



Services

The Statistical Consulting Service (SCS), Department of Statistical Sciences, offers a professional statistical consulting service to postgraduate students and researchers, as well as corporate and NGO clients. This service spans the following types of activities:

- Assistance regarding research design (experiments or surveys), sampling design, questionnaire design and data collection methodology
- Guidance with data capturing and verification
- Data cleaning, validation and manipulation
- Advice on both appropriate software for data analysis and conducting the analysis of data
- Analysis of data
- Assistance with data/analysis interpretation
- Referral to statistical specialists when required
- Non-credit short training courses (on request)

Terms and Conditions of Service (alphabetical)

Acknowledgement

- The Department of Statistical Sciences reserves the right to request co-authorship(s) of publications where the consulting has a demonstrable impact beyond routine analysis on a publication.
- Requests for co-authorship will nominate only the consultant(s) who has (/have) made a direct and substantial contribution. However the Department acknowledges the right of the principal author(s) to exercise their own judgement on such requests.
- Should an expert become involved due to referral, the expert may request co-authorship of publications.
- ***Clients should disclose to the consultant, or referred expert, any publications to arise from the work.***
- Shared publications is subject to mutual agreement.
- In the case of shared publication, the consultancy/statistician has joint responsibility for the publication as a whole.
- ***Co-authorship is independent of fund transfers / financial compensation for services rendered.***
- ***All consultation should be acknowledged in the theses or publications arising from the work*** as follows:
 The author(s) acknowledge(s) the contributions of the Statistical Consulting Service (SCS), Department of Statistical Sciences, University of Cape Town.
- The individual consultants involved should also be acknowledged by name if they agree to this.
- Clients are requested to send articles that recognise the SCS to sta-consulting@uct.ac.za.

Communication

- Consultants will communicate with clients via email unless otherwise arranged by the client.

Consultations

- Consultations are conducted by appointment ONLY.
- Consultations are NOT conducted via email or telephone unless otherwise arranged with the consultant.
- Consultations are ONLY scheduled during working hours (09:00 - 16:00) on Tuesdays (returning clients) and Thursdays (new clients).
- Consultations are scheduled on a first-come-first-served basis.

Clientele

UCT-based clients

- Course work masters and doctoral students - assistance ONLY with regard to the dissertation or thesis NOT course work assignments
- Research masters and doctoral students, and postdoctoral researchers
- Research/academic staff



Clients External to UCT

- Corporate and NGO clients, and external academic clients
- Individuals in a private capacity

Confidentiality

- Confidentiality of data sets will be preserved at all times.
- The SCS does not provide a data repository service, and aims to preserve data only until termination of SCS involvement.

Data Collection and Capturing

- The client is responsible for the collection of data.
- The consultancy does not: collect data on behalf of the client, accept responsibility for the validity of the data collected, and accept responsibility for the integrity of data collected.
- The client is responsible for the data capturing (transfer of data into database).
- **Data is to be submitted in a format meeting the pre-arranged specifications provided by the consultant,** and is typically submitted in Microsoft Excel, text format or an equivalent form (for example, as an SPSS dataset, Stata dataset, Microsoft Access database). Templates are available on request. Codebooks should be provided with datasets.

Initial Meeting

- To register the project with the SCS for consideration, clients must complete and submit an application form and signed copy of the Terms and Conditions of Service. Incomplete applications will delay project review.
- 1 initial meeting of up to 1 hour is offered free-of-charge when the SCS deems that substantial further work arises from the discussions of the meeting; should 1 meeting suffice and the client receives useful advice, the client will be charged for the meeting.

Invoicing

- Invoices are not cumulative; outstanding accounts must please be settled upon receipt of the invoice.
- The SCS reserves the right to discontinue work should accounts not be timeously settled.

Quality Assurance

- The consultancy reserves the right to:
 - communicate any suspected breach of ethical conduct or suspected breach of the integrity of data to the supervisor(s), departmental chairperson and/or the relevant Dean of faculty;
 - refuse to analyse a dataset that does not yet meet the pre-arranged data capture specifications and template.

Role of the Postgraduate Supervisor

- Supervisors carry joint responsibility with students to abide by these Terms and Conditions
- Students are required to obtain approval from their supervisor(s) before requesting service from the SCS.
- It is recommended that supervisor(s) attend at least the first consultation, and the consultant may insist on such involvement by the supervisors.
- The consultancy does not act as a supervisor or co-supervisor, or liaise with the supervisor(s) on behalf of any student, unless by formal arrangement at the initiation of the project.
- Ethical considerations pertaining to any study remain the responsibility of the student and supervisor(s); the consultancy does not accept responsibility for the ethical issues pertaining to a study.
- The SCS may include students' supervisors on any communications about the work.

SCS Annual Closure

- New projects submitted during the months of December and January will only be reviewed, and work will commence, in the February to follow at the earliest.



Time and Cost

- Different projects will require different periods of consulting time and clients should rather over estimate than under estimate in this regard. However, it is expected that on average, approximately 10-20 hours will be spent on any one request put to the SCS. Clients will be advised when a longer time period than usual is required.
- Time required for a project includes the necessary time for familiarisation with data and research problems, email communication, reading background literature for the particular research field and problem, possible data analyses and interpretation of results.
- Time frames for feedback will be negotiated throughout; however, clients should allow at least 2 weeks for work to be done at any one time.
- For large or unusual datasets, extra time may be needed to research a solution, manipulate the data and compute the results.
- It is the **responsibility of the client to provide ample time** for statistical consulting and to inform the consultant of any deadlines. As a guideline, requests must be submitted at least 6 weeks prior to the project deadline. **Urgent requests will not be accepted.**
- When analysing data, the SCS tries to provide complete, accurate results within a reasonable period of time. Often, though, results can be delayed by unanticipated problems with the data, availability of computer resources, and seasonally heavy workloads.
- December/January and July/August are typically particularly busy times because of University dissertation deadlines. Clientele are advised to ensure that there is a large enough timeframe for analysis when submitting work in these periods.

Reporting of Research Findings

- The consultancy does not write reports of research findings /results on behalf of the client
- ONE (1) review of write up of results is allowed per project

Tariffs

Please note that these are estimated rates, and that they may be subject to a formal costing procedure. In addition, the estimated rates are applicable for clients serviced directly by members of the SCS only: specialist rates may apply for members of the Statistical Sciences Department not involved with the service.

Annual Revision of Rates

- The SCS may adjust rates at the beginning of a calendar year. Clients whose projects span over multiple years will be informed of such changes. The rates corresponding to the year in which services are rendered will be applied.

Consultation Rates for 2017 (meetings and all other time required on the project)

- Corporate, NGO or equivalent: R1500.00 + VAT per hour
- External Academic: R700.00 + VAT per hour
- UCT-based: R150.00+ VAT per hour (Science Faculty), R400.00 + VAT per hour (all other faculties)
- Note: VAT is not charged on internal fund transfers for UCT-based researchers. It is up to the client to indicate the method of payment preferred, prior to the issuing of any invoice.

Responsibility for Payments

- The client and, when applicable, supervisor(s), as specified on the application form, are *directly* responsible for settling accounts, regardless of who the fund holder is.

Training and Short Courses

- On request

I have read and understood the Terms and Conditions of Service

 Client Signature
 Client Name:
 Date:

 Supervisor Signature
 Supervisor Name:
 Date: