



Statistical Consulting Service Terms and Conditions of Service

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 on a cost recovery basis. 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
- Guidance with and/or actual 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)

Clientele

UCT-based clients

- Honours students – the SCS does NOT currently provide assistance to Honours students.
- 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
- Visiting researchers/international exchange students – UCT rates apply if funding comes from a UCT source; External academic rates apply if funding is from an external source.

Clients External to UCT

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

The service is provided subject to the availability of consultants. The Statistical Consulting Service reserves the right to terminate or refuse service.

The SCS operates on a partial cost-recovery basis and hence all billable work is charged for at an hourly rate. UCT staff and students have the option to pay via grant or research funds via internal fund transfer. Alternatively, invoices are to be settled privately.

Planning/Design/Protocol development

- It is strongly recommended that clients seek advice at the onset of the project, prior to submission of the proposal or protocol.

Project registration and Initial Meeting

- To register a project with the SCS for consideration, clients must complete and submit an application form and signed copy of the Terms and Conditions of Service to sta-consulting@uct.ac.za. The information on this application form is collected for the primary purpose of assessing your application for statistical consulting. Other purposes of collection include attending to administrative matters, corresponding with you, and internal statistical analyses. Incomplete applications will delay project review.
- One (1) initial meeting of up to one (1) hour is offered free-of-charge when the SCS deems that substantial further work arises from the discussions of the meeting.
- Should one (1) meeting suffice and the client receives useful advice, the meeting will be deemed an advice meeting and the client will be charged for this advice meeting. Subsequent advice meetings are also charged for.
- Should the initial meeting run over time (1 hour) residual time will be charged for.

Time and Cost

- Different projects will require different periods of consulting time and clients should rather over estimate than under estimate in this regard.
- 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 3 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 **8** weeks prior to the project deadline. *Urgent requests will not be accepted.*

- Should unforeseen intermediate deadlines arise on the part of the client, both client and consultant(s) must agree on a new timeline. **It is at all times up to the discretion of the consultant(s) to determine feasibility of deadlines.** Consultants will not be held responsible for completion of work for new deadlines deemed infeasible.
- 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.
- Clients must clearly communicate any applicable university submission deadlines with the consultants, and are required to ensure that requests are submitted to the SCS with these deadlines in mind.

Invoicing

- Invoices are issued every two months.
- 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, i.e., within 30 days of invoice.

Tariffs

The rates charged by the SCS vary according to the client type (internal vs. external) and Faculty. The Faculty of Science funds a position in the consulting unit and hence qualifies for reduced rates. The rates specified below are estimated rates and 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 SCS.

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 2021 (meetings and all other time required on the project)

- UCT-based:
 - Science Faculty R200.00 + VAT per hour
 - All other faculties R400.00 + VAT per hour
- 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.
- External Academic: R700.00 + VAT per hour
- Corporate, NGO or equivalent: R1500.00 + VAT per hour

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.

Acknowledgement

- **All consultation should be acknowledged in dissertations, 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 provide us with a copy of the statement of acknowledgement or articles that recognise the SCS to sta-consulting@uct.ac.za for record keeping.
- **Clients should disclose to the consultant, or referred expert, any publications to arise from the work.**
- The Statistical Consulting Service reserves the right to request co-authorship(s) of publications where the consulting has a demonstrable impact beyond routine analysis on a publication in accordance with the Authorship Practices Policy of UCT (see http://www.uct.ac.za/sites/default/files/image_tool/images/328/about/policies/Policy_Authorship_Practices.pdf or ask the SCS for a copy).
- 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.
- In the case of shared publication, the consultancy/statistician has joint responsibility for the publication as a whole, but particularly should have the opportunity to review and edit the appropriate sections of a manuscript before submission.
- **Co-authorship is independent of fund transfers / financial compensation for services rendered.**
- Should an expert become involved due to referral, the expert may request co-authorship of publications.
- Shared publication is subject to mutual agreement.

Client initials

Supervisor initials



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 (08:30 - 17:00)
- Consultations are scheduled on a first-come-first-served basis.

Consultations during the COVID-19 pandemic

- In line with the principle of social distancing and following UCT's guidelines, consultants are working from home until otherwise specified.
- No contact meetings or consultations are conducted. All consultations are scheduled via MS Teams, Skype, Zoom, and or equivalent with the assigned consultant.

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.
- See Database Guidelines http://www.stats.uct.ac.za/stats/consulting/database_guidelines

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.

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.

Reporting of Research

- The consultancy does not write final reports of research findings or results or methodology sections in dissertation/theses on behalf of the client.
- One (1) review of write up of results and methodology is allowed per project.

Role of the Postgraduate Supervisor

- **Students are required to obtain approval from their supervisor(s) before requesting service from the SCS.**
- Supervisors carry joint responsibility with students to abide by these Terms and Conditions
- It is expected that supervisor(s) attend at least the first consultation, and the consultant may insist on such involvement by the supervisors.
- The consultancy reserves the right to terminate service where input, regular contact and meetings with the supervisor(s) is (are) lacking.
- 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 mid-November until January will only be reviewed towards the end of January, and work will commence, in the February to follow at the earliest.

I have read and understood the Terms and Conditions of Service.

_____	_____	_____
Client Name	Signature	Date (DD/MM/YYYY)
_____	_____	_____
Supervisor Name	Signature	Date (DD/MM/YYYY)