "best practice". What recommendations can be made for those intending to adopt the documented "best practice" or how can it help people working on the same issue(s)? *

    This can be considered a best practice because the use of quality local professors, and their engagement contributed to the reputation of the assessments, collaboration between academia and education authorities and it was relatively cost-effective.

12. Further reading
    Please provide a list and URLs of key reference documents for additional information on the "best practice" for those who may be interested in knowing how the results benefited the beneficiary group/s. *

    https://docs.google.com/presentation/d/1FSHzj3z6iBSXQ4PIodoqAcaafV6PEXQ8/edit?usp=sharing&ouid=112341320605153173799&rtpof=true&sd=true

    https://drive.google.com/file/d/18T_41K3-c8dY2iJt12i95oNQmARqvQau/view?usp=sharing