Dear Sir or Madam,

*Living Life* is a new initiative by the Development Economics, Global Indicators Group of the World Bank. The project aims to study the quality and efficiency of the interaction between citizens and their governments, in those administrative procedures that the majority of citizens need to go through over a lifetime.

Data collected by *Living Life* will be presented in a report and used to identify best practices around the world. The study covers nine different areas:

1. Registering a birth;
2. Registering a death;
3. Getting an ID;
4. Voting;
5. Paying taxes;
6. Access to health;
7. Access to education;
8. Access to electricity;

*Living Life* is made possible by the pro bono (free of charge) contributions from lawyers, civil society organizations, international experts, government officials and representatives of service providers working in the local context of the countries covered by the project.

We would be honored to benefit from your expertise for the Living Life project. Your contribution will be acknowledged in the final report. We are contacting you with reference to the “Access to education” indicator in <<Economy>>, but please do let us know if you are interested in contributing to any of the other eight indicators according to your expertise.

“Access to education” seeks to collect information on the Educational system of your country, from early childhood education until higher academic education. The questionnaire seeks your objective responses to assist the project team in data collection. Please refer to the instruction page and review the guidelines for answering the questionnaire. A glossary is available at the end of the questionnaire for definitions of relevant terms.

Please return the completed questionnaire to <<Email>> no later than <<Deadline>>. If you have any questions, do not hesitate to contact us. We appreciate your time and effort.

Thank you for your invaluable contribution to the *Living Life* project and to the work of the World Bank Group.

Sincerely,
**Primary Contributor Information:** Please check the box next to information you do not want us to publish.

<table>
<thead>
<tr>
<th>Do not publish</th>
<th>Title (Mr., Ms., Dr.)</th>
<th>First Name</th>
<th>Last Name</th>
<th>Position</th>
<th>Profession</th>
<th>Firm/Institution name</th>
<th>Website</th>
<th>E-mail address</th>
<th>Phone</th>
<th>Fax</th>
<th>Mobile phone</th>
<th>Street</th>
<th>City</th>
<th>Zip/Postal code</th>
<th>P.O. Box</th>
<th>State/Province</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never Published</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do not publish</td>
<td>Firm/Institution name</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do not publish</td>
<td>Website</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do not publish</td>
<td>E-mail address</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do not publish</td>
<td>Phone</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Never published</td>
<td>Fax</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do not publish</td>
<td>Street</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do not publish</td>
<td>City</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do not publish</td>
<td>Zip/Postal code</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do not publish</td>
<td>P.O. Box</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do not publish</td>
<td>State/Province</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do not publish</td>
<td>Country</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Additional Contributors:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Occupation</th>
<th>Email</th>
<th>Phone</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title First Name Last Name</td>
<td>Firm/Institution name Position Profession</td>
<td>e-mail</td>
<td>phone mobile</td>
<td>street state/province city/country</td>
</tr>
<tr>
<td>Title First Name Last Name</td>
<td>Firm/Organization name Position Profession</td>
<td>e-mail</td>
<td>phone mobile</td>
<td>street state/province city/country</td>
</tr>
<tr>
<td>Title First Name Last Name</td>
<td>Firm/Organization name Position Profession</td>
<td>e-mail</td>
<td>phone mobile</td>
<td>street state/province city/country</td>
</tr>
</tbody>
</table>

**Referrals:** Please help us expand our list of contributors by referring us to other experts.

<table>
<thead>
<tr>
<th>First name</th>
<th>Last name</th>
<th>Position</th>
<th>Firm/Institution</th>
<th>Address</th>
<th>Phone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HOW TO ANSWER THE QUESTIONNAIRE

1. Please provide your contact information and the information regarding others who contributed to the completion of this survey. Please indicate whether, in recognition of your contribution, you would like your contact information on our publication.

2. Please review the assumptions in order to fully understand the context of the survey. If you have any questions about the assumptions or any instructions, please feel free to contact us.

3. For questions requiring a “Yes” or “No” answer, please check in the appropriate box. If you do not know the answer, please leave blank. For other questions, we have provided “blocks” to type in lengthy answers or information. As you type in the answers, the blocks expand to accommodate your answers however long.

4. Please use the field called “legal basis” to indicate the legal source of your answer. Please cite the name of the law and the specific applicable articles or sections. If "No applicable provisions could be located," please use that expression as the answer. Any comments relevant to understanding your answer should also be entered here.

5. Please refer to the glossary at the end of questionnaire for definitions of relevant terms.

6. A procedure is an interaction between the citizen and the government or administrative branch, directly or indirectly. Procedures can be simultaneous and their time of completion should be counted jointly and not subsequently.

7. A step is a component/part of a procedure. These may include submitting, filing, signing, etc.

8. Time is measured in calendar days. The minimum time for a procedure is 1 day (e.g. even if a procedure is completed within less than 24 hours, it should be considered as a day). For procedures that can be completed online in less than 1 day, the duration should be noted as “Less than one day (online procedure)”. 

9. Cost reflect only official fees and taxes. Cost should be reported in units of the local currency.

QUESTIONNAIRE FOCUS

To conduct the pilot module on access to education, Living Life will ask questions regarding general aspects of education in the country, as well as regarding 4 different levels of education, as described below:
CASE ASSUMPTIONS

In order to answer the questionnaire, when appropriate, you should take into consideration the following case assumptions and the specific data described below, as a standardized case study, which serves as a guide to your answers.

- **Members of the Household**
  - A man and a woman, married to each other
  - Two sons: 3 and 12 years old
  - Two daughters: 6 and 18 years old
  - All are citizens of <<Economy>> and reside in <<Main Business City>>
  - None of the children has been held back any grade.

- **Household Income**: The household income is not subject to any tax exemption or special regime, and does not qualify for government subsidies.

- **Educational Institution**: for each level of education, we refer to the largest public co-educational institution in the city of <<Main Business City>>. For tertiary education: consider the application to an undergraduate program in Business Administration.
### A. General

1. At what age does school enrollment become compulsory for students?
   - Age

2. Until what age enrollment in school is compulsory?
   - Age

### B. Preschool

3. Do children of age 3 have access to free preschool?
   - Yes ☐  No ☐

3.1. If not, are public preschools available for a fee?
   - Yes ☐  No ☐

3.1.1. Are fees reduced for lower income households?
   - Yes ☐  No ☐

3.1.2. What are the requirements and documents that a lower income household needs to provide in order to be eligible for reduced preschool fees?

4. Please list all procedures required for registering a child in the first year of preschool.

   **Description of Procedure**

   -
   -
   -

### C. Primary Education

5. Do students have access to free public primary education?
   - Yes ☐  No ☐

5.1. If not, are public primary schools available for a fee?
   - Yes ☐  No ☐

5.1.1. Are fees reduced for lower income households?
   - Yes ☐  No ☐

5.1.1.1. What are the requirements and documents that a lower income household needs to provide in order to be eligible for reduced primary education fees?

6. Do public primary schools within <<Main Business City>> differ in terms of fees charged?
   - Yes ☐  No ☐

7. Do public primary schools within <<Main Business City>> differ in terms of enrollment rules?
   - Yes ☐  No ☐

8. What are the minimum requirements so that a child can be registered and enrolled in the first year of primary education?
9. Are students assigned to a specific public primary school in which they can enroll based on their home address? Yes ☐  No ☐

9.1. If yes, do students have a chance to enroll in a public school different from the one assigned to them (for example, through a lottery system)? Yes ☐  No ☐

10. Are private schools recognized and certified by the country’s Board of Education in the same way as public schools are? If no, explain the difference. Yes ☐  No ☐

11. Please, list all procedures required for registering a child in primary school.

<table>
<thead>
<tr>
<th>Description of Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

D. Secondary Education

12. Do students have access to free public secondary education? Yes ☐  No ☐

12.1. If not, are public secondary schools available for a fee? Yes ☐  No ☐

12.1.1. Are fees reduced for lower income households? Yes ☐  No ☐

13. What are the minimum requirements so that a child can be registered and enrolled in the first year of secondary education?

14. Do public secondary schools within <<Main Business City>> differ in terms of fees charged? Yes ☐  No ☐

15. Do public secondary schools within <<Main Business City>> differ in terms of enrollment rules? Yes ☐  No ☐

16. Are students assigned to a specific public secondary school in which they can enroll based on their home address? Yes ☐  No ☐

16.1. If yes, do students have a chance to enroll in a public school different from the one assigned to them (for example, through a lottery system)? Yes ☐  No ☐

17. Are private schools recognized and certified by the country’s Board of Education in the same way as public schools are? If no, explain the difference. Yes ☐  No ☐

18. Please list all procedures required for registering a child in secondary school.
### Description of Procedure

| E. Tertiary Education (College/University) |
|---|---|
| **19.** Do students have access to free university education (undergraduate level)? | Yes ☐ No ☐ |
| **19.1.** If not, are public universities available for a fee? | Yes ☐ No ☐ |
| **19.1.1.** Are fees reduced for lower income households? | Yes ☐ No ☐ |
| **19.1.1.1.** What are the requirements and documents that a lower income household needs to provide in order to be eligible for reduced university education fees? | |
| **19.1.2.** Is there any government program that provides financial support for university education? (E.g. scholarships, tuition waiver, etc.) If yes, please answer to the following set of questions. | Yes ☐ No ☐ |
| **19.1.2.1.** Identify the type of program offered by the government and indicate the legal basis. | |
| **19.1.2.2.** Does the program offer the opportunity of enrollment in both private and public universities? | Yes ☐ No ☐ |
| **19.1.2.3.** Describe the requirements and procedures for a citizen to be eligible to such program. | |

20. What are the minimum requirements so that an individual can be admitted and enrolled in Tertiary Education?

21. Are private universities recognized and certified by the country’s Board of Education in the same way as public universities are? If no, explain the difference. Yes ☐ No ☐
F. Additional Information

22. Please fill in this space with any additional information that you think is relevant for this questionnaire regarding access to education in your country.

GLOSSARY

**Average acceptance rate:** Taking into consideration the number of available spots in the school or university, and the number of application requests.

**Co-Educational:** also known as mixed-gender education, is a system of education where males and females are educated together.

**Household Income:** Measure of the combined incomes of all people sharing a particular household or place of residence. Household means a person or group of persons living together in a room or group of rooms as a housing unit, except persons boarding in or renting a portion of the dwelling.
**Lower Secondary Education**: Also referred to as Secondary School, Junior Secondary School, Middle School, or Junior High School. Students enter Lower Secondary Education after finishing Primary Education, normally between the ages of 10 and 13 (age 12 being the most common).

**Preschool**: Is an educational establishment or learning space that offers education to children between the ages of three and five years old. It is also commonly known as early childhood education.

**Primary Education**: Also referred to as Elementary Education or Basic Education, depending on the country. Age of entry is usually not below 5 years old nor above 7 years old. Primary education typically lasts six years, although its duration can range between four and seven years, lasting until age 10 to 12.

**Tertiary Education**: Includes what is commonly understood as academic education, but also includes advanced vocational or professional education. It comprises short-cycle tertiary education (at least two years), Bachelor’s or equivalent level (three to four years), Master’s or equivalent level (more than four years), and doctoral or equivalent level (at least five years), respectively.

**Threshold**: A certain number of available spots every school or academic year. E.g.: the school only allows 1,000 students to enroll in Secondary Education every school year.

**Upper Secondary Education**: Also referred as Secondary School, Senior Secondary School, or Senior High School. Students enter Upper Secondary Education after finishing Lower Secondary Education, normally between the ages of 14 and 16 years old.